

Soft Skills Courses Available from Advance Training

16 May 2012

Included in Each Course:

- A full day of training (usually 8:00am to 2:00pm)
- Instruction by an expert facilitator (in Arabic, English, or both)
- Interactive activities in addition to dynamic lectures
- Printed manual for each trainee
- Personalized certificate of completion
- Training at Advance Training in Jazaer, Basra, or in your location
- Our goal is changing behavior, not transmitting knowledge

Coaching: A Leadership Skill

1 Day

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model, sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization. This one-day workshop will help you become a better coach in all senses of the word.

How You Will Benefit:

- Understand how coaching can be used to develop your team.
- Develop the coaching skills that help improve individual performance.
- Demonstrate the behaviors and practices of an effective coach.
- Recognize employees' strengths and give them the feedback they need to succeed.
- Identify employee problems and ways you can help to correct them.

What You Will Cover:

- Defining coaching
- The two schools of coaches
- Five critical coaching skills
- Communications skills
- Non-verbal communication
- Johari Windows
- Learning styles and principles
- Methods of feedback
- Benefits/consequences approach
- Dealing with problem employees
- When not to coach

Cross-Cultural Working Skills

1 Day

After years of international isolation, Iraqis suddenly need to work with many other nationalities. This one-day workshop will explore cultural differences and how to respond to them. Differences include cultural values of group identity, consistency, favoritism, respect for time, preserving honor, communication styles, and attitudes toward authority. The workshop is appropriate both for Iraqis who work with foreigners, and for foreigners who work with Iraqis.

How You Will Benefit:

- Recognize how culture affects all of life.
- Identify aspects of your culture that differ from other cultures.
- Understand fundamentals of any culture.
- Learn how to communicate with people from different cultures.
- Recognize advantages and disadvantages of cultural traits.

What You Will Cover:

- What is culture
- Barriers to cross-cultural communication
- Individual or group identity
- Understanding of fairness
- Logic of head or heart
- Limited or unlimited time
- Direct or indirect communication
- Saving face
- Leadership and authority

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation: when to delegate, and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

How You Will Benefit:

- Clearly identify how delegation fits into your job and how it can make you more successful.
- Identify different ways of delegating tasks.
- Use an eight-step process for effective delegation.
- Give better instructions for better delegation results.
- Ask better questions and listen more effectively.
- Recognize common delegation pitfalls and how to avoid them.
- Test your delegation skills.

What You Will Cover:

- What is delegation
- Why delegate
- Picking the right person
- The delegation meeting
- Levels of authority
- Giving instructions
- Communication skills
- Monitoring delegation
- Practicing delegation
- Giving feedback
- Becoming a good delegator

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It's a pivotal factor in personal and professional success. IQ will get you in the door, but it is your EQ, your ability to connect with others and manage the emotions of yourself and others, that will determine how successful you are in life.

We have all worked with and listened to brilliant people. Some of them were great and... well, some were not so great. The mean and the meek and all those in between can teach us more than they realize. When we look at the truly extraordinary people who inspire and make a difference you will see that they do this by connecting with people at a personal and emotional level. What differentiated them was not their IQ but their EQ – their emotional intelligence. This one-day course will give you the EQ edge.

How You Will Benefit:

- Understand what emotional intelligence means
- Recognize how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- Understand the different emotions and how to manage them
- Create a personal vision statement
- Understand the difference between optimism and pessimism
- Validate emotions in others

What You Will Cover:

- History of emotional intelligence
- Definition of emotional intelligence
- Optimism
- The seven human emotions
- Personal vision
- Values, principles, strengths, and talents
- Validating emotions in others
- And much more!

Goal Setting

1 Day

We all have things we want in life. The route to success is to take the things that we dream about and wish for, and turn them into reality. This one-day workshop will lead participants through thinking, planning, and taking action on the things they really want. They will learn ways to ensure that they get where they want to go in life.

How You Will Benefit:

- Identify what's important to you in your life
- Use goal setting activities and appropriate language to articulate what you want in your life
- Explain what your dreams and goals are for both the short and long term
- Use motivating techniques to help you reach your goals
- Understand how to deal with setbacks

What You Will Cover:

- Self-understanding
- Laying the foundation
- What's in your bucket?
- Getting down to business
- Getting started today
- Dealing with setbacks

Keys to Effectiveness

1 Day

It is a challenge to be effective in the rapidly changing work environment of Iraq. This one-day workshop will equip participants to be more successful and effective in their lives. They will learn how to take control of their attitudes and actions, rather than reacting to circumstances or other people. These principles apply to many facets of both work and personal lives.

How You Will Benefit:

- Learn how to act on your values rather than your emotions
- Develop strategies for dealing with difficult situations
- Understand your role in shaping your future
- Identify practical ways to manage stress

What You Will Cover:

- What are success and effectiveness
- What determines who you are
- Your response is your choice
- Being proactive vs. reactive
- Three circles of control and influence
- Responding to stress

Leadership Skills for Supervisors

1 Day

Supervisors represent an important force in the North American economy. You have the power to turn on or turn off the productivity of the people who work for you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. You usually have more experience and more skill than the employees you supervise, because management tends to look for super people to fill those roles.

How You Will Benefit:

- Learn ways to prioritize, plan, and manage your time.
- Identify your primary leadership style and techniques for maximizing that style.
- Develop more flexibility to use other leadership styles.
- Search for ways to overcome communication barriers.
- Determine ways you can meet the needs of employees and co-workers through communication and coaching.
- Explore ways to engage in productive rather than toxic debate, and to make conflict a powerful force for creative, well-rounded solutions to problems.

What You Will Cover:

- Managing your time and energy
- What makes a good leader?
- Communication as a leadership tool
- The commitment curve
- Employee development models
- Dealing with conflict and difficult issues
- What successful leaders do

Meeting Management

1 Day

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway. This one-day program will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

How You Will Benefit:

- Understand the value of meetings as a management tool.
- Recognize the critical planning step that makes meeting time more effective.
- Identify process tools that can help create an open and safe forum for discussion.
- Develop and practice techniques for handling counterproductive behavior.

What You Will Cover:

- The basics for effective meetings
- The best and the worst of meetings
- Holding productive meetings
- Preparing for meetings
- Agendas
- Setting the place
- Leading a meeting
- Process and content
- Process tools, including DeBono's thinking hats, rules of work, and facilitation skills
- How to control a meeting
- A plan for success

Negotiation for Results

2 Days

People who can master the art of negotiation find they can save time, save money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in the workplace.

Negotiating is a fundamental fact of life at any level. Whether you are working on a project or fulfilling support duties, this two day workshop will provide you with a basic comfort level to negotiate with both internal and external clients. This interactive workshop includes techniques to promote effective communications and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

How You Will Benefit:

- Understand how often we all negotiate and the benefits of good negotiation skills.
- Recognize the importance of preparing for the negotiation process, regardless of the circumstances.
- Identify the various negotiation styles and their advantages and disadvantages.
- Develop strategies for dealing with tough or unfair tactics.
- Gain skill in developing alternatives and recognizing options.
- Have the opportunity to practice the “how to” of these skills in a supportive environment.
- Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.

What You Will Cover:

- What is Negotiation?
- The Successful Negotiator
- Preparing for Negotiation
- The Nuts and Bolts
- Making the Right Impression
- Getting off to a Good Start
- Exchanging Information
- The Bargaining Stage
- Inventing Options for Mutual Gain
- Getting Past No and Getting to Yes
- Dealing with Negative Emotions
- Moving from Bargaining to Closing
- The Closing Stage

Presentation Basics

2 Days

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, you will master the skills that will make you a better speaker and presenter.

How Will You Benefit:

- Establish rapport with your audience
- Learn techniques to reduce nervousness and fear
- Understand your strengths as a presenter and how to appeal to different types of people
- Recognize how visual aids can create impact and attention
- Develop techniques to create a professional presence
- Learn some different ways to prepare and organize information
- Prepare, practice, and deliver a short presentation

What You Will Cover:

- Communication skills
- Personality types
- Positive self-talk, rapport, and body language
- Maximizing meetings
- Managing sticky situations
- Overcoming nervousness
- The five S's
- Writing and planning a presentation
- Audience profile
- Your speaking voice
- Add punch to your presentation

Problem Solving and Decision Making

2 Days

As an individual, facts and knowledge can only go so far. Solving tough problems requires the ability to define the true problem, analyze the possible causes, create options, select the most feasible option, and then implement it. This two-day workshop should help individuals enhance their efforts to find sustainable solutions and learn new ways to approach problem-solving to reach win-win decisions.

How You Will Benefit:

- Increase your awareness of problem solving steps and problem solving tools.
- Distinguish root causes from symptoms to identify the right solution for the right problem.
- Improve your problem solving and decision making skills through identifying your own problem solving style.
- Identify ways to think creatively and work towards creative solutions.
- Recognize the top ten rules of good decision-making.

What You Will Cover:

- What is Problem Solving?
- Problem Solving Styles
- Earthquake! (Case Study)
- The Problem Solving Model
- Six Ways to Approach a Decision
- The Problem Solving Toolkit (including Gradients of Agreement, fishbone analysis, lasso, cost/benefit analysis, using criteria, and force field analysis)
- Thinking Outside the Box
- Peerless Data Corp (Case Study)

Project Management Fundamentals

1 Day

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments - and to get that additional job done well, done under budget, and done on time. This workshop is not intended to take you from a supervisory or administrative position to that of a project manager. However, this one-day workshop will familiarize you with the most common terms and the most current thinking about projects.

How You Will Benefit:

- Understand what is meant by a project and project management
- Identify benefits of projects
- Identify the phases of a project's life cycle
- Enhance your ability to sell ideas and make presentations
- Prioritize projects
- Begin conceptualizing your project, including goals and vision statements
- Use a target chart and other planning tools
- Complete a Statement of Work

What You Will Cover:

- Defining a project and project management
- How projects can benefit you and your organization
- Project life cycles
- Selling your own project ideas
- Role & skills of the project manager
- Creating a vision
- Setting project goals
- Project planning worksheets
- The statement of work

Project Management Training

3 Days

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments - and to get that additional job done well, done under budget, and done on time. This workshop is not intended to take you from a supervisory or administrative position to that of a project manager. However, these three days will familiarize you with the most common terms and the most current thinking about projects.

How You Will Benefit:

- Understand what is meant by a project.
- Recognize what steps must be taken to complete projects on time and on budget.
- Have a better ability to sell ideas and make presentations.
- Know simple techniques and tools for planning and tracking your project.
- Have methods for keeping the team focused and motivated.

What You Will Cover:

- What is a project?
- Project management basics
- How can projects help me?
- A project's life cycle
- Selling a project
- Preparing your project
- The role of a project manager
- Project goals
- Laying out the project (SOW)
- Project risks and contingency planning
- The work breakdown structure
- Planning tools (including Gantt charts and PERT)
- Budgets
- Developing teams
- Communication tools
- Closing out a project
- Team meetings
- Project presentations

Teams: Basics of Building Better Teams

1 Day

Teams have become a principle building block of successful organizations. This one-day workshop is a basic course for team leaders and team members, designed to focus on the characteristics of an effective team player and the elements of an effective team. You will leave the workshop with plans for your personal development as a team player and ideas for developing your back-home team.

A critical element of this workshop is the Glen Parker Team Player Survey (PTPS), an 18 item self-assessment instrument that will help you identify your primary team player style, help you increase your personal effectiveness in team situations, and help you effectively develop your group into a high performing team.

How You Will Benefit:

- The PTPS will give you useful feedback about your team player style.
- Identify ways you will want to change to improve your team player style.
- Better understand and appreciate differences among team members.
- Identify those ways your team must improve to be more effective.
- Develop an action plan for those improvements.

What You Will Cover:

- Your team player style
- The strengths of each style
- The challenges for each style
- Establishing team norms
- Building team trust
- Working through the stages of team development
- Communication skills

Teams: Team Building

3 Days

Your success as a manager can often depend on how well your team operates. How are their problem-solving skills? Are they enthusiastic and motivated to do their best? Do they work well together? There have been hundreds of studies demonstrating that human beings function better and learn better in groups. If you want to develop your team leadership skills and unleash the talent of your individual team members, this workshop is a practical look at current leadership practices that work.

How You Will Benefit:

- Identify different types of teams.
- Build teamwork by recognizing and tapping into the twelve characteristics of an effective team.
- Promote trust and rapport by exploring your team player style and how it impacts on group dynamics.
- Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team.
- Develop strategies for dealing with team conflict and common situations.
- Understand how action planning and analysis tools can help your team perform better.

What You Will Cover:

- Types of teams
- The TORI model
- The Team Player Survey
- Organizations Today
- The Stages of Team Development
- Communication Skills
- Shared Leadership
- DeBono's Thinking Hats
- Managing Team Conflict
- The Trust/Relationship Model
- Obtaining Consensus
- Team-Shaping Factors
- Team Problem-Solving
- SWOT Analysis

Time Management

1 Day

Time is money, the saying goes, and lots of it gets lost in disorganization and disruption. We also deal with a constant barrage of technology, people, and tasks that can contribute to that disorganization. Many people find that they flit from one task to another, trying to get everything done. In this one-day workshop, you will learn how to make the most of your time by getting a grip on your workflow and office space, using your planner effectively, prioritizing, and overcoming procrastination.

How You Will Benefit:

- Better organize yourself and your workspace for peak efficiency.
- Identify the right things to be doing and develop plans for doing them.
- Learn practical techniques for organizing your time.
- Understand the importance of, and the most useful techniques for, organizing around priorities.
- Take control of things that can derail your workplace productivity.

What You Will Cover:

- Typical time problems
- Practical scheduling techniques
- Handling paperwork and e-mail
- Urgent vs. important tasks
- Long-term effectiveness