



# SIMITRI TRAINING CATALOGUE

MARCH 2024

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Programmes are available for both Virtual (vILT) and in-classroom (ILT) delivery. Refer to our Standard Menu with various Modes and Durations for our Training Topics.

\*Durations not [✓] in the Standard Menu require customisation, fees may apply.

\*All flows listed are for a 1-day delivery, shorter durations mean that not all topics listed will be covered due to time available.

## NEW AND UPDATED PROGRAMMES

**NEW** 💡 AI in Business ➡

**NEW** 💡 5 Behaviours of a Team ➡

Emotional Intelligence ➡

Stakeholder Management ➡

Presenting with Data ➡

Change Leadership ➡

## TRENDING TOPICS

Executive Presence for Women in Leadership ➡

Building Psychological Safety: PERMA ➡

Empowering Your Team ➡

Creating a Culture of Accountability ➡

Influencing without Authority ➡

# WHY SIMITRI

**Subject Matter Expertise** – 20 years of proven content and blended programmes that fit our clients' unique business objectives. All programmes are offered in-classroom and virtually.



## LEADERSHIP & MANAGEMENT

Guiding leaders to discover their leadership styles, drive change, and improve individual and team performance



## COMMUNICATION SKILLS

Developing skills for presenting, influencing, and managing relationships in person, in writing, and on the phone



## COLLABORATION & INCLUSION

Improving collaboration within teams and across functions, generations, and cultures



## PERSONAL EFFECTIVENESS

Driving individual performance with a focus on mindfulness, resilience, and time management



## BUSINESS ACUMEN

Developing skills in problem solving, business acumen, creativity, and innovation



## SALES & SERVICE

Building the business through trusted client relationships and effective customer service

# WHY SIMITRI

## Multiple Learning Channels



### INSTRUCTOR-LED TRAINING

Delivered with experiential learning, case studies, role-plays, group discussions, and feedback sessions over 2-day, 1-day, half-day, or 2-hour sessions



### VIRTUAL INSTRUCTOR-LED TRAINING

Interactive virtual sessions that can be attended remotely with chat, polls, and breakouts to ensure a highly interactive and engaging session



### HYBRID LEARNING APPROACH

Combines traditional face-to-face classroom experiences and virtual sessions to meet all learning objectives



### EXECUTIVE COACHING

One-on-one and small group engagements, delivered over an extended period of time



### SELF-DIRECTED LEARNING

Web-based learning portals with micro-learning content accessible on desktop and mobile

# WHY SIMITRI

**Expert Training** – Programme durations ranging from 1 hour to multiple days.



## **CERTIFIED FACILITATORS**

Certified facilitators are certified in adult learning techniques, content and standardised training approach, ensuring full engagement with each participant



## **TECHNICAL SUPPORT**

Simitri's internal production teams lend technical and logistical support during virtual deliveries before, during, and after each session



## **INTERACTIVE TOOLS**

Chats, whiteboards, polls, questionnaires, and breakout sessions enhance interaction, engagement, and learning in the class -room and virtually



## **GLOBAL COVERAGE**

Simitri's globally-based team can deliver sessions to participants in all time zones and in a variety of available languages



## **FLEXIBLE AND AGILE**

Flexible durations ranging from 1 hours to many days, delivered in Class-room or Virtual on a platform of your choice (Simitri or a client-platform)



## **COST SAVINGS**

Virtual training reduces venue and travel expenses; focus your budget on the content, while broadening your reach

# WHY SIMITRI

## Multiple Virtual (vILT) Platforms



Microsoft Teams

## CLIENT-PREFERRED PLATFORMS

Simitri facilitators and producers are internally certified on a variety of platforms. Our team is also constantly researching new tools in order to better serve our clients.

At Simitri, we value flexibility and agility. We can adapt our approach to meet each client's unique virtual learning and IT requirements.

# WHY SIMITRI

## Post-Workshop Group Coaching

### **Examples of training where post-coaching works best:**

Leadership & Management offerings, such as: Coaching Skills, Delegation, Giving Feedback

Communication Skills offerings, such as Presentation Skills (Advanced & The Exceptional Presenter), Negotiation and Influencing Skills

Sales and Service offerings, such as: Simitri Sales Curriculum, Selling in a Virtual Environment

Collaboration & Inclusion offerings, such as: Inclusive Leadership

Business Acumen offerings, such as: Strategy or Innovation

The Simitri Group Coaching is an extremely flexible offering that can take many forms. It is designed to be introduced as a powerful post-training exercise to reinforce learning and add to behavioural change.

Post-training Group Coaching is typically delivered between 4 and 12 weeks following the training intervention. Either the whole cohort or smaller groups come together for a follow-up session to reinforce and focus on development areas. These coaching conversations are very similar to traditional one/one Executive Coaching, but with the opportunity of taking larger numbers through the exercise at a significantly lower cost per person.

Within the sessions the participants can focus on areas specific to them, with others' learning from that insight. If personal coaching was a focus of the initial training (for example voice coaching in our Presentation Skills offerings) these can be the focus of attention, or advanced techniques introduced.

Companies that utilise group coaching have seen powerful benefits for the individuals in the sharing of collective insights. Peer learning adds an additional opportunity over the interaction with the coach and promotes the development of a valuable network across the organisation. The scalable nature of Group Coaching allows more individuals to benefit from the sessions.

Simitri believes this format of coaching will be a significant differentiator in 2023 and beyond.





## SIMITRI TRAINING TOPICS

Built on Simitri's proven approach to training, all programs can be delivered either in-classroom or in an online training environment. In this section our training topics have been categorised under the following Content Pillars: Leadership & Management; Communication Skills; Personal Effectiveness; Collaboration & Inclusion; Business Acumen; Sales & Service and Compliance.

 <b>LEADERSHIP AND MANAGEMENT</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#">Agile Leadership, Hybrid, Self-organising &amp; Functional teams</a>			✓			✓			
<a href="#">Being Agile</a>		✓					✓		
<a href="#">Being a Business Mentor</a>	✓	✓		✓		✓			
<a href="#">Being a Leader</a>	✓	✓	✓	✓		✓	✓	✓	✓
<a href="#">Building Psychological Safety for Leaders</a>							✓		
<a href="#">Career Development Conversations</a>	✓	✓	✓			✓	✓		
<a href="#">Change Leadership</a> <span style="background-color: red; color: white; padding: 2px;">UPDATED</span>	✓	✓				✓	✓		✓
<a href="#">Change Readiness</a>	✓	✓				✓	✓		✓
<a href="#">Coaching for Results</a>		✓	✓	✓		✓	✓		
<a href="#">Creating a Culture of Accountability</a>	✓		✓			✓			
<a href="#">DiSC for Managers</a>		✓	✓			✓			


Programmes are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary – the longer the duration, the deeper the learning outcome and retention. Programme Overviews and Flows can be found by clicking the title.

 <b>LEADERSHIP AND MANAGEMENT</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Effective Delegation</u></a>	✓	✓	✓			✓	✓		
<a href="#"><u>Empowering Your Team</u></a>		✓	✓			✓			
<a href="#"><u>Executive Presence</u></a>	✓	✓	✓			✓	✓		✓
<a href="#"><u>Executive Presence for Women in Leadership</u></a>		✓				✓			
<a href="#"><u>Having a Remuneration Conversation</u></a>	✓								
<a href="#"><u>Inclusive Leadership</u></a>				✓			✓		
<a href="#"><u>Leading Virtual / Remote Teams</u></a>	✓	✓				✓	✓		
<a href="#"><u>Leading with Emotional Intelligence [EI]</u></a>				✓			✓		
<a href="#"><u>Leading with Trust</u></a>	✓	✓				✓			
<a href="#"><u>Leading a Multi-Generational Team</u></a>	✓	✓				✓			
<a href="#"><u>Management Essentials</u></a>	✓	✓				✓	✓		✓


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 <b>LEADERSHIP AND MANAGEMENT</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Managing High Performing Hybrid Teams</u></a>		✓				✓	✓		✓
<a href="#"><u>Managing Engagement and Retention in Your Team</u></a>		✓				✓			
<a href="#"><u>Managing in Uncertainty</u></a>		✓				✓			
<a href="#"><u>Motivating and Engaging Team Members</u></a>	✓	✓	✓			✓	✓		
<a href="#"><u>Performance Management Conversations</u></a>		✓	✓			✓	✓		✓
<a href="#"><u>Servant Leadership</u></a>				✓		✓			
<a href="#"><u>Situational Leadership</u></a>				✓		✓	✓		✓
<a href="#"><u>Strategic Management in a Fast-Changing Environment</u></a>					✓	✓			
<a href="#"><u>Unleashing Your Team's Potential Through Coaching</u></a>			✓				✓		

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 <b>COMMUNICATION SKILLS</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Adding Value as a Trusted Partner</u></a>	✓	✓	✓			✓			
<a href="#"><u>Assertive Communication</u></a>	✓	✓				✓	✓		✓
<a href="#"><u>Business Writing</u></a>	✓	✓		✓		✓	✓		
<a href="#"><u>Business Storytelling</u></a>				✓		✓			
<a href="#"><u>Communication Concepts</u></a>		✓	✓			✓			
<a href="#"><u>Communication Skills</u></a>				✓		✓	✓		✓
<a href="#"><u>Communicating Up the Organisation</u></a>				✓		✓	✓		✓
<a href="#"><u>Conflict Management</u></a>	✓	✓			✓	✓	✓		✓
<a href="#"><u>Dealing with Challenging People</u></a>		✓		✓		✓	✓		
<a href="#"><u>Developing your Influencing and Persuasion Skills</u></a>				✓		✓	✓		
<a href="#"><u>Effective Email Communication</u></a>	✓	✓				✓			


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 <b>COMMUNICATION SKILLS</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Expert in Positive Influencing</u></a>				✓			✓		
<a href="#"><u>Facilitation Skills</u></a>				✓		✓	✓		✓
<a href="#"><u>Giving Feedback</u></a>	✓	✓		✓			✓		
<a href="#"><u>Introduction to Influencing Techniques</u></a>	✓	✓		✓		✓	✓		✓
<a href="#"><u>Influencing without Authority</u></a>			✓			✓	✓		
<a href="#"><u>Interview Skills</u></a>	✓	✓				✓	✓		✓
<a href="#"><u>Leading [Facilitating] Effective Meetings</u></a>	✓	✓					✓		
<a href="#"><u>Leveraging your Impact</u></a>	✓					✓	✓		
<a href="#"><u>Making PowerPoint Great</u></a>				✓		✓	✓		
<a href="#"><u>Managing Challenging Conversations</u></a>	✓	✓		✓		✓	✓		
<a href="#"><u>Negotiation Skills</u></a>	✓	✓				✓	✓	✓	✓

Programmes are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary – the longer the duration, the deeper the learning outcome and retention. Programme Overviews and Flows can be found by clicking the title.


 <b>COMMUNICATION SKILLS</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#">Negotiation Skills – Advanced</a>				✓			✓		✓
<a href="#">Presentation Skills</a>				✓			✓		✓
<a href="#">Presentation Skills – Advanced</a>				✓					✓
<a href="#">Presenting in a Virtual Environment</a>	✓	✓							
<a href="#">Presenting with Data</a> <b>UPDATED</b>	✓	✓	✓			✓			
<a href="#">Stakeholder Management</a> <b>UPDATED</b>	✓	✓	✓	✓	✓		✓		
<a href="#">Storytelling in Powerful Presentations</a>		✓	✓	✓			✓		✓
<a href="#">The Exceptional Presenter</a>					✓				✓
<a href="#">Train the Trainer</a>				✓					✓

Programmes are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary – the longer the duration, the deeper the learning outcome and retention. Programme Overviews and Flows can be found by clicking the title.


 <b>PERSONAL EFFECTIVENESS</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Adapting to Change</u></a>	✓	✓	✓			✓			
<a href="#"><u>Building Effective Relationships</u></a>		✓							
<a href="#"><u>Building and Leveraging your Network for Senior Leaders</u></a>			✓			✓			
<a href="#"><u>Business Etiquette</u></a>				✓			✓		
<a href="#"><u>Career Planning</u></a>	✓	✓		✓		✓	✓		
<a href="#"><u>Emotional Intelligence</u></a> <b>UPDATED</b>	✓	✓	✓	✓			✓		
<a href="#"><u>Effective Email Management</u></a>		✓				✓			
<a href="#"><u>Enhancing Personal Effectiveness</u></a>				✓		✓	✓		
<a href="#"><u>Excelling in a Hybrid Working Environment</u></a>				✓					
<a href="#"><u>Growth Mindset – Introduction</u></a>		✓	✓	✓		✓			
<a href="#"><u>Growth Mindset – Application</u></a>			✓	✓		✓			

Programmes are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary – the longer the duration, the deeper the learning outcome and retention. Programme Overviews and Flows can be found by clicking the title.



 <b>PERSONAL EFFECTIVENESS</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Navigating Ambiguity and Change with a Growth Mindset</u></a>	✓	✓	✓				✓		
<a href="#"><u>Networking Skills</u></a>	✓	✓				✓	✓		
<a href="#"><u>Personal Branding</u></a>				✓		✓			
<a href="#"><u>Personal Resilience</u></a>				✓		✓			
<a href="#"><u>Thriving Under Pressure</u></a>	✓	✓		✓			✓		
<a href="#"><u>Time Management</u></a>	✓	✓		✓		✓	✓		
<a href="#"><u>Working with a Business Mentor</u></a>		✓	✓			✓			


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 <b>COLLABORATION AND INCLUSION</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<u>5 Behaviours of a Team</u> <b>NEW</b>			✓			✓			
<u>Anti-Harassment</u>		✓		✓		✓			
<u>Building Psychological Safety: PERMA</u>		✓				✓			
<u>Collaborating for Results</u>		✓	✓	✓		✓	✓		
<u>Cross Cultural Collaboration</u>	✓	✓	✓	✓		✓	✓		
<u>Cross Functional Collaboration</u>	✓	✓				✓	✓		
<u>DiSC for Individuals</u>		✓		✓		✓			
<u>Diversity and Inclusion</u>		✓				✓			
<u>Managing Unconscious Bias</u>		✓			✓	✓			
<u>Psychological Safety at Work</u>		✓				✓			


Programmes are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary – the longer the duration, the deeper the learning outcome and retention. Programme Overviews and Flows can be found by clicking the title.

 <b>COLLABORATION AND INCLUSION</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#">Thriving in a Matrix Environment</a>		✓				✓			
<a href="#">Working in a Virtual Team</a>		✓		✓					

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 <b>BUSINESS ACUMEN</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#">Agile Project Management 101</a>		✓				✓			
<a href="#">AI in Business</a> <span style="background-color: red; color: white; padding: 2px;">NEW</span>							✓		
<a href="#">Change Management for Successful Digital Transformation</a>		✓		✓		✓			
<a href="#">Critical Thinking for Better Decision Making</a>	✓	✓	✓	✓		✓	✓		
<a href="#">Decision Making with Big Data</a>	✓	✓	✓				✓		
<a href="#">Developing Business Acumen</a>	✓	✓	✓	✓	✓	✓	✓		
<a href="#">Driving Success Through Innovation</a>	✓	✓	✓	✓		✓	✓		✓
<a href="#">Innovate with Design Thinking</a>			✓	✓	✓	✓	✓		✓
<a href="#">Intrapreneurship</a>	✓					✓			
<a href="#">Problem Analysis Decision Making</a>	✓	✓	✓	✓	✓	✓	✓		✓
<a href="#">Project Management [Traditional]</a>		✓		✓			✓		

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 <b>BUSINESS ACUMEN</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<u>Strategic Thinking and Planning</u>	✓	✓	✓	✓		✓	✓		✓
<u>The Future of Information &amp; Communication Technology [ICT]</u>		✓				✓			

Programmes are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary – the longer the duration, the deeper the learning outcome and retention. Programme Overviews and Flows can be found by clicking the title.

# STANDARD MENU

 <b>SALES AND SERVICE</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Being a Trusted Adviser</u></a>		✓				✓	✓		
<a href="#"><u>Business Storytelling for Sales</u></a>	✓						✓		
<a href="#"><u>Handling Customer Complaints</u></a>				✓			✓		
<a href="#"><u>Harnessing Social Media</u></a>				✓			✓		
<a href="#"><u>Managing your Sales Pipeline</u></a>			✓				✓		
<a href="#"><u>Marketing Fundamentals</u></a>				✓		✓	✓		
<a href="#"><u>Pitching to Win</u></a>				✓			✓		
<a href="#"><u>Selling in a Virtual Environment</u></a>			✓						
<a href="#"><u>The Perfect Sales Meeting [Consultative Selling]</u></a>				✓		✓	✓		

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 <b>COMPLIANCE</b>	vILT (HOURS)					ILT (DAYS)			
	1.5H	2H	2.5H	3H	3.5H	0.5	1	1.5	2
<a href="#"><u>Leading Conduct Through Engagement</u></a>		✓				✓			
<a href="#"><u>Privacy and Personal Data Protection</u></a>	✓								
<a href="#"><u>Risk in Business</u></a>			✓				✓		

Programmes are available for Virtual (vILT) and in-Classroom (ILT) delivery. Durations available from 1.5 hours to multiple days. Content will vary – the longer the duration, the deeper the learning outcome and retention. Programme Overviews and Flows can be found by clicking the title.



## **SIMULATION PROGRAMMES**

Simulations promote the use of critical and evaluative thinking. Because they are ambiguous and open-ended, they provide the context through application. Simulations foster deep professional development as they encourage participants to contemplate the implications of a business situation in real time. The situation feels real because it is based on a probable scenario which engages the participants with the activity more enthusiastically and interactively.



# THE IMPORTANCE OF TRUST – SIMULATION

## KEY TOPICS

Trust and Relationships

Understand Others

Adapting your style

Communicating Your Message

Creating a Relationship

Power Map

Rebuilding Relationships: When trust is lost

*1 Hour Simulation*

## PROGRAMME OVERVIEW

**The Importance of Trust** now has a highly interactive simulation game which helps participants emerge stronger and more capable where they learn to interpret various relationship styles, employ power maps to leverage interpersonal dynamics, build trust with external stakeholders with the overall objective to outperform competitors.

During the simulation and training they learn the skills needed to become a trusted partner and build long term relationships with stakeholders. The key takeaway of this training is the practice of creating value for stakeholders by uncovering their needs and gaining commitment, ensuring a more valuable, two-way relationship in which both parties' benefit.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Use a wide range of skills and strategies to build stronger relationships
- Uncover the stakeholder's decision-making process
- Develop messages that are relevant and value-add
- Learn how to develop Power Maps to drive action planning
- Gain insight into the art of rebuilding trust when necessary



# THE FLOW

## Trust and Relationships

- The importance of Trust in your relationships
- Trusted Partner & Stakeholder Relationship Levels
- The Trust Equation (Intimacy, Credibility, Reliability) / Self-Orientation
- Qualities of an Effective Trusted Partner: Awareness, Adaptability, Articulation

## Being Adaptable

- REPS Framework: Behaviours & Characteristics
- Business Behaviour Style Questionnaire
- Adapting to the Individual / Using the Information

## Being Articulate

- Communicating your message: Statement, Value, Relevance
- Creating the 'real' value (Activity)
- Practice Session (Role-play)

## Pre-Simulation Briefing

- Objectives and goals of the simulation
- Tips and hints on scoring
- Help / support available during the simulation

## Power Mapping for Success

- What is power mapping?
- The purpose of power mapping
- Steps in power mapping

## Play Trust Simulation

- The simulation puts the participant in the role of an Account Manager who is required to gain the trust of a customer and build a better relationship with the customer than the competitor, to win a deal. Relationship Styles help the participant understand what drives the stakeholder to be influenced, and Power Maps aid in identifying the relationships amongst the stakeholders.

## Post-Simulation Debrief

- What challenges did you face during the simulation?
- What are your key take-aways from the simulation?

## Rebuilding Relationships: When Trust is lost

- Re-Building Trust: 4 Steps (and Activity)



# INFLUENCING SKILLS – SIMULATION

## KEY TOPICS

Understanding Influencing

Understanding your Stakeholder

Being Persuasive

AIDA technique

Dealing with Resistance

*1 Hour Simulation*

## PROGRAMME OVERVIEW

**The Influencing Skills** has been redeveloped to include a 1-hour hands-on sophisticated Business Simulation. Participants will explore how to influence stakeholders to embrace their ideas, accept recommendations, and support initiatives even if they do not have the authority to do so.

The training focuses on greater awareness of the stakeholder, improving the persuasiveness of the message and best practice ideas for handling resistance. The simulation is a realistic business situation whereby they must gain internal buy-in for a new project by working with various stakeholders, to obtain the support for the new business initiative while convincing management to endorse the change. There are opportunities to practice networking and exerting direct and/or indirect influence.

Finally, a detailed debrief will enhance the learning outcome and provide opportunity for questions.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Create unique communication strategies to effectively influence others
- Ensuring their influencing message has been tailored with the right values
- Learn techniques to overcome resistance
- Apply all the skills learnt in a Business Simulation



# THE FLOW

## Understanding Influencing

- Influence without Authority
- Challenges when Influencing
- Qualities of an Effective Influencer

## Understand your Stakeholder

- Your Stakeholders' Needs & Drivers
- Diffusion of Innovation Theory
- How to leverage one Stakeholder to influence another

## Being Persuasive

- 3 Rules of Influencing Role Play
- Persuasive Messages: Statement, Value, Relevance
- Creating the Real value
- The AIDA Technique: Overview
- Applying the AIDA model to Influence your Stakeholders

## Pre-Simulation Briefing

- Objectives and Goals of the Simulation
- Tips and Hints on Scoring
- Help and support available during the Simulation

## Play Change Quest Simulation

- In this simulation, participants play the role of a middle manager, who is a new joiner with no reportees in a virtual organization. Participants are entrusted with the goal of convincing internal stakeholders to bring about a transformational change within the organisation, without exercising authority over the stakeholders

## Post-Simulation Debrief

- What challenges did you face during the simulation?
- What are your key take-aways from the simulation?



# COACHING FOR RESULTS – SIMULATION

## KEY TOPICS

Coaching Essentials

Using the Skill will Matrix to  
Adapting your Coaching Style

Directive vs non-directive coaching

Giving Instructions  
(directive style)

GROW Model for Coaching (non-  
directive style)

*1 Hour Simulation*

## PROGRAMME OVERVIEW

**The Coaching for Results** has been coupled with an exciting business simulation, that provides managers opportunities to become better at coaching their team members for greater performance. The simulation offers the participants the opportunity to identifying gaps, addresses each team member's needs for upskilling and making the right choices for the individual. Participants take the role as the manager of a team with ambitious business targets and learn to coach their team members into achieving their individual goals through analysis and observation.

During the training, the participants explore the skills needed to be an effective coach, including understanding your team members and adapting your coaching style to the person and situation. They gain insight through debrief and feedback from their peers and the facilitator.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Make important contributions on performance for individual team members
- Understand what can (and won't) work when coaching their team members toward success
- Use the models and tools available to enhance their coaching skills
- Apply all the skills learnt in a Business Simulation



# THE FLOW

## Coaching Essentials

- Exploring Different Roles: Leadership, Management, Coaching
- Defining Coaching

## Adapting Your Style: Skill Will Matrix

- Understanding the Coachee
- Introducing the Characters
- The Skill Will Matrix

## Giving Instructions (Directive Coaching)

- Structuring your message according to the Skill Will Matrix
- Discussion: Create your message and adjust your message based on the Skill Will Matrix

## Asking Questions

- The Grow Model
- Open and Closed Questions
- Questions used at each Stage
- Identify your Questions and Adjust your questions

## Pre-Simulation Briefing

- Objectives and goals of the simulation
- Tips and hints on scoring
- Help / support available during the simulation

## Play Coaching Simulation

- In this simulation participants play the role of a Sales Manager responsible for coaching the team to improve performance and meet revenue targets. The Manager has to keep in mind a GROW mindset when coaching the team members. Participants will learn the essentials of coaching, motivating the team, and master the nuances of dealing with the emotions of team members.

## Post-Simulation Debrief

- What challenges did you face during the simulation?
- What are your key take-aways from the simulation?





## **SIMITRI CURRICULUMS**



























Simitri has designed several curriculums to provide a sequence of learning experiences for your teams. Curriculums are delivered through a Learning Journey that is customised to meet your specific learning needs, in terms of topics, models, case studies and role plays.

CURRICULUM	AUDIENCE	OFFERING	OUTCOMES
Gen Z: Graduate Programme	New Graduates / Interns. Gen Z	Simitri's Communication Skills programme for graduates / interns help new and aspiring joiners to the company to build relationships more effectively. In each learning engagement, participants also work with real-world case studies and perform role-plays to help get at the heart of any challenging situation.	<ul style="list-style-type: none"> <li>• Enhancing Personal Effectiveness</li> <li>• Higher level of confidence</li> <li>• Understand themselves better: motivation, natural strengths, and potential areas for growth</li> <li>• Communicate effectively when networking and building rapport</li> </ul>
First Time Manager Programme	1-3 years Team Leader / Manager Experience	3-month programme with 2 modules per month to stimulate the learning momentum. 2 coaching sessions per participant for enhanced focus on growth opportunities.	<ul style="list-style-type: none"> <li>• Clear focused communication</li> <li>• Constructive feedback and delegation skills</li> <li>• 'How to Aspects' in managing people, objectives, processes and procedures</li> <li>• Building own resilience and creating team's capability through Innovation</li> </ul>
Developing Leader Programme	3-6 years Management Experience	The programme is designed for the busy manager, a fast tracked and concentrated 8-week learning journey. 16 hours over 4 modules.	<ul style="list-style-type: none"> <li>• Focusing Power and Influence</li> <li>• Creating greater company wide exposure</li> <li>• Leveraging personal insights</li> <li>• Creating alignment behind Innovation</li> </ul>



CURRICULUM	AUDIENCE	OFFERING	OUTCOMES
Digital Marketing Customer Journey	Marketing Teams, Account Managers and Leaders	Simitri's Digital Marketing Customer Journey Programme is fully customised to meet your specifications. This programme will empower participants of different skill levels to understand and implement a Digital Marketing and Sales Competency Model that leverages brand awareness, customer insights, tools and convert a pipeline to client.	<ul style="list-style-type: none"> <li>• Define the Digital Marketing &amp; Sales Competency Model</li> <li>• Create campaign approach and content, ready to go</li> <li>• Have an action plan implement and optimise their funnel</li> </ul>
Simitri Sales Curriculum	Sales & Marketing Teams and Leaders	The Simitri Sales Curriculum programme focus on all aspects of the Simitri Sales Process, from early marketing activities to building the pipeline to client engagement and winning the business to deepening the client relationship, through exceptional service and account management.	<ul style="list-style-type: none"> <li>• Marketing Analysis</li> <li>• Sales Planning</li> <li>• The Perfect Meeting</li> <li>• Pitching Skills</li> <li>• Price Negotiations</li> <li>• Key Account Management</li> <li>• Superior Customer Service</li> <li>• Becoming a Trusted Advisor</li> </ul>

# THE CURRICULUM LEARNING JOURNEY EXAMPLE

Development Intervention	Learning Journey							
	Pre-work	Month 1		Month 2		Month 3		Post Journey
 <b>Executive Coaching</b>	 <b>Analysis, Strengths, &amp; Development Areas</b>							 <b>Customised Development Plan</b>
 <b>Instructor-Led Learning</b>		 Topic 1	 Topic 2	 Topic 3	 Topic 4	 Topic 5	 Topic 6	
 <b>Self-Directed Activities</b>		 SDA 1		 SDA 2		 SDA 3		
 <b>Job Aids</b>		 Job Aid 1	 Job Aid 2	 Job Aid 3	 Job Aid 4	 Job Aid 5	 Job Aid 6	
 <b>Manager Conversations (Optional)</b>	 <b>Coaching Toolkit</b>	 <b>MC 1 Action Plan</b>		 <b>MC 2 Action Plan</b>		 <b>MC 3 Action Plan</b>		



## THE GENERATION Z: GRADUATE CURRICULUM

# GENERATION Z: GRADUATE CURRICULUM

## KEY TOPICS

Business Etiquette

Communicating Effectively

Personal Branding

Developing My Career

Presentation Skills

Critical Thinking &  
Problem Solving

## PROGRAMME OVERVIEW

The Generation Z – Graduate Curriculum is designed to help new and aspiring joiners to the company to understand how to operate effectively in a work environment.

The training provides participants the opportunity to develop skills that are highly valued in the workplace, gain greater self-awareness, build confidence, expand their professional network, and develop transferable skills that will be useful throughout their careers.

The curriculum is designed as a 6-part training programme and combines a variety of training methodologies (interactive discussions, exercises, role-plays and case studies) to reinforce and sustain key knowledge.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Gain an understanding of the basic principles of professional etiquette
- Improve communication skills for use within the workplace
- Increase self-awareness, identify career goals, and build a professional network
- Learn to present to senior leaders in the workplace
- Develop critical thinking and problems solving skills



## Skills For Graduates / Interns

### Business Etiquette

- Understand how to make the right impact in a corporate environment
- Using the right communication channels
- Phone Etiquette
- Meeting Etiquette (speaking up & sharing, making requests)

### Communicating Effectively

- Communicating Effectively at Work
- Understanding Others
- Adapting My Communication Style
- Listening & Asking Questions
- Presenting My Ideas

### Developing My Career

- What defines a good career?
- Where you are now?
- Where do you want to be?
- How do you get there?
- Taking ownership of your career

### Personal Branding

- Defining your Personal Brand
- The importance of impressions and perceptions
- Being Self-Aware
- Identifying ways to build your brand and network internally
- Communicating effectively when networking and building rapport

### Presentation Skills

- Creating well-structured and organised presentations
- Deliver presentations that address the needs and issues of their audience
- Demonstrate confidence when presenting both in person or remotely
- Using eye contact, voice and gestures to connect with their audience

### Critical Thinking & Problem Solving

- Critical Thinking in Business
- Identify Problems / Asking Questions
- Using different Critical Thinking Tools
- Making Decisions – Selecting the right Solutions

## Managing Graduates / Leaders

### Managing Generation Z

- Develop a coherent plan on how to manage new Interns.
- Provide their Interns with a clear understanding of their role and what is expected of them.
- Be better equipped to recommend which Interns go full-time

### Giving and Receiving Feedback

- Understand the positive benefits of effective feedback for the team
- Identify the harms of ineffective feedback and how they can be avoided
- Develop an approach to delivering feedback to colleagues and team members
- Create self-awareness by initiating self-feedback and applying the feedback from others





## THE FIRST TIME MANAGER CURRICULUM

# FIRST TIME MANAGER CURRICULUM

## Modules

Clear, Focused Communications

Constructive Feedback and  
Delegation Techniques and  
Practice

The “how to” aspect of managing teams, including developing a team framework, setting a vision and goals, establishing roles and responsibilities, establishing processes and procedures, and dealing with interpersonal relationships.

Lead by Example, Take  
Responsibility and Show  
Resilience

Create Capability beyond Current  
Capacity

## PROGRAMME OVERVIEW

**Designed for participants with 0-3 years of management experience.** The programme participants are individuals that have been recognised within the organisation as having exceeded expectations in the performance of their individual contributions. They have had limited formal training in managing others, most new managers struggle to transform their skills as individual contribution to what is expected of them as managers.

Communication is critical, whether working with team members, peers or people in more senior roles, a strong communicator will always achieve better results. In addition, new skills are needed in order to translate objectives into team activities, motivate and empower individuals to achieve strong results and manage conflict to build a cohesive team. The foundational skills in this programme will be learned and practiced to support the building blocks to leadership success.

Adults learn by doing, with this in mind, Simitri designed this programme to run over a 3-month term, this allows the participants, the opportunity to practice in their work environments before returning to the class-room to debrief and if necessary, adjust the techniques. Each module runs for 120-minutes, twice a month and is supported by a Simitri facilitator outside classroom time.

The programme starts with a dedicated Executive Coaching session to assess the participant's strengths and development areas, for them to focus on throughout the programme. The programme concludes with a coaching session to develop the participants ongoing personalised growth plan.



# MODULES

## Coaching

- Identify the “3 Words” the participant wants team members to use to describe them as a manager.
- Identify SMART action plans to achieve the “3 Words”

## Module – Interpersonal Communication

- Understand why challenging communication situations exist
- Improved self-awareness of own personal communication style
- Identify others’ styles and better adapt communication to connect
- Improve core Communication Skills, Active Listening, Questioning Techniques and Messaging effectiveness

## Module – Feedback that Works

- Understand the positive benefits of effective feedback for the team
- Identify the harms of ineffective feedback and how they can be avoided
- Develop an approach to delivering feedback to colleagues and team members.
- Create self-awareness by initiating self-feedback and applying the feedback from others

## Module – Managing High Performance Teams

- Understand the team dynamics they will face
- Build rapport and foster productive working relationships between team members
- Establish team goals to drive alignment and accountability
- Ensure roles and responsibilities are clearly defined
- Set in place effective processes and procedures

## Module – Sharing Knowledge Through Delegation

- Understand how to overcome the challenges of delegation
- Realise that delegation is an effective tool for people engagement and development
- Understand what to and what not to delegate
- Create a simple three step process to delegate and understand skills required

## Module – Thriving Under Pressure

- Understand workplace pressure and its causes
- Identify the different types of workplace pressure you face
- Recognise your signs and symptoms of negative pressure
- Reduce negative effects of pressure using different techniques
- Develop a Personal Management Plan to stay healthy and fit

## Module – Create Capacity Through Innovation

- Understand barriers and benefits to being creative
- Develop the right creative mindset, both for themselves and those around them
- Bring a higher level of creative thinking to their teams by introducing creative processes and tools
- Understand and apply the different types of innovation

## Coaching

- Debrief the action plans of the previous session
- Discuss the impact that their behaviours have on the company, the team, colleagues, management, etc.
- Identify action plans to enhance the 2-3 growth opportunities and how they will reach them.







## THE DEVELOPING LEADER CURRICULUM

# THE DEVELOPING LEADER CURRICULUM

## MODULES

Focusing Power and Influence

Creating Greater Company wide Exposure

Leveraging Personal Insights

Creating Alignment behind Innovation

## PROGRAMME OVERVIEW

**Designed for participants with 3-6 years of management experience. This curriculum programme will empower strong managers, who have already obtained the fundamentals of managing others, to reflect on their own strengths and values and re-emerge as Thought Leaders with the skills at hand to inspire others to drive success.**

The programme is designed for the busy manager, a fast tracked and concentrated 8-week learning journey where the participants will cover the key elements that will;

- Master perceptions to create the right impression, one that is linked to the participants true values and strengths
- Build a brand that is recognisable and inspirational
- Create unique communication strategies to effectively influence others
- Learn the art of facilitating the implementation of change through effective planning
- Reduce organisational resistance to the change
- Bring a higher level of creative thinking to their teams by introducing creative processes and tools. Work with and apply the different types of innovation
- Understand why the telling of stories perfectly aligns with all types of audiences
- Realise that everyone can tell stories, especially in business situations
- Be able to create powerful stories during the session and in all future business presentations



# MODULES

## Thought Leadership and Personal Branding

### Part 1 – Personal Branding

- Invest time in reconnecting with yourself.
- Define your values and create the message that will define you for your values, strengths and uniqueness.
- Review the most up to date leadership approaches, the benefits and application.

### Part 2 – Thought Leadership

- Develop your own authentic, value based, exclusive Leadership Style.
- Learn to develop and apply Thought Leadership.
- Build resilience to manage executive level stress and mindfulness.

## Leadership Challenges

### Part 1 – Executive Communications

- Create unique communication strategies to effectively influence others through complex demanding situations

### Part 2 - Situational Leadership

- Understand the importance of adapting their influencing style based on the situation.

## Driving Success

### Part 1- Driving Change and Transformation

- Analyses the change process and reactions of others when faced with change.
- Master effective communications and planning to facilitate the implementation of change while reducing the organisational resistance to the change

### Part 2 – Strategic Innovation

- Strategy Diagnosis, Strategy Design, and Strategy Implementation
- Analyze internal and external environments
- Evaluate alternative strategies and select those which focus on the most significant opportunities

## Inspire Others

### Part 1 – Business Stories to Motivate

- Develop superior skills in motivating and engaging teams and more senior audiences.
- Create powerful business stories to excite, inspire and empower others to achieve strategically.

### Part 2 – Emotional Intelligence

- Manage and understand other's emotions, creating trust in an emotionally safe environment.
- Emotional Self-Awareness and Self-Management techniques.



## THE DIGITAL MARKETING CUSTOMER JOURNEY CURRICULUM



# DIGITAL MARKETING CUSTOMER JOURNEY CURRICULUM

## KEY TOPICS

The Customer Journey from Awareness to Conversion

Defining a Persona in a Digital Context

Using Mobile and Social platforms along the Journey

Creating Engaging Content that Motivates Action

Implementing Personalised Campaigns on Digital Platforms

Measurement and Optimisation of Channels and Content

Nurturing Enquiries to Create Appointments & Close Virtually

## PROGRAMME OVERVIEW

**The Simitri Digital Marketing Customer Journey** programme gives participants the knowledge and skills required to implement their Digital Marketing & Sales Competency Model.

By understanding the digital customer journey, the programme builds on tools and ideas for developing the participants' online persona. The programme also focuses on how to best use these personas on several platforms, as well as what are the appropriate content for each platform and what makes the content engaging. Participants will develop their book of sales, optimise their approach and grow their opportunities.

During the sessions, we work collaboratively to develop the campaign and approach, giving the participants experience and confidence, and a campaign approach ready to be implemented.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the company Digital Marketing & Sales Competency Model
- Build their knowledge of the digital marketing customer journey, and how it can grow their sales pipeline
- Create their campaign approach and content, ready to go
- Have an action plan implement and optimise their funnel



# THE FLOW

## The Customer Journey from Awareness to Conversion

- Learn about the stages of the customer journey from the triggering of a need, increasing awareness of a category, active interest and research of options, evaluation and purchase.
- Understand that journeys are not linear and at any point customers are at different stages.

## Defining a Persona in a Digital Context

- Document the target segment specific needs in each category, their general digital behaviours and specific behaviours when in each category.
- Understand which channels and platforms to engage with, and what kind of content best fits within these channels.

## Using Mobile and Social along the Journey

- Map the role of different digital touch points (including mobile and social) during the stages of the customer journey and how these can be included in your strategy.

## Creating Engaging Content that Motivates Action

- Learn content that best fits your target persona and when to use the content at different stages of the customer journey, on relevant platforms.
- Consider videos, images, tone of voice and the nature of the message to achieve the goal along the journey.

## Implementing Personalized Campaigns on Digital Platforms

- Summarise a phased plan to create awareness, drive consideration and a call to action.
- Create a measurement framework.
- Implement the phased plan across relevant touch points.

## Measurement and Optimisation of Channels and Content

- Update and manage measurement framework.
- Identify points of success or otherwise, reconsider approach and adjust campaign approach.

## Nurturing Enquiries to Create Appointments & Close Virtually

- Build rapport with enquirers, understand specific needs.
- Initiate sales appointment and overcome objections.



## THE SIMITRI SALES CURRICULUM

# SIMITRI SALES CURRICULUM

## MODULES

Market Analysis

Customer Segmentation

Defining your Value Proposition

Managing your Sales Pipeline

The Perfect Sales Meeting

Presentation, Sales Messaging &  
Pitching Skills

Price Negotiation

Key Account Management

Superior Customer Service

Becoming a Trusted Adviser

## PROGRAMME OVERVIEW

The Simitri Sales Curriculum is an end-to-end solution for effective sales enablement.

The programme has three distinct parts:

1. Building the Pipeline, where participants can develop market strategies and design perfect customers through unique segmentation exercises. Using aspects of Blue Ocean thinking participants develop Value Curves for resource and profit maximisation. This new way of thinking produces a proactive approach to sales and assists in the definition of their Value Proposition.

Having designed their go-to market, the second stage of the Simitri Sales Process is

2. Winning the Business. Simitri has developed the Perfect Sales Meeting concept, a unique way of improving effectiveness in the understanding of specific customer needs. Simitri has developed several unique communication skills including the 6 Truly Open-Ended questions, Advanced Active Listening concepts and a proactive approach to designing unique, differentiated value-focused messaging. At this stage Simitri also offers Sales Messaging and Pitching skills support, either for general training or specific deals, and negotiation training.

Once the business has been won, Simitri's third stage is all about

3. Deepening Client Relationships with extensive training offerings in Key Account Management, Superior Sales Service and Handling Customer Complaints. In addition, Simitri has created a powerful offering, Becoming a Trusted Adviser to assist participants to elevate customer relationships to allow them to build the business in an extremely proactive manner.





# THE FLOW

## Building the Pipeline

Step ① ② ③

## Winning the Business

Step ④ ⑤ ⑥

## Deepening Client Relationships

Step ⑦ ⑧ ⑨

### Building the Pipeline

1. Market Analysis & Customer Segmentation
2. Defining your Value Proposition
3. Managing your Pipeline

### Winning the Business

4. The Perfect Meeting
5. Presentation & Pitching Skills
6. Price Negotiations

### Deepening Client Relationships

7. Key Account Management
8. Superior Customer Service
9. Becoming a Trusted Adviser



## LEADERSHIP AND MANAGEMENT

Simitri's Leadership and Management programmes help professionals at middle and upper management levels to succeed when leading others. From fundamental skills for new managers, to advanced leadership behaviours, our courseware covers a wide range of areas that are critical for managers of all levels to lead their teams to success.

# AGILE LEADERSHIP, HYBRID, SELF-ORGANISING & FUNCTIONAL TEAMS

## KEY TOPICS

Being an Agile Leader

Adjusting to New Ways  
of Working

Influencing How the  
Team Evolves

Empowering the Team

Building the Right Culture  
for the Team

## PROGRAMME OVERVIEW

The Simitri Agile Leadership, Hybrid, Self-Organising and Functional Teams training helps participants understand the role of an agile leader, the skills required to empower teams and the ways to encourage creativity and innovation amongst team members.

During the course, participants spend time learning how to create an 'environment of empowerment' to make the team innovative, independent and highly productive.

At the training, participants learn the practical aspects of empowerment such as: giving clear direction, delegating and knowing when to manage, lead or coach their respective team members.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand what it means to be an agile leader
- Take the necessary steps to empower individual team members and the team as a whole
- Show greater support and demonstrate higher confidence in their team
- Recognise the importance of creativity and innovation in building a resourceful team



# THE FLOW

## Being a Leader of an Agile Self-Organising Team

- Discussion: Defining the role of a leader of an agile self-organising team. What are your strengths as a leader of a self-organising team? How do you empower your team?
- Sharing our Stories
- 4 Keys to Success

## Adjusting to New Ways of Working

- Self-organising Teams - Definition
- Traditional team vs Self-Organising team
- Complex structures, what are some complex adaptive systems that you can think of? and subtle control (with examples)
- The role of leaders on a self-organising team
- Using the Containers, Differences and Exchange Model
- Activity: Your Scenario

## Influencing How the Team Evolves

- The Self Organising path
- Promoting Self Organisations – best practices (and Activity)

## Empowering the Team

- Discussion: How empowered is your team right now?
- Delegation vs Empowerment
- Empowerment Spectrum Model
- Activity: Empowering your team

## Building the Right Culture for the Team

- Being Culturally Sensitive
- Discussion: Things to look out for when being culturally sensitive?
- Leveraging Change and Innovation
- Setting Meaningful Goals
- Discussion: What are some challenges / obstacles in achieving the goals? What support do you need? Why is this important?
- Activity: Your Scenario



# BEING AGILE FOR LEADERS

## KEY TOPICS

Being Agile

Developing and Supporting an Agile Mindset

Unbox Your Thinking:  
Asking Why

Assumption Avoidance

Avoid Common Thinking Traps

The Need for Stepping  
Outside the Box: Innovation  
and Creativity

Learning from Failure

Empowering My Team

Building the Right Team Culture

## PROGRAMME OVERVIEW

**The Simitri Being Agile** training is a highly interactive programme which enables participants to think and act agile so that they can effectively manage their teams in today's ever-changing business environment.

The session looks at the fundamental agile concepts including ways of avoiding barriers and assumptions as well as the need to embrace failure and empower others to take action in order to ensure ongoing future benefits for the company.

A very important component of the training is learning-by-doing, participants have hands-on experience to get insights through case study, feedback and action planning. As a result, they will be able to apply tips, tools and techniques designed for nurturing creativity, embracing ambiguity and uncertainty as a team and leveraging change and new perspectives.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Recognise the importance of being agile to explore different avenues for better results
- Develop an agile mindset to think out of the box and ready to take risks
- Adopt the Agile approach by learning from failures to empower the team



# THE FLOW

## Being Agile

- Discussion: What do we mean by 'Being Agile'? Why do we need to re-think our thinking?
- Benefits to the Company
- Being Agile is about more than just Technology

## Developing and Supporting an Agile Mindset

- Discussion: What is an agile mindset?
- Being Open Minded

## Unbox Your Thinking – Asking Why

- What stops us from being inquisitive?
- Asking Questions (and Activities)

## Assumption Avoidance

- Why do we need to challenge our assumptions?
- Assumption Avoidance (exercise)

## Avoid Common Thinking Traps

- 4 Thinking Traps we commonly fall into (and Activity)

## Stepping Outside the Box: Innovation and Creativity

- Creative and Innovation is not limited to Art
- Distinguishing between Innovation and Creativity
- Different Perspectives (and exercise)

## Learning from Failure

- Discussion: Why is failure important to the success cycle?
- The Success Cycle (Trying, Failing, Learning, Succeeding)
- Types of Failure: (Avoidable, Contextual (Complexity), Striving Efforts)
- Building a Positive Relationship with Failure (and Activity)

## Empowering My Team

- Delegation vs Empowerment
- Communicating for Clarity (and Activity)
- Empowering My Team to ensure Autonomous Action

## Building the Right Culture for My Team

- Discussion: What do you need to do to create an agile learning and mindset culture for your team?
- Embracing Ambiguity and Uncertainty as a Team (and Activity)
- Leveraging Change and New Perspectives



# BEING A BUSINESS MENTOR

## KEY TOPICS

Understanding Mentoring

Understanding Mentoring

Identifying Roles &  
Responsibilities

The Simitri Mentoring Process

Conducting a  
Kick-Off Meeting

Setting Mentoring Goals

Interactive Mentoring Model

Ending the Relationship

## PROGRAMME OVERVIEW

**The Simitri Being a Mentor** training provides mentors the critical mindset, skills and tools to ensure the mentee benefits from the relationship and is able to grow in a professional context.

Mentoring programmes assist the organisation in transferring skills, knowledge and experiences. However, most mentors have not been taught the “how to” of mentoring and often revert to previously learned leadership skills, such as coaching or managing.

During the training, participants learn the practical aspects of mentoring: roles and responsibilities, mentoring strategies, and behaviour appropriate for each phase of the mentoring relationship.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the differences between mentoring, coaching, managing, and counseling
- Identify how mentoring works
- Identify the key stages in a mentoring relationship
- Use a variety of tools and techniques to achieve desired objectives
- Avoid the most common pitfalls when mentoring



# THE FLOW

## Understanding the Mentoring Process

- Discussion: What is mentoring? How does this drive performance?
- Clarifying roles / Examining the mentoring process
- Activity: Building Your Case Study
- Role Play: Meeting objectives and core skills required to achieving them

## Understanding Others

- Discussion: Why they should care
- The Rational vs Emotional Drivers
- Building the relationship through Trust and Rapport
- Activity: Apply to own case study

## Kick off the Mentoring Process

- Boundaries and Conversation norms
- Creating the Right Environment
- Topics to Discuss / Not to Discuss
- Interactive Mentoring Model: I ask, I share, we collaborate
- Activity: Apply to own case study

## The Art of Asking Truly Great Questions

- Using the skill of follow up questions to Drive deeper conversations
- 6 Truly open-ended questions
- Employing active listening skills
- Activity: Apply to own case study

## We Collaborate – Looking for and Understanding Strengths

- Strength spotting techniques
- Building motivation and engagement
- Mindset, Fixed vs growth
- Activity: Apply to own case study

## I Share – The Art of Story Telling

- The power of stories
- Structing a story
- Activity: Applying to my case study (Plan & Practise your Story)

## Mentoring Process Midpoint - Review Tips & Hints

- Discussion: Ending the Partnership





# BEING A LEADER

## KEY TOPICS

The Resilient Leader

Invest Time in  
Knowing Yourself

Fostering Internal  
Focus of Control

Search for a Deeper Meaning

Nurture Strong  
Positive Relationships

Develop the Habit  
of Improvising

Taking Ownership

## PROGRAMME OVERVIEW

**The Simitri Being a Leader** training explores the mindset, skills, and behaviour required to succeed as a leader in today's business environment.

By understanding the role a leader must play in the organisation, developing a higher level of self-awareness, and learning the behaviors of effective leadership, the participants will improve the performance and contributions of individual team members and the team as a whole.

During the training, we explore 5 qualities to succeed as a resilient leader. After all, great leaders are defined by their behaviour during challenging times.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand expected leadership competencies and how to acquire them
- Understand their leadership style, and how they can adapt to the situation and team
- Build rapport and foster productive working relationships with and between team members
- Create higher contributions and performance from individuals and teams
- Have an action plan to guide their development as a leader



# THE FLOW

## The Resilient Leader

- Defining a Resilient Leader
- Discussion: The Challenges We Face as a Leader
- Four Core Principles: Invest Time In Knowing Yourself, Search for a Deeper Meaning, Foster Internal Focus of Control, Nurture Strong Positive Relationships

## Principle 1: Invest Time In Knowing Yourself

- Leadership Style Perception Profile (completed as pre-work)
- Introduction to Leadership Styles  
(Highlights: Ask vs. Tell, Control vs. Emote, Getting the Job Done, Building on Assets)
- Personal Reflection Log

## Principle 2: Search for a Deeper Meaning

- Identifying Your Values / Values Reflection
- When Values Collide (and Activity)

## Role-Play (Values Collide)

- Read scenario, role-play, review and debrief

## Experiential Learning Activity

- Set-up, Activity and debrief

## Principle 3: Foster Internal Focus of Control

- What is Mindset? (Video and Discussion)
- The Importance of Mindset and the Two Belief Systems
- Recognise Your Level of Control (Sphere of Influence)
- Take the Growth Mindset Action (Discussion & Activity)
- Talk Back with a Growth Mindset

## Principle 4: Nurture Strong Positive Relationships

- Being a Multiplier (Liz Wiseman)
- The Multiplier – Diminisher Spectrum
- Activity: Behaviours of Multipliers and Diminishers
- Accidental Diminishers (Discussion & Activity)

## Role-Play – Based on own Case Study

- Planning, role-play, review and debrief



# BUILDING PSYCHOLOGICAL SAFETY FOR LEADERS

## KEY TOPICS

Positive Psychology  
in the Workplace

Building Psychology  
Safety for your Teams

Having Meaningful Conversation  
with EQ

Managing Myself  
and My Emotions

Preventive Burnout

Pressure Reduction Techniques

Positive Team Management

## PROGRAMME OVERVIEW

**The Simitri Building Psychological Safety** training is a highly interactive programme which investigates the importance and benefits of Psychological Safety on individual, team performance and your organisation's ability to remain competitive. It will also delve into ways to prevent burnout and reduce pressure at work.

During training, participants will explore how to apply the PERMA model of psychological well-being and to create an environment that encourages curiosity and learning. We look at effective ways of communicating with EQ and managing emotions and how to apply relaxation techniques to prevent burnout that may affect you and your team.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Learn the importance and benefits of Psychological Safety on Individuals, team performance and your organisation's ability to remain competitive.
- Use emotional intelligence, empathy and listening skills when having conversations
- Proactively apply relaxation techniques to recharge and reduce the effects of stress



# THE FLOW

## Understanding Positive Psychology

- Why is it important our organization?
- Positive Psychology Definition & Benefits to Business
- Leveraging Positive Psychology at Work – Supporting Yourself and Others (and Activity)

## Positive Psychology in the Workplace

- Discussion: Traits and Skills of Positive Leaders
- Positive Leadership Styles (Visionary Leaders, Coaching Leaders, Affiliative Leaders, Democratic Leaders)
- PERMA in the Workplace

## Building Psychology Safety for Your Teams

- Discussion: What are the benefits for your team? Why is it important in helping you remain competitive?
- Prioritize Inclusion (Create a sense of belonging)
- Respect and Permission (and Activity)

## Having Meaningful Conversations with EQ

- Discussion: Having meaningful conversations – what if we don't? Benefit of using EQ?
- Using Empathy when Communication (and exercise)
- Activity: Starting a Conversation

## Managing Myself and My Emotions

- Discussion: Emotional Triggers
- A-B-C Model (Activating Event – Belief - Consequences)
- D-E-F Model: Dispute - (Positive) Effect – (New) Feelings
- Activity: Mapping My A-B-C-D-E-F

## Preventing Burnout

- Burnout and its Impact on the Team (and Activity)
- Building Resilience: PULSE (Performance, untidy thinking, leverage leisure, social, evaluate effort) (and Activity)

## Pressure Reduction Techniques

- 6 Pressure Reduction Techniques (and Activity)

## Action Planning and Positive Team Management

- Positive Team Management (and Activity)



# CAREER DEVELOPMENT CONVERSATION

## KEY TOPICS

Career Coaching Conversations

Understanding the Employee

Understanding the Business  
Environment

Identifying Career Development  
Opportunities

Structuring a Career Coaching  
Conversation

Having an  
Ongoing Discussion

## PROGRAMME OVERVIEW

**The Simitri Career Development Conversations** training provides leaders and managers with the skills to support their team members' career goals and aspirations within the company.

This training is centred on helping leaders to hold a career development conversation in a manner that is engaging and motivational for the other person. During this training we introduce 3 key stages necessary for success, including planning (on the part of the manager), identifying options for career development and developing a process to following-up after the initial conversation.

A key outcome of the training is that the team member takes ultimate ownership of his/her career, and that the manager understands his/her role in supporting the team member.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their team members more deeply
- Identify the different approaches (Ladder vs. Lattice) for career advancement
- Help a team member identify opportunities to develop his/her career within the company
- Have a process for structuring career development conversations
- End the conversation with next steps agreed to by both parties



# THE FLOW

## The Value of having a Career Development Conversation with Team Members

- Discussion: Defining Success
- Identify the Challenges and How to Overcome them
- Career Development Partnership Agreement: Employee the driver, manager the facilitator, HR the enabler

## C.D Process Step 1: Where Are We Now?

- Understanding the Employee: past, current and future
- Plan for Future Roles: VISPA
- Understanding the Company's Business Priorities
- Activity: Apply to own case study

## C.D Process Step 2: Where Do We Want To Be?

- Corporate Ladder: Traditional Approach
- Discussion: Challenges to the Ladder Approach
- Corporate Lattice: A New Approach
- Activity: Mapping a Career Path
- Building the Foundation for Success

## C.D Process Step 3: How Do We Get There?

- Creating a Development Plan
- Types of Development Options: Experience, Exposure, Education
- Activity: Apply to own case study
- Discussion: What can you do if not making progress?

## Career Partnership Conversation

- Discussion: The Conversation Challenges (including tough questions)
- Structuring the Conversation: GROW Model
- Using the GROW Model
- Activity: Questions for Each Stage: Goal, Reality, Options, Way Forward
- Activity: Apply to own case study

## Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief



# CHANGE LEADERSHIP: LEADING THROUGH CHANGE

## KEY TOPICS

The New Normal

Create a Sense of Urgency /  
Establish a Vision / Communicate  
the Change

Enabling Action

Change Acceptance

Being Agile with your Team

Embracing Change: Leaning on  
One Another

Personal Strategies to come to  
Terms with Change

Developing a Positive  
Change Mindset

Developing Behaviours that  
Support Change Acceptance

## PROGRAMME OVERVIEW

**The Simitri Leadership through Change** training is designed to help leaders and change agents drive large-scale change initiatives at the division and organisational level. During the training, we explore techniques that accelerate the successful implementation of change while minimising the negative impact change has on teams throughout the organisation.

The training begins by helping participants understand the changes taking place in today's business environment. By realising we are in a VUCA World (volatility, uncertainty, complexity, and ambiguity), participants can develop a comprehensive plan for leading change. Furthermore, it helps the participants adjust their approach to change, lead others who are confronted with change, and contribute to the change initiative's overall success.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the reactions and process people go through when faced with change
- Understand the change process and reactions of others when faced with change
- Develop an effective communication plan that facilitates the implementation of change
- Reduce organisational resistance to the change

# THE FLOW

## Constant Change is the New Normal

- Change is Emotional and Rational (Discussion)
- William Bridges – The 3 Phases (and Activity)
- Change is an emotional Journey

## Create a Sense of Urgency / Establish a Vision / Communicate the Change

- Opportunity / Threat Matrix Establishing a Vision
- Communicating for Clarity Model (Business, Rational, Process, Outcomes) (and Activity)

## Enabling Action

- Discussion: Removing Barriers
- Activity: Sphere of Influence

## Change Acceptance

- Influencing Stakeholders
- Activity: Mapping Current and Desired Mindset

## Being Agile with your Team

- Being agile with your team
- Understanding your team (skill/will)

## Embracing Change: Leaning on One Another

- Discussion: Having a Conversation
- Starting the conversation (Activity)
- Supporting through Empathy (and Activity)

## Personal Strategies to come to Terms with Change

- Responding to uncertainty during change (and Activity)
- Staying Centred

## Developing a Positive Change Mindset

- The importance of Mindset (and Activity)
- Mindset in Action (and Activity)

## Developing Behaviours that Support Change Acceptance

- Recent major changes (Activity)
- Managing your Reactions
- Identify my actions (and Activity)





# CHANGE READINESS

## KEY TOPICS

Understanding Change

Reaction to Change

7 Traits of Change Readiness

Developing a Positive  
Change Mindset

Developing Behaviours that  
Support Change Acceptance

Taking Ownership

## PROGRAMME OVERVIEW

**The Simitri Change Readiness** training explores techniques that accelerate the implementation of change, while minimising the impact the change has on teams and individual team members. The training begins by helping participants understand the changes taking place in today's business environment as we are now in a VUCA World (volatility, uncertainty, complexity, and ambiguity).

A key element of the training is helping participants understand why change is happening, the benefits of change, and what is expected of them during change. By proactively gaining this insight and awareness and adopting the right mindset and behaviours, participants can put in place strategies and actions to increase their efficiency and effectiveness during times of change.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the reactions and process people go through when faced with change
- Help team members understand the need and embrace the benefits of the change
- Reduce their resistance to change
- Take ownership and develop strategies to accelerate the change acceptance process



# THE FLOW

## Understanding Change:

- Our world is changing
- New Normal: VUCA Environment (video)
- Understanding the Situation (why, why, how) (and Activity)

## Reactions to Change - Experiential Learning Activity

- 6 Reactions to Change (and Activity)

## 7 Traits of Change Readiness

- Change Readiness Questionnaire (pre-work)
- Introduction of the 7 Qualities to Succeed

## Developing a Positive Change Mindset

- What is Mindset?
- Sphere of Influence (and Activity)
- Mindset in Action (and Activity)
- Taking Steps to Foster a Positive Change Mindset

## Developing Behaviours that Support Change Acceptance

- Taking Control During Change
- Conduct an Analysis (and Activity)
- Recognise the Impact
- Managing your Reactions

## Experiential Learning: Activity

- Setup, Activity, Debrief & Personal Reflection

## Taking Ownership

- Video: Taking Ownership
- Planning My Actions: Sustaining the Change (and Activity)



# COACHING FOR RESULTS

## KEY TOPICS

The Coaching Process

Planning for Success

Coaching Strategies

Adapting Your Style

Motivating the Coachee

Setting Performance Goals

Giving Instructions

GROW Model

Questioning & Listening

Giving Feedback

## PROGRAMME OVERVIEW

**The Simitri Coaching for Results** training provides leaders and managers with the skills to improve the performance of individual team members and the team as a whole.

The training is focused on the “how to” aspect of coaching, including goal setting, empowering team members and providing feedback.

During the training, the participants will explore the softer skills needed to be an effective coach, including understanding your team members, building rapport, asking questions, and listening.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their responsibilities in developing a team member
- Create higher contributions and performance from individual team members
- Understand what can (and won't) work when coaching their team members toward success
- Coach in a way that ensures others accept responsibility for their development, actions, and goals
- Give feedback in daily work and appraisal situation



# THE FLOW

## Understanding Coaching

- Exploring Different Roles: Leader, Manager, Coach
- Defining Coaching
- Video: Coaching Skills
- Conditions for Success (including the ADKAR Model)

## Adapting Your Approach

- Directive vs. Non-Directive Coaching
- Determining Your Approach (and Activity)
- Understanding the Coachee - The Skill / Will Matrix

## Establishing Coaching Goals

- SMART Objectives
- Defining the Behaviour (and Activity)

## Giving Instructions (Directive Coaching)

- Activity: Giving Instructions
- Tips When Delivering Instructions and Structuring Your Message

## Asking Questions (Non-Directive Coaching)

- The Pros & Cons of Non-Directive Coaching / Asking Questions
- Follow-Up Questions (and Activity)
- Structuring the Questions: The GROW Model
- Using the GROW Model - Questions used at each stage

## Giving Feedback (Directive & Non-Directive Coaching)

- Giving Feedback
- Self-Feedback (and Simitri case study discussion)
- Motivational Feedback (and Simitri case study discussion)
- Developmental Feedback (and Simitri case study discussion)
- Feedback Tips and Hints (optional based on time)

## Putting It All Together: The OTMAC Model

- OTMAC Conversation Model (Structuring the Conversation)
- Adapting Your Approach based on Skill / Will
- Role-Play: Planning, review and debrief



# CREATING A CULTURE OF ACCOUNTABILITY

## KEY TOPICS

The Differences –  
Accountability vs Responsibility

3 levels of Accountability

- Personal
- Team
- Organisation

What you Allow you Endorse

The Ladder of Accountability

Contracting Conversations

5 Steps to Build Accountability

Encouraging Peer Accountability

## PROGRAMME OVERVIEW

**The Simitri Creating a Culture of Accountability** training is designed to enable leaders and managers to feel more empowered and to make better decisions to collaborate and resolve problems effectively. Holding ourselves and others accountable is not always easy, even when we know the impact it has.

During the training, participants focus on what accountability is and how it is different from responsibility and empowerment. The participant's role as a leader and manager in creating a culture of accountability will be unpacked, and they will learn techniques to have a "contracting conversations" with their team members.

At the training, participants learn the practical aspects of accountability such as: the circles of control and influence, the 5 steps to build accountability as a leader and the concept of what you allow you endorse. The training is like having a new tool on how to become even more accountable, help others play their part and enhancing better outcomes by creating a culture of accountability.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the difference between Accountability vs Responsibility
- Be clear on what Accountability means as a leader and manager
- Be a leader who creates a culture of accountability
- Know how to have "contracting conversations" with team members



# THE FLOW

## Creating a Culture of Accountability

- Accountability: What is it? Responsibility vs. Empowerment
- Activity: What does accountability mean to you?
- Our Focus for Today: Accountability as a manager and your role in creating a culture of accountability

## Accountability

- Levels of accountability – high level overview
- Level 1: Personal accountability
- Level 2: Team (Am I putting my team under undue pressure? Do they have and feel psychologically safe at work? )
- Level 3: Organizational (The team as a whole, cross-functional collaboration)
- Activity: How do you see accountability being played out in your workplace?

## Leadership Accountability – Creating a culture of accountability

- Why accountability is important in the workplace
- What you allow you endorse – the impact of unintended consequences
- The Ladder of Accountability
- Circles of control and influence
- Activity: What more can I do to get the result?

## Creating a Culture of Accountability: Contracting Conversations

- 5 Steps to Build accountability with a leadership mindset
- Activity: What more can I do to get the result?

## Encouraging “peer to peer” accountability

- **Activity:** How can you provide support to your team around accountability and contracting conversations
- Encouraging Peer Accountability; Tips and Hints
- Activity: Select a Scenario – Have a conversation
- Personal Reflection & Action Plan

## Role-Play – Based on own Scenario

- Planning, role-play, review and debrief

## Action Planning

- Taking it back to My Team



# DiSC FOR MANAGERS

## KEY TOPICS

Why Are We Here?

Exploring My DiSC Management Style

- Directing & Delegating
- Creating Motivational Environment
- Developing My Team Members

Personal Development Planning

*Note: Participants must have completed the DiSC for Managers Assessment prior to joining this programme.*

## PROGRAMME OVERVIEW

**The Simitri DiSC for Managers** training is an interactive and highly engaging programme designed to give participants greater insight into themselves and others.

DiSC for Managers is a behavioural assessment tool that centers on four different personality traits: Dominance, Influence, Steadiness, and Conscientiousness. By completing the assessment, an individual learns more about their management style in directing and delegating, and when motivating and developing their team members.

DiSC for Managers is the next level along from the DiSC Workplace profile and focuses on key management and communication skills needed to get ahead in today's highly interactive work environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their natural strengths, and potential areas for growth when managing a team
- Have a better understanding on how to create a motivational team environment
- Increase their effectiveness when communicating with team members
- Develop a personal action plan to maximise their effectiveness in the workplace



# THE FLOW

## Understanding your DiSC Management Style

- What is DiSC , The Four DiSC Styles
- Your Dot Styles
- For your Management Styles
- Activity: Review and Reflection on Your Results Key to Success

## Directing and Delegating

- My Strengths and Challenges when directing and delegating
- Directing and Delegating to the different styles on my team
- Delegating Differently (and Activity)
- Questioning Styles (and Activity)
- Responding to Feedback
- Activity: Applying to your Team

## Motivation My Team

- What type of motivating environment do you want to have?
- Motivating / Demotivating for each style (and Activity)
- What can you do to motivate your team?
- Activity: Applying to your Team

## Developing My Team

- How do you approach developing others?
- Advantages / Disadvantages of each style (and Activity)
- What can I do to develop my team members?
- Activity: Applying to your Team
- Tips and Hints when working from Home





# EFFECTIVE DELEGATION

## KEY TOPICS

Delegation concepts

Responsibility vs Accountability

Steps for Effective Delegation

1. Planning to Delegate
2. Selecting the Right Person
3. Communicate the Delegation
4. Maintain Involvement
5. Recognition & Reward

## PROGRAMME OVERVIEW

**The Simitri Effective Delegation** training is a highly interactive programme designed to provide managers with the skills to improve their ability to delegate effectively necessary work and tasks to their team members.

The session is focuses on overcoming the challenges, whether they be guilt, lack of trust, or a micro-management style. Using a simple five step process, the essence of delegation is seen as a positive for team engagement and development.

Participants also explore the softer skills needed to be an effective communicator, including understanding your team member and adapting the message to the person and the situation.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand how to overcome the challenges of delegation
- Realise that delegation is actually an effective tool for people engagement
- Understand what to and what not to delegate
- Create a simple three step process to delegate and understand skills require



# THE FLOW

## Delegation Concepts

- Responsibility vs Accountability
- Benefits of Delegating (Company, manager, individual)
- Delegating Responsibility / Maintaining Accountability
- Steps for Effective Delegation

## Step 1: Plan Before You Delegate

- What to delegate / what not to delegate?
- Defining the Right Degree of Delegation (and Activity)

## Step 2: Select the Right Person

- What should you consider when determining who to delegate a task or project to?
- The Skill / Will Matrix (and Activity)

## Step 3: Communicate the Delegation

- Activity: Giving Instructions
- Structuring your Message
- Discussion: Delivering your Message (based on skill / will)

## Step 4: Maintain Involvement

- The Value of Following Up / Monitoring Progress
- What experience have you had? (Monitor too close or not close enough)
- Maintaining Involvement: Being a Multiplier
- 3 Types of Accidental Diminishes
- Maintaining Involvement (Tips and hints)

## Step 5: Recognise & Reward

- What motivates people?
- Tangible vs. Intangible Rewards
- Giving Feedback (SBIR, Motivational and Development) (and Activity)
- Rewarding Failure

## Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief



# EMPOWERING YOUR TEAM

## KEY TOPICS

Leading by Example

Being Self Aware

Moving From Control to Empowerment

Delegating / Empowering

Using The Empower Model

Being an Agile Leader

Empowering My Team

Understanding Team Members when Delegating (Skill/Will)

Promoting Collaboration

Encouraging Self-Solutioning

## PROGRAMME OVERVIEW

**The Simitri Empowering Your Team** training programme provides leaders and managers with the mindset, skills and techniques to remove barriers that may limit team growth, creativity and confidence and bring a higher level of autonomy and independence to their teams.

During the training, participants spend time learning how to create an 'environment of empowerment' and 'an approach to self-solutioning' which will help to ensure that the entire team is maximising its time, resources and productivity.

At the workshop, participants learn the practical aspects of empowerment such as: how to support their teams, understand individual team member strengths, build trust, embrace ambiguity and uncertainty, give direction, coach, delegate and share power.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Develop an 'empowerment' mindset, both for themselves and those around them
- Show greater support and demonstrate higher confidence in their team
- Take the necessary steps to empower individual team members and the team as a whole
- Achieve greater results by creating a high-performing environment

# THE FLOW

## Leading by Example

- Activity: What do you currently do to empower your team?
- Being self-aware – the JOHARI Window
- Having the right mindset (Being agile)
- Understanding my Leadership Style
- Sharing the power (asking for feedback)

## Moving from Control to Empowerment (45)

- Activity: What do you need to do to support your team and move from command and control to delegation and empowerment?
- Directive Delegation vs Empowerment Definitions
- The Empower Model (Give Direction, Coaching, allowing Ownership)
- Activity: Where are you now?
- Being and Agile Leader (Three Steps to Growth – Expert, Achiever, Catalyst)
- Activity: How do you empower your team to ensure autonomous action? What is one thing you can do to make a difference?

## Empowering My Team

- Quick Video: Greatness (David Marquet)
- Activity: What stood out? Have you seen these behaviours in your company? What would you like to see more of? What would be the impact?
- Using Skill/Will when delegating tasks
- Activity: Using Skills Will
- Encouraging Self Solutioning (Using GROW)

## Role-Play – Based on own Scenario

- Planning, role-play, review and debrief

## Action Planning

- Taking it back to My Team



# EXECUTIVE PRESENCE

## KEY TOPICS

Executive Presence

Developing Self-Awareness

Understand How You Want Others  
To See You

Defining Your Brand

Refining Your Behaviour

Skills for Achieving  
Your Presence

## PROGRAMME OVERVIEW

**The Simitri Executive Presence** training is focused on the belief that impressions and perceptions matter. How others perceive us and how they describe us can affect their willingness to work with us. Therefore, as a leader or manager, it is important that you deliver the right impression and make a strong impact on those around you.

During this training, we discuss a process for developing and demonstrating one's desired executive presence. By understanding that it's not just what they say, but how they say it, the participants will come across as more confident, sincere, and credible. Participants will have multiple opportunities to practice delivering their Executive Presence in a variety of workplace situations such as group meetings, one to one conversations, and formal presentations.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the perception others have of them
- Ensure they create the right impression
- Demonstrate a higher level of confidence when interacting with others
- Become more memorable to others



# THE FLOW

## What is Executive Presence?

- Defining Executive Presence
- Developing the Right Executive Presence
- Executive Presence: Your Development Process

## Step 1: Who am I?

- Exploring My VISPA  
(Values, Interests, Strengths, Personality & Aspirations)
- My Values: Video
- Creating My Golden Circle
- Identifying My Values
- When Values Collide: Activity
- My Strengths (and Activity)
- My Personality: Leadership Style Questionnaire
- My Aspirations (and Activity)

## Step 2: How do I want others to describe me?

- How would you describe...?
- Designing My Three Words (and Activity)
  - Do my words match my VISPA
  - Will my words change over time?
  - Where could they be in 3-5 years?

## Step 3: How do I deliver my desired brand?

- 5 Observable Attributes: words, voice, body language, actions and attire
- Identifying my Behaviour
- Mini Presentation (Delivering my Behaviour)

## Structuring a Conversation

- OXPAC Model (and Activity)
- Tips for Successful Conversations

## Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief



# EXECUTIVE PRESENCE FOR WOMEN IN LEADERSHIP

## KEY TOPICS

Executive Presence for Women

Making the Right Impact

Building and Leveraging  
My Brand

Building my Confidence  
and Authenticity

Demonstrating Capability

Speaking Up and Being Heard

Communicating with Gravitas

Communicating through Stories

Navigating Gendered Challenges

Connecting with Mentor  
and Sponsors

## PROGRAMME OVERVIEW

**The Simitri Executive Presence for Women in Leadership** training is designed to address the challenges that women face when leading in the workplace. While ‘executive presence’ can often seem to be intangible, it is a skill that can be developed.

During this training, we look at how to develop and demonstrate one’s desired executive presence, and strategies to build a personal brand that shows off your unique personal value. We will also look at the importance of using gravitas and being authentic, capable and credible.

We will also spend time discussing the importance of using your voice effectively in speaking up and sharing stories. Finally, we look at the unique challenges that female leaders face in communication and networking when navigating the workplace and connecting with mentors and sponsors.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand and demonstrate their unique personal value with increased self-awareness
- Increase gravitas when communicating with others
- Demonstrate a higher level of confidence when interacting with others
- Be able to create and share stories in business settings



# THE FLOW

## Personal Branding and Presence for Women

- What Comes to Mind...?
- Creating the Right Brand / Activity: Why do I need a strong personal brand in the workplace?
- Set yourself up for Success: Image, Communication & Networking

## Image: Making the Right Impact

- Activity: Identify a female leader you admire. How would you describe them? (e.g., Confident from how she speaks)
- Designing My Three Words, including One Stretch Word
- 5 Observable Attributes: words, voice, body language, actions & attire (& Activity)

## Image: Building and Leveraging My Brand at Work

- Your unique brand value and attributes
- Personal Branding and Career advancement and Leadership
- Activity: Creating a personal brand strategy plan
- Strategies to maintain and evolve my personal brand
- Activity: Identify opportunities to leverage my brand

## Image: Building My Confidence and Authenticity

- The importance of Authenticity in personal Branding
- Strategies for building self-confidence and self-awareness
- The importance of authenticity, be true to yourself as a leader
- Activity: Personal values and setting confidence-building goals

## Communication: Communicating our Stories

- Who is familiar with the word Gravitas? (and Activity)
- Using Storytelling when Communicating
- Activity: Communicating and Sharing our Stories

## Communication: Speaking Up and Being Heard

- What are other situations where you need to speak up?
- The Importance of Assertive Communications
- Assertive vs Passive vs Aggressive Communications
- Activity: Using Case Study Scenarios

## Networking: Connecting with Mentors & Sponsors

- Who should be in our network? Mentors versus Sponsors
- Proactively Building Our Network via Stakeholder Mapping
- Personal Action Planning





# HAVING A REMUNERATION CONVERSATION

## KEY TOPICS

Having Remuneration  
Conversations with  
Team Members

Setting Expectations

Use Data to  
Support Decisions

Communicate  
the Value

## PROGRAMME OVERVIEW

**The Simitri Having A Remuneration Conversation** training helps participants develop their knowledge and skills required to effectively and assertively conduct conversations around remuneration and compensation.

Participants will learn how to use data to support the discussion e.g., identify the measures of success for a role, comparable pay rates for the role/industry, market trends, legislative requirements etc. This session will help participants to identify when and how to involve other relevant people in the discussion (e.g., HR, Senior Management etc.)

By the end of this training participants will be able to prepare well by learning to set expectations, reinforce the employee value proposition, be assertive and separate pay and performance conversations.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the factors involved in the compensation conversations
- Have impactful remuneration conversations based on benchmarks and measures of success
- Set clear performance and review processes for their team members
- Be confident, assertive and identify the other people that need to be involved in the discussion



# THE FLOW

## Having Pay Conversations with your Team Members

- Discussion: Challenges when having remuneration conversations
- Setting up for Success

## Role-Play (As Is)

- Planning, Role-play, review and debrief

## Setting expectations

- Discussion: What things do you need to know before these conversations happen?
- Talking early and often... (Check-ins etc)
- Being clear from the start
- Measuring Success and Achievement (and Activity)

## Use Data to Support Decisions

- Discussion: What sources of data do you need to prepare for a remuneration conversation?
- Ask you team member about what they are expecting
- Have clear performance and review processes
- Know and review the “Upfront” data (and Activity)

## Communicate the value

- Separate pay and performance conversations
- Involve others in the decision-making process
- Being assertive with your responses (and Activity)

## Role-Play: Having a Conversations (own Scenario)

- Planning, Role-play, review and debrief



# INCLUSIVE LEADERSHIP

## KEY TOPICS

Being an Inclusive Leader

6 C's

1. Curiosity
2. Cultural Intelligence
3. Collaboration
4. Commitment
5. Courage
6. Cognizance

## PROGRAMME OVERVIEW

**The Simitri Inclusive Leadership** training is a highly interactive session for managers and leaders who want to understand themselves, others and work more inclusively in a diverse and collaborative workplace.

Diversity refers to human qualities that may be different from our own and those of groups to which we belong. Dimensions of diversity include age, ethnicity, gender, race, sexual orientation, educational background, marital status, religion, culture, personality and thinking.

This programme helps participants develop tools for advancing fairness and equality in the workplace with a focus on Inclusive and Collaborative working with individuals across the full spectrum of differences. By participating in this programme, participants will recognise and seek out the unique contributions these differences can have to benefiting the future of an inclusive and collaborative workplace.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Recognise and respect the importance of a diverse and inclusive workplace
- Maximise the advantages that an Inclusive workplace can offer a business
- Build high-performing teams and unleash the potential powers of the people
- Learn new ways of thinking, connect differences, spark ideas and inspire innovation
- Develop effective communication techniques to engage diverse employees



# THE FLOW

## Being an Inclusive Leader

- Discussion: Challenges of being an inclusive leader?
- The Business Case (Benefits, Statistics, Risks)
- Qualities to Succeed: The 6 C's of Inclusive Leadership

## Curiosity

- Being an Emotionally Intelligence Leader
- What makes an inclusive culture?
- Being Adaptive (thinking critically) (and Activity)

## Cultural Intelligence

- Recognizing Cultural Differences
- Creating a Culture of Respect (and Activity)
- Managing Ambiguity
- Ensuring Clear Communication
- Being Culturally Flexible but Authentic (and Activity)

## Collaboration

- Inviting everyone to share their views / different prospects
- Encouraging curiosity and Risk Taking
- Empowering my team (**and Activity**)

## Commitment

- Aligning equity, diversity, and inclusion with my value
- Taking action to understand others
- Adapting team practices (and Activity)

## Courage

- What is Courage and define risk (so why don't we take risk?)
- Creating a safe space for contribution
- Accountability of non-inclusive Behaviours

## Cognizance

- Acknowledging my personal
- Impact of Bias on the Company, Your Team, Yourself
- Steps to reduce my Unconscious Bias



# LEADING VIRTUAL / REMOTE TEAMS

## KEY TOPICS

Being a Leader &  
Manager Remotely

High Performing  
Virtual Teams

Goals and Roles

Building Team Rapport

Empowering Your Team

Remote Communications

Establishing Team Processes

Managing Across Cultures

## PROGRAMME OVERVIEW

**The Simitri Leading Virtual / Remote Teams** training provides managers, team leaders, and supervisors with the skills to improve the performance and contributions of remote team members and the virtual team as a whole.

The course is focused on the skills and capabilities to lead and manage a teams that are geographically spread, including communicating, coaching, motivating and developing team goals, roles, and processes.

During the training, several individual and group activities and role-plays are used to help participants gain a better understanding of their virtual team management style, and equally important, how it is viewed by others.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their role as a team manager and the challenges they will face
- Build rapport and foster productive working relationships with virtual team members
- Develop a framework for the team to ensure maximum efficiency
- Give and receive feedback over the phone and through email to increase performance



# THE FLOW

## Leading a Remote/Virtual Teams

- Understanding Remote /Virtual Teams (similarities / differences to a co-located team)
- Challenges / Obstacles when leading and engaging virtual team members

## Creating a High Performing Virtual Team

- Remote Team Assessment (pre-work)
- Remote Team Development Stages
- Model for Virtual Team Success (Purpose, Process, People)

## Purpose: Aligning Goals

- Establishing a Team Vision - Ensure a Clear Line of Sight
- SMART Objectives: My Team / My Team Members

## Process: Setting Processes (Team Agreement)

- Preventing Negative Sentiments
- Team Agreements (Communication, Group Decision Making, Team Collaboration) (and Activity)

## People: Motivating Remote Team Members

- Motivation Self-Assessment
- Indicators of Motivation / Engagement
- Motivation vs. Engagement
- SCARF Overview  
(*Status, Certainty, Autonomy, Relatedness, Fairness*)

## Experiential Learning: Giving Instructions

- Planning, activity, review and debrief

## People: Touch Base Conversation

- The Value of the Weekly Touch Base Conversation
- Objective: Think, Feel, Do
- OTMAC Conversation Model (Open, Team Member Sharing, Manager Sharing, Next Steps, Close)
- Mini Role-Play
- Feedback: Tips & Hints

## Role-Play – Based on own Case Study

- Planning, Role-play, review and debrief



# LEADING WITH EMOTIONAL INTELLIGENCE [EI]

## KEY TOPICS

Leading with EI

Qualities of Leaders with High EI

Understanding EI as Leader

Building My EI

Leading Others with EI

Incorporating EI into my Day-to-Day Work Practices

Managing Challenging Situations with EI

## PROGRAMME OVERVIEW

**The Simitri Leading With EI** training gives participants the skills, confidence, and ability to lead with and incorporate EI into their day-to-day work practices. Going far beyond the basics, this training addresses not only the concept of Emotional Quotient, but what each person can do (the mindset and behaviour required) to improve their application of Emotional Quotient.

A key aspect of the workshop is gaining a better understanding of oneself and others. With this understanding, strategies can be put in place to maintain a positive mindset, manage emotions, work through challenging situations, build positive relationships with colleagues and deliver better results in a shorter period of time.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand EI/EQ and incorporate it in everyday work life
- Be able to build and sustain their EQ
- Have a better understanding of oneself and others
- Develop techniques and strategies to lead others in an emotionally intelligent manner



# THE FLOW

## Leading with EI

- Being a Leader in 2023
- Activity: What are the characteristic of leaders with high EI?
- The Business Case for EI in a Global Environment
- EQ vs IQ v EI

## Understanding EI as a Leader

- The need for EI in my role (In which aspects is EI important)
- Leading My Self, Others and the Organization
- Key Components of EI (Self Awareness, Self-Management, Social Awareness, Relationship Management) (Based on EI2.0)

## Building My EI

- Self/Awareness / Self-Management
- Being Authentic / My Johari Window (Activity)
- Understanding Emotional Reasoning
- Recognizing and Regulating my Emotions
- Responding to Feedback
- Motivating Myself
- Self-Care and Support

## EI Leadership Challenge

- Leadership challenge: Select a topic / create one:
- Leading Virtually with EI / Building resilience with EI / Collaborative leadership with EI / Agile leadership with EI
- Activity: Key challenges, Impact if done well / poorly / 6 things leaders can do

## Leading Others with EI – SCARF

- Social Awareness/ Relationship Management
- Understanding Others EI (using SCARF)
- Activity: Map my team using SCARF

## Leading Others with EI - Managing Challenging Situations

- Being a role model during conflict and uncertainty
- Addressing Conflict
- Having a conversation using Transactional Analysis
- Understanding Transactional Analysis
- Transactions: Complementary, Crossed, Ulterior (Covert)
- Activity: Analysing Transactions

## Bringing it Back to the Workplace

- Role Modelling EI
- Creating a team culture that supports EI
- Holding each other accountable for behaviors
- Action Planning and Personal Reflection





# LEADING WITH TRUST

## KEY TOPICS

The Trust Equation

Building Closer Relationships

Developing a Trusting Brand

Communicating for Trust

Rebuilding Relationships

## PROGRAMME OVERVIEW

**The Simitri Leading with Trust** training helps participants develop the qualities required to develop strong trust-based relationships within the team. Using the Trust Equation as a framework, participants will learn how to improve intimacy through building closer relationships, drive credibility by enhancing their personal brand, and increase reliability through enhanced communication.

During the session participants will have the opportunity of practicing the skills in effect role-plays and receive feedback from their peers and the facilitator.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the attributes of a Leader that earns and demonstrates trust
- Use a wide range of skills and strategies to build stronger relationships
- Drive personal credibility
- Gain insight into the art of rebuilding trust when necessary



# THE FLOW

## Leading with Trust

- Leading with Trust
- Discussion: What are the characteristics, attributes, or qualities of a team? Team Leader?
- The Trust Equation (Intimacy, Credibility, Reliability) / Self-Orientation

## Intimacy: Building Closer Relationships

- Building Rapport Challenges
- Your Scenario (Activity)
- Building Rapport: Tips & Hints

## Credibility: Developing a Trusting Brand

- Being Credibility / Sources of Credibility
- Words to Describe a Trustworthy Leader (and Activity)
- How are these impressions formed?
- Creating the Right Perception: Words, Voice, Body Language, Actions & Attire (and Activity)

## Reliability: Communicating for Trust

- Being Reliable
- Discussion: Have you had a miscommunication?
- Setting the Scene (Ask a team member to organise a team meeting, structure start of team meeting) (and Activity)

## Rebuilding Relationships

- Case Study Activity
- Re-Building Trust: 4 Steps
  - Role-Play: Rebuilding Trust
  - Tips and Hits for Rebuilding Trust

## Role-Play – Based on own Scenario

- Planning, Role-play, and Debrief



# LEADING A MULTI-GENERATIONAL TEAM

## KEY TOPICS

Why Generational  
Diversity Matters

Understanding  
Generations at Work

Communicating Across  
Generations

Understanding the Individual

Motivating a Multi-Generational  
Team

Handling Potential Conflict

Reconciling the Differences

## PROGRAMME OVERVIEW

**The Simitri Managing a Multi-Generational Team** training provides leaders and managers with the skills to improve the performance and contributions of teams composed of multiple generations.

Today's team may consist of people from three generations, all with different ideas for communication and collaboration. To manage a generationally diverse team, the leader must help employees find common ground, overcome conflict, and leverage the strengths of each generation.

By participating in this training, participants recognise and appreciate the unique contributions that "different" generations can make in the workplace and create an environment that maximises the potential of all team members.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Appreciate the advantages that a generationally diverse workplace can offer a team
- Develop effective behaviours and communication approaches when leading across generations
- Understand what motivates / demotivates different generations
- Use a number of tools and approaches to resolve conflict and reconcile generational differences



# THE FLOW

## Understanding Generations at Work

- Generational Diversity in Your Workplace
- Diversity Awareness Funnel (Human Nature, Culture, Generation, Individual)
- Generational Diversity: Gen X, Gen Y, Gen Z.
- Major Events that Shaped Each Generation
- Visible/Invisible Elements of Generational Culture
- Activity: Generational Attributes

## Communicating Across Generations

- Discussion: Communicating Across Generations
- Communication Styles That Work: Gen X, Gen Y, Gen Z
- Structuring Your Message
- Activity: Modifying Your Message for Different Generations

## Understanding the Individual

- Understanding the Individual
- The Skill / Will Matrix (Simitri Case Study Activity)
- Adapting Your Approach (based on Skill/Will & Activity)

## Motivating a Multigenerational Team

- Motivators and Generational similarities/differences?
- Myths vs. Truths about motivation
- Types of Motivators (Intrinsic, Extrinsic, Positive, Negative)
- Activity: Motivating across Generations
- Fostering Intrinsic Motivation: Autonomy, Mastery, Purpose
- Activity: Skill/Will Characters

## Handling Potential Resistance

- The Iceberg Principle
- Needs and Drivers (and Activity)
- Four Steps for Handling Resistance
- Methods for Handling Resistance (and Activity)

## Reconciling Cross-Generational Differences

- Reconciling Differences (awareness, appreciation, adapting)
- Tips and Hints for Resolving Generational Conflict
- Activity: Diversity Reconciliation



# MANAGEMENT ESSENTIALS

## KEY TOPICS

Being a Manager

Understanding Your Team

Adapting Your  
Management Style

Motivating a Team Member

Giving Instructions

The Power of  
Asking Questions

Delegating & Empowerment

Performance Management

Giving Feedback

## PROGRAMME OVERVIEW

**The Simitri Management Essentials** training addresses the core skills managers need to get results through people. During this training, participants learn the 'how to' aspect of management, including setting goals, adapting their management style, delegating and giving feedback.

The course helps and prepares managers with the knowledge to understand the larger scope of their responsibilities and to equip them with the skills to cope with these responsibilities effectively.

The training combines a variety of methodologies (interactive discussions, activities, role-plays and case studies) to reinforce and sustain key knowledge.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Realise the expectations others have of them as a manager
- Understand expected managerial competencies and ways to acquire them
- Achieve greater results by creating a high-performing environment
- Understand their managerial styles and how to adapt to the situation and those on their team



# THE FLOW

## Being a Manager

- Delivering Business Results
- Discussion: What's the difference between a manager and a leader?
- Requirements for Success: Leadership vs. Management

## Adapting Your Approach

- Determining Your Approach (Situation and Individual)
- Understanding the Individual
- The Skill / Will Matrix
- Activity: Simitri Skill / Will Case Study

## Delivering Your Message

- Experiential Learning: Back-to-Back Drawing
- Planning Your Message: Business, Personal, Process, Outcome
- Activity: Delivering your Message (based on skill / will)

## Delegating Responsibility

- Defining Delegation
- Degrees of Delegation / Levels of Authority (and Activity)
- Discussion: successful / not successful
- Activity: Delegating Responsibility

## Giving Feedback: SBIR Model

- The Gift of Feedback
- Step 1: Identify the Right Behaviour
- Step 2: Lead a Self-Feedback Conversation
- Step 3: Share what the Team Member did well
- Step 4: Share what the Team Member could be doing better
- Step 5: End on a Positive Note
- Structuring the Conversation

## Role-Play - Case Study

- Planning, Role-play, and Debrief



# MANAGING HIGH PERFORMING HYBRID TEAMS

## KEY TOPICS

Being the Team Leader

Team Development Stages

Setting Team Goals

Developing a Balanced Team

Establishing Roles &  
Responsibilities

Motivating & Empowering  
the Team

Processes & Procedures

Establishing Interpersonal  
Relationships

## PROGRAMME OVERVIEW

**The Simitri Managing High Performing Hybrid Teams** training provides leaders and managers with the skills to improve the performance and contributions of the team as a whole.

The course is focused on the “how to” aspect of creating and managing teams, including developing a team framework, setting a vision and goals, establishing roles and responsibilities, establishing processes and procedures, and dealing with interpersonal relationships.

During the training, individual and group activities and role-plays are used to help participants better understand their team leadership style, and equally important, how it is viewed by others.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the team dynamics they will face
- Build rapport and foster productive working relationships between team members
- Establish team goals to drive alignment and accountability
- Ensure roles and responsibilities are clearly defined
- Set in place effective processes and procedures



# THE FLOW

## Being the Team Leader

- Delivering Business Results
- Leadership and Management

## Understanding High Performing Teams

- Characteristics of a High Performing Team
- Team Development Stages
- Team Development Model: GRPI

## Goals: Setting Team Goals

- Experiential Learning Activity
- Ensure there is a Clear Line of Sight

## Roles: Developing Knowledge, Skills, and Behaviour

- Focusing on the Individual
  - Step 1: Define Goals & Key Responsibility
  - Step 2: Assess Knowledge, Skills & Behaviour (current, effort to development, impact of developing, development priority)

## Roles: Developing Knowledge, Skills, and Behaviour (cont.)

- Step 3: Create a Personal Development Plan
- Sharing the Plan with My Team Member (Tips and Hints)

## Process: Establishing Processes and Procedures

- The Impact of Making Assumptions
- Team Agreement (and Activity)

## Experiential Learning: Activity

- Setup, Activity, Debrief

## Interpersonal Relationships: Building Team Rapport

- Video: Building Rapport
- Interpersonal Relationships
- Take Appropriate Actions (Activity)
- Building Interpersonal Relationships (Tips and Hints)





# MANAGING ENGAGEMENT AND RETENTION IN YOUR TEAM

## KEY TOPICS

Recognising Motivation and Engagement

Understanding the Manager's Role

Sphere of Influence

The SCARF Model

Strategies to Improve Engagement

Power of Conversations

The GROW Model

Action Planning

## PROGRAMME OVERVIEW

The **Simitri Managing Engagement & Retention In Your Team** training addresses the core skills managers need to motivate, engage and retain their team members.

During the training, participants discuss the drivers of engagement and retention and analyse how each driver can be applied to their own teams. In the process, participants identify ways to draw team members toward greater engagement and learn how 'not to' unintentionally push team members into disengagement and demotivation.

The participants will learn the 'how to' aspects of management to improve engagement and retention such as: sphere of influence, continuous conversations, feedback and recognition, power of inclusivity and a positive work environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand expected managerial competencies and ways to acquire them
- Identify and remove unintended barriers of engagement
- Build morale and re-motivate a team that has gotten off track
- Achieve greater results by creating a high-performing environment



# THE FLOW

## Managing Engagement & Retention

- Discussion: What does your team's engagement look like?
- Impact of high Employee Engagement
- The Great Attrition: What we are seeing and why people are leaving?
- Activity: What is happening within your team / organisation?

## How to Recognise

- Discussion: How can you tell if a person is motivated and engaged?
- Indicators of motivation and engagement in your team

## Managers Role

- The Manager's Sphere of Influence / Outside of Control
- SCARF Model
- Activity: How do great managers impact engagement & retention? (and Tips and Hints)
- Engagement in your Team
- Activity: Your sphere of influence to retain and engage your team.

## Strategies to Improve Engagement

- Challenging our Sphere of Influence - Things a manager can do: Focus on the power of connections + Light touch on other retention & engagement practices
- Focus on the Power of Conversations: Connecting through Career Conversations
  - 6 Stages of effective career conversations
  - GROW model
  - Powerful questions & Degrees of Listening
  - 70 : 20 : 10
  - Creating on the job opportunities
- Activity: Other opportunities

## Action Planning

- Discussion: Where can you go as a manager to get support when motivating, engaging and retaining your team?
- Taking it back to the Team



# MANAGING IN UNCERTAINTY

## KEY TOPICS

Driving Success within your Team

- Personal Resilience
- Building Trust
- Empowering

Provide Clarity

- GROW model
- Communicating with Empathy

Generate Energy

- Skill/Will matrix
- Adapting your Communication Style

Tools to lead during Crisis

## PROGRAMME OVERVIEW

**The Simitri Managing in Uncertainty** training provides leaders and managers with unique insight into the art of empathy and how this can be the most critical approach when leading teams in times of uncertainty. The training shows leaders and managers why understanding the differences between individual needs and business objectives needs to be finely balanced. It teaches participants to think about the situations, the change in individual's motivation and skill levels and provides them a way to ask deep meaningful personal questions without feeling uncomfortable. It reminds managers not to revert to continue to use coaching techniques to drive improvement and happiness in the workplace.

During the training, individual and group activities and role-plays are used to help participants better understand their team leadership style, and equally important, how it is viewed by others.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the importance of building self-resilience first before working on team members
- Show them how to ensure trust levels are maximised
- Move from a directive to an empowering style, if the situation and individual suits
- Use tools to drive effectiveness
- Develop a more authentic empathetic style



# THE FLOW

## Drive Success with Your Team

- What drives success for your team?
- Keys to Success
  - Personal Resilience
  - Builds Trust
  - Empowers Individuals
  - Are Responsive
  - Adapts Communication Channels
  - Set Group Standards

## Provide Clarity- GROW Model in a Crisis

- What was important yesterday is no longer today....
- GROW Model for Effective Management During Crisis
- Goals: Align Prioritise Essential vs. Non-Essential Goals
- Reality: Current Situational Adjustments
- Options: Flexibility, Mindfulness, Different Ways, & Finding Equally Suitable Expectations and Empathy
- Follow Up Questions (Activity)
- Way Forward: Adaptability

## Generate Energy: Adapt My Approach

### Managing own expectations to be realistic.

- Overview of the Skill/ Will Matrix
- Understanding the Coachee's New Norm
- Adapting the Will/ Skill
- Discussion- apply Skill/Will to a team member in the current situation
- Adapting My Communication Style- Directive vs Non-Directive
- Adapting My Communication Style During Crisis

## Tools to Lead During Crisis

- Be in it for the long haul: Transitioning to the new normal is an emotional process that takes time for everyone to adjust to
- Using Empathy (and Activity)
- Barriers to Empathic Listening

## Role-Play

- Planning, Role-play, and Debrief



# MOTIVATING AND ENGAGING TEAM MEMBERS

## KEY TOPICS

Understanding Motivation and Engagement

The SCARF Model

- Status
- Certainty
- Autonomy
- Relatedness
- Fairness

Increasing Motivation and Engagement

Removing Barriers

## PROGRAMME OVERVIEW

**The Simitri Motivating & Engaging Team Members** training provides leaders and managers with a range of strategies to motivate individuals and the team as a whole.

The training draws on the SCARF model developed by David Rock, which approaches motivation with an understanding of how humans perceive threats and rewards in the workplace, and how these perceptions can either engage or disengage team members.

During the training, participants discuss key drivers of motivation and engagement and analyse how each driver is applied in their own teams. In the process, participants identify ways to draw team members toward greater engagement, or unintentionally push team members into disengagement.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Apply a research-based understanding of what does and doesn't motivate team members
- Build morale and re-motivate a team that has gotten off track
- Identify and remove unintended barriers of engagement
- Develop an action plan for maximising perceived rewards and minimising perceived threats



# THE FLOW

## Understanding Motivation & Engagement

- Defining Motivation and Engagement
- Motivation & Engagement: Benefits
- Internal Drivers of Motivation

## Role-Play

- Planning, Role-play, and Debrief

## Step 1: Identify Motivational Indicators

- Indicators of Motivation and Engagement (M&E)
- Clues and Triggers
- Activity: M&E Conversation Planner

## Step 2: Understand Motivational Drivers

- Observe, Ask, Share
- Observe (Discussion, tips and hints)
- Ask (Questions to ask, structuring a conversation) (and Activity)
- Share (Discussion & Mini Role-Play)

## Experiential Learning Activity

- Planning, Activity, and Debrief

## Step 3: Create a Motivational Environment

- SCARF Self-Assessment (pre-work)
- SCARF Video
- Brain-Based Motivation
- Using SCARF to Improve Motivation (Activity)

## Structuring the Conversation

- Conversation Model
- Adapting Your Approach (Activity)

## Final Role-Play

- Planning, Role-play, and Debrief



# PERFORMANCE MANAGEMENT

## KEY TOPICS

Performance Review Meetings

Setting Performance Goals

Understanding the Team

Member's Perspective

Delivering Appraisals &

Giving Feedback

Motivating the Team Members

Dealing with

Challenging Situations

Collaborative Action Planning

## PROGRAMME OVERVIEW

**The Simitri Performance Management** training provides leaders and managers with the skills to improve the performance of individual team members.

The training is focused on the “how to” aspect of delivering staff development/performance management sessions, including goal setting, motivating team members, and providing feedback.

During the course, the participants also discuss the softer skills needed to deliver an effective performance review meeting, particularly when disciplinary action is required, including building trust, understanding their team members, and adapting their approach to the person and the situation.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their team members, specifically their needs and drivers
- Set goals for individual team members to ensure they accept responsibility for their achievements
- Understand what can (and won't) motivate their team toward success
- Deliver a clear, concise performance management message
- Deal with challenging situations and team members in a professional manner



# THE FLOW

## Understanding Performance Management

- Performance Management Cycle
- Success and Pre-conditions for Success (Manager & Individual Contributor Perspective)
- Opening Role-play

## Adapting Your Approach

- Understanding the Team Member (using Skill/ Will)
- Adapting Your Approach (and Activity)

## Setting SMART Goals

- Setting SMART Goals: Goal Tracking Template

## Stage 1: Open the Discussion

- 5 Stages of a Performance Conversation (review)
- Setting the Scene and Four Tips
- Decision Time: When to Introduce SMART Goals (and Activity)

## Stage 2: Team Member Sharing

- Why get their views first?
- Team Member Sharing: Questions to Ask
- Asking Follow-Up Questions (and Activity)
- Don't Forget: Active Listening

## Stage 3: Manager Sharing

- Manager Sharing: Feedback Options
- Motivational Feedback (and Activity)
- Developmental Feedback (and Activity)
- Feedback Tips

## Stage 4: Agree on Next Steps

- When You and the Person Agree / Don't Agree
- Adapting Your Approach (accommodate, collaborate, confront)
- Challenging Feedback Situations (Activity: based on Skill / Will)

## Stage 5: Close the Discussion

- Options for Closing the Discussion





# SERVANT LEADERSHIP

## KEY TOPICS

### Understanding Servant Leadership

- Listening
- Empathy
- Healing
- Self-Awareness
- Persuasion
- Conceptualization
- Foresight
- Stewardship
- Commitment to Growth
- Building Community

## PROGRAM OVERVIEW

**The Simitri Servant Leadership** training gives leaders the knowledge, skills and behaviours to provide a clear and purposeful direction and influence others to attain their goals.

Based on the premise outlined by Robert K. Greenleaf, Servant Leadership is a bottoms up approach to leadership that places other first. Servant leaders are responsive to the needs of their teams, strive to ensure autonomy and growth as well as maintain long term relationship with team members.

During the training participants will have the opportunity to discuss and learn the how-to aspects of 10 characteristics essential for servant leaders.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the 10-key characteristic servant leadership
- Be able to motivate and empower team members to get more done
- Increase the confidence and capabilities of individual team members
- Improve the over all engagement and retention on their team



# THE FLOW

## Understanding Servant Leadership

- Characteristics of Servant Leaders
- Putting Others First
- Helping My Team Grow
- Building Your Case Study

## My Leadership Style

- Leading by Example (Stewardship)
- Democratic / Laissez-faire Style (and Activity)
- Sharing the power / Putting others first (and Activity)

## Motivating and Empowering My Team

- Investing in the Team
- Being a motivator / Empower my team
- Providing the Right Resources
- Asking for input (and Activity)

## Experiential Learning Activity

- Planning, Activity, and Debrief

## Building a Team Community

- Creating Group Goals (and Activity)
- Encouraging Communication
- Recognising and complimenting team members (and Activity)

## Bringing it back to the Workplace

- Discussion and Action Planning (Activity)



# SITUATIONAL LEADERSHIP

## KEY TOPICS

Being an Effective Leader

Understanding Yourself as a Leader

Understanding Your Team

Flexing Your Leadership Style

Delegation & Empowerment

Giving Feedback

## PROGRAMME OVERVIEW

**The Simitri Situational Leadership** training gives participants the control and flexibility to improve the overall performance and contributions of individual team members and their team as a whole.

Participants learn to adapt their leadership style based on individual team members, the situation, and the objectives. Participants spend time on the 'how to' aspect of being a leader, including motivating team members, delegating responsibility, and giving feedback.

The training combines a variety of training methodologies (interactive discussions, role-plays and case studies) to reinforce and sustain key knowledge.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Realise the expectations others have of them as a leader
- Adapt leadership style to the person and the situation
- Use a variety of leadership tools to enhance performance of team members
- Delegate and empower team members while ensuring morale and motivation of the team
- Structure their message and feedback to assist the development of team members



# THE FLOW

## Expectations of a Leader and a Manager

- Delivering Business Results
- Requirements for Success: Leadership vs. Management
- Discussion: What leadership challenges do you face today?
- 3 Keys to Situational Leadership: Diagnosis, Flexibility, Partnership
- Situational Leadership Questionnaire (Activity)

## Understanding Yourself as a Leader

- Scoring Your Questionnaire: Your Leadership Style
- Directive vs. Non-Directive

## Diagnosis: Understanding the Individual

- Determining Your Approach (The Situation and The Individual)
- Understanding the Individual (and Activity)
- The Skill / Will Matrix
- Meet the Skill / Will Characters
- Adapting Your Approach (and Activity)
- Avoiding the Wrong Approach (and Activity)

## Flexibility: Using Different Leadership Styles

- Tracking Progress Based on Skill / Will
- Possible Discussion Results (Suggestions for each quadrant)
- Tracking Progress (and Activity)
- Dealing with Digression (Causes and Responses)

## Partnership: Delegation and Empowerment

- Defining Delegation
- Degrees of Delegation / Levels of Authority
- Planning Your Message (Business, Personal, Process, Outcome)
- Adapting Your Message Based on Skill / Will (Activity)
- What to Emphasize, Based on Skill / Will (Activity)

## Partnership: Structuring a Feedback Conversation

- The OTMAC Model: 5 Stages of a Performance Conversation\*
- Understanding OTMAC Model
- Team Member Sharing: Self-Feedback
- Manager Sharing: Motivational and Developmental
- Adapting Your Feedback Approach Based on Skill / Will (Activity)
- Key Actions for Giving Needs-Based Feedback



# STRATEGIC MANAGEMENT IN A FAST-CHANGING ENVIRONMENT

## KEY TOPICS

Managing Strategically

Strategic Planning Processes and Approaches:

Managing in a VUCA World

4 Pillar Strategic Framework

Blue Ocean vs.  
Red Ocean

The Four Actions Framework

Developing Your Digital  
Transformation Strategy

## PROGRAMME OVERVIEW

**The Strategic Management in a Fast-Changing Environment** training is an introductory course designed to give you important insights when managing strategically in a VUCA (volatility, uncertainty, complexity, and ambiguity) environment.

This training is a highly interactive course giving you the skills, tools, and techniques to develop your strategic thinking and planning skills that allow you to be in a better position to uncover and capitalise on potential business opportunities in a digital environment.

Throughout the programme we will use case studies to enhance our discussions and activities as we look at different strategic management and planning approaches.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the nature of strategic management
- Understand your role and contribution in strategic planning
- Develop a better understanding of a number of different strategic planning processes
- Use tools, techniques, and processes to create an effective transformation strategy



# THE FLOW

## Competitive Challenge

- Read the Case Study (Activity)

## Managing Strategically

- What is strategy? (Key Ideas on Strategy)
- Strategic Perspectives: Corporate, Business, Team
- Impact of Digital Transformation on Strategic Planning (and Activity)
- Discussion: Events in your Industry impacted transformation? How have these events impacted your strategic thinking?
- 5 Domains of Digital Transformation (and Activity)
- Activity (Industry Specific)

## Strategic Planning Process

- Your role and Contribution in Strategic planning?
- Strategic Planning Process
- 4 Pillar Strategic Framework
- Video: The 4 Pillars of Digital Transformation (and debrief)
- 4 Pillars (and Activity)
- Reality Check (and Activity)

## Experiential Learning Activity

- Planning, Activity, and Debrief

## Strategic Approaches: Blue Ocean Strategy

- Strategic Approaches: Which worked?
- Approach to Strategy: Blue Ocean vs. Red Ocean (and Activity)
- Video: Restoring Blue Ocean
- Blue Ocean Examples
- The Four Actions Framework: Discussion & Activity

## Developing Your Digital Transformation Strategy

- Top Digital Transformation Challenges
- Understanding the 5 Domains of Digital Strategy
- Activity: Which factors will most impact the success of your Digital Transformation Strategy? What are your action steps going forward?



# UNLEASHING THE TEAM'S POTENTIAL THROUGH COACHING

## KEY TOPICS

Role of Coaching

Giving Feedback

Understanding the Coachee

Adapting Your Style

Giving Instructions

Probing Questions

## PROGRAMME OVERVIEW

**The Simitri Unleashing The Team's Potential Through Coaching** gives participants the knowledge, skills and behaviour to improve the performance and contributions of individual team members and the team as a whole.

This session is centred on helping leaders to explore the role of coaching, determine the best approach to take and how it can change or sustain mindset and behaviour to increase performance for the professional development of a team member.

During the session, the participants will have the opportunity to discuss their particular coaching challenges and practise their coaching skills in a controlled environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Create higher contributions and performance from individual team members
- Understand what can (and won't) work when coaching their team members toward success
- Maximise their team's potential by adapt their coaching style to the individual team members
- Give constructive feedback in daily work and appraisal situations
- Overcome coaching challenges and have a successful coaching outcome



# THE FLOW

## Role of Coaching

- Discussion: What is your experience level as a coach? Do you have a coach? Coaching challenges you currently face?
- Exploring Different Roles: Leadership, Management, Coaching
- What are the benefits for you, for them, for the organisation?
- The Coaching Continuum
- Defining a successful coaching outcome

## Giving Feedback

- Three types of feedback
  - Motivational
  - Developmental
  - Self
- Activity: You Scenario

## Adapting My Style

- Understanding the Coachee
- Skill / Will Matrix (and Activity)
- Activity: You Scenario

## Giving Instructions (Directive Coaching)

- Structuring Your Message
- Activity: Create your message / Adjust your message based on the Skill / Will matrix

## Asking Questions (Non-Directive Coaching)

- Asking Questions (and Activity)
- The GROW Model
- Using the GROW Model
- Questions used at each stage
- Activity: Identify your questions / Adjust your questions based on the Skill / Will matrix

## Role-Play: Your Scenario

- Planning, role-play, debrief







## COMMUNICATION SKILLS

Simitri's Communication Skills programmes help individuals and teams to manage relationships more effectively, both internally and externally. In each learning engagement, participants also work with real-world case studies which allows them to better understand how to effectively apply their learnings once they return to the workplace.

# ADDING VALUE AS A TRUSTED PARTNER

## KEY TOPICS

Being a Trusted Partner

Trusted Partner Formula

Qualities of a Trusted Partner

Awareness – Understanding

Adaptability - Adapting  
your style

Articulation – Being persuasive

## PROGRAMME OVERVIEW

**The Simitri Adding Value as a Trusted Partner** training helps participants build quality, long-term business relationships with key stakeholders. During the session, participants learn how to establish trust, build rapport, uncover needs and gain commitment, ensuring a more profitable, two-way relationship in which both parties' benefit.

By applying the skills explored during the training, participants move from a vendor or supplier role to that of a Trusted Partner. Additionally, participants learn how to create value for their stakeholders, and deal with challenging people and situations in a credible manner.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the attributes of a Trusted Partner
- Use a wide range of skills and strategies to build stakeholder relationships
- Uncover the stakeholder's decision-making process
- Gain insight into the different communication styles and how to adapt better
- Identify ways to offer additional value to stakeholders to ensure a lasting partnership



# THE FLOW

## Being a Trusted Partner

- Discussion: Characteristics of a Trusted Partner
- Trusted Partner & Stakeholder Relationship Levels
- Discussion: Service vs. Trust-Based Relationship
- Qualities of an Effective Trusted Partner: Awareness, Adaptability, Articulation
- Sharing our Stories: Build your Case Study

## Awareness: Understanding the Individual

- Understanding the individuals: Needs & Drivers
- Using the Information (Activity)

## Adaptability: Adapting Your Style

- Business Behaviour Style Questionnaire (pre-work)
- Your Styles / Chart Stakeholder Style
- Adapt to the Individual (Activity)

## Activity: Simitri Case Study

- Working with Other Styles
- Planning, Activity, and Debrief

## Articulation: Being Persuasive

- 3 Rules of Persuasion (Activity)
- Persuasive Message: Statement, Value, Relevance
- Creating the 'real' value (Activity)

## Role-Play (Using own Scenario)

- Planning, Role-play, and Debrief



# ASSERTIVE COMMUNICATION

## KEY TOPICS

Degrees of Communication

Defining My Objectives

Making the Right Impact

Assertive Message Structure

- Fogging
- Positive Inquiry
- Broken Record
- Pushing Back
- Dealing with Resistance

## PROGRAMME OVERVIEW

**The Simitri Assertive Communication Skills** training is a highly interactive course designed to increase your skills and ability when being assertive in the workplace.

During the training, participants learn how to express ideas, feelings, and recommendations in a way that ensures their messages are understood and accepted by the other party.

We also spend time ensuring that there is congruence in the message. When being assertive, it's not just what you say, but how you say it. Words, voice, and physical expressions need to work together to create an appropriate impact. All of these will be discussed within the context of protecting the relationship with the other person.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Know the difference between passive, assertive, and aggressive communication behaviour
- Communicate more effectively
- Deliver a message without backing down or losing control
- Use different assertive techniques based on the person and the situation



# THE FLOW

## Opening

- Discussion: What are situations where you need to be assertive (up, down, across or outside)? What are the challenges you face when being assertive in the workplace?
- Exercise: Building Your Case Study

## Assertion in the Workplace

- Degrees of Expression: Passive, Assertive, Aggressive
- Understanding the Differences Through Words, Voice & Body Language
- Exploring the Differences (Activity)
- Assertiveness Questionnaire (and self-reflection)

## Defining My Objectives

- Statement of objectives: Think, Feel, Do
- Activity: Case Study

## Assertion Techniques

- Assertive Structure
- I - language (and Activity)
- Opinions vs Facts (and Activity)
- Fogging (and Activity)
- Positive inquiry (and Activity)
- Broken record (and Activity)

## Dealing with Resistance

- Discussion: Why people resist?
- 4 steps for Handling Resistance
- Methods for handling resistance (and Activity)

## Pushing Back (Saying No)

- Video: Pushing Back
- Activity: How would you push back on this statement?

## Structuring an Assertive Conversation

- OXPAC model
- Activity: Case Study & Role Play



# BUSINESS WRITING

## KEY TOPICS

Effective Business Writing

3 Stages of Writing

Planning

Writing: 4C's

- Being Clear
- Being Concise
- Being Credible
- Being Coherent

Revising & Editing

Writing Good & Bad News

Structuring Effective Emails

## PROGRAMME OVERVIEW

**The Simitri Business Writing Skills** training is a highly interactive course focused on the key components of planning and writing in order to deliver a clear, concise, and powerful message. During the training, participants learn to write informative and persuasive business documents such as business plans, memos, reports, and emails that achieve their desired objectives.

The training addresses the following challenges in business writing: creating documents with enough appeal that someone actually wants to read them, using a coherent structure, eliminating excess words and jargon, and conveying the appropriate tone.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Make the whole process of writing more effective through planning
- Understand that all documents should be written from the reader's point-of-view
- Adapt their writing style to the situation and audience
- Use crisper, more concise language that gets their message across
- Be thorough when editing their work



# THE FLOW

## Effective Business Writing

- Characteristics: Good vs. Poor
- Review & Critique Exercise (own examples)
- 3 Stages of Business Writing

### Stage 1: Planning

- What is my objective? (and Activity)
- Who are my readers? (and Activity)
- What is my key message? (and Activity)

### Stage 2: Writing: The 4 C's of Business Writing

- 4 Cs of Business Writing
- Being Coherent in Structure (and Activity)
- Being Clear in Message (and Activity)
- Being Concise in the Message ((and Activity)
- Being Credible in Tone & Impact (and Activity)

### Stage 3: Editing & Proofreading

- Tips & Hints: Editing & Proofreading
- Writing Exercise: Editing & Proofreading

## Writing Good News & Bad News

- Examples of good and bad news documents?
- Take the right approach
- Writing good news & bad news (and Activity)

## Effective Email Communication

- What mistakes do people make when writing / sending emails
- What to ask yourself before sending an email?
- PACES Model (Purpose, Audience, Channel, Emotions, Structure) (and Activity)

## Structure: Writing SHARP Emails

- SHARP (Subject Line, Human Touch, Action, Readability, Polished) (and Activity)
- Writing Exercise

## Final Writing Exercise

- Email Writing Practice and Review & Debrief



# BUSINESS STORYTELLING

## KEY TOPICS

The Power of Stories

Essential Elements of a Story

Applying the Power of Stories

Common Story Types and Structures

Using Stories to Engage your Audience

## PROGRAMME OVERVIEW

**The Simitri Business Storytelling** training helps people find their stories and connect them to the business environment in a meaningful way. The course provides a step-by-step approach for creating and delivering stories that connect on a rational and emotional level. The result is a more memorable, effective, and compelling message.

In business, we need stories for our most important work: to gain credibility, share values, paint a picture of the future, and call the audience to action. Many people do not realise that they already have amazing stories to tell. By identifying and sharing those stories, the participants will more deeply engage with and influence others in the workplace.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the role that stories can play in the workplace
- Create stories that connect with the hearts and minds of the audience
- Learn the essential elements of an engaging story
- Develop their own compelling, and engaging stories





# THE FLOW

## Opening Activity

- Setup Activity: Pick a Scenario
- Activity: Sharing a Story

## Opening Presentations (Critical/Challenging Story)

- Who is the audience?
- What is your objective?
- Activity: Present your Story  
(The start, a story or a piece of the presentation)
- Filmed with feedback and review

## Business Storytelling

- Brief History of Storytelling
- The Power of Stories
- Video – The Wright Brothers (& Activity)
- Activity: Storytelling - what works

## What are the essential elements of a story?

- The storyboard
- Elements of a Story: Character, Setting, Conflict, Resolution
- Storytelling Structure / Pixar Pitch
- Discussion: How can we apply the power of stories?
- Possible topics for stories
- Storytelling structures

## Engaging your Audience

- Engaging hearts and minds
- Defining your Objectives ( Think, Feel, Do)
- Understanding your Audience – Rational & Emotional Motivators
- Video: Carousel (& Activity)
- Connecting with the senses
- Ensuring the so what

## Storytelling Practice

- Planning, presenting, review and debrief



# COMMUNICATION CONCEPTS

## KEY TOPICS

Communication at Work

Adapting your  
Communication Style

Active Listening

Asking Questions

Articulating your Message

## PROGRAMME OVERVIEW

**The Simitri Communication Concepts** training is a fast-moving session focusing on the core areas of effective communication; both verbal and non-verbal.

Participants will discuss what creates challenging and ineffective communications, and then the session sets out to address the issues. A sense of self-awareness will allow participants to realise the 4 distinctive styles of communication. Next, they will learn how to identify someone else's style and then more importantly how to adapt your own style to better connect.

Communication aspects, like improved listening skills and better questioning techniques leading to ways in which improved messaging can be created and tailored to their listeners style and needs.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand why challenging situations exist
- Improve their self-awareness of their own personal style
- Identify others' styles and better adapt to connect
- Improve core communication skills, Active Listening, Questioning Techniques and Messaging effectiveness



# THE FLOW

## Communication at Work

- Discussion: Challenges when communicating (up, down, across and outside)
- Verbal vs non-verbal Communication: words, voice and body language (and Activity)
- The Communication Triangle

## Adapting my Communication Style

- Business Behaviour styles
- Identifying a person's style: business style questionnaire\*
- When Styles Collide (and Activity)

## Active Listening

- Degrees of listening (and Activity)
- PSP Model (and Activity)
- Activity: Practice Session

## Asking Questions

- 5W2H questions (and Activity)
- Follow-up questions
- Activity: Asking follow-up questions

## Presenting my Message

- What is my key message (identifying 3 things)
- Structuring my message
- Activity: Presenting my Message
- Summary: listening, questioning, presenting

## Role-Play (Using own Scenario)

- Planning, Role-play, and Debrief

# COMMUNICATION SKILLS

## KEY TOPICS

Effective Communication

PACES Model

- Purpose
- Audience
- Channel
- Emotions
- Structure

Listening and  
Asking Questions

Presenting Your Message

## PROGRAMME OVERVIEW

**The Simitri Communication Skills** training enables participants to communicate in different situations, at different levels of an organisation, and to different stakeholders within their workplace. During the training, we spend time practising the key pillars of communication: listening, questioning and presenting. By having a better understanding of their own communication styles, as well as that of the person with whom they are communicating, participants will be more productive and efficient in the workplace.

By understanding the value of communication and how to communicate face-to-face, during meetings, on the phone, and through emails, participants will be in a better position to achieve their goals and objectives.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Communicate more effectively to multiple levels within the organisation
- Communicate more efficiently through multiple channels
- Understand their communication styles and strengths
- Adapt their communication style based on their stakeholder, the topic, and the situation



# THE FLOW

## Effective Communication

- Discussion: Challenges when communicating (up, down, across, outside)
- Overcoming the challenges: PACES Model

## PACES – Purpose: Defining your Objectives

- Defining Your Objectives (and Activity)
- Your Case Study Scenario

## PACES – Audience: Adapting your Style

- Behaviours and characteristics of each style
- Identifying a person's style (and Activity)
- Adapting to the individual / When styles collide

## PACES – Channel: Choosing the best Channel

- Video: Communication
- 4 Communication Channels (and Activity)

## PACES – Emotions: Checking your Emotions

- Communication and 4 facets of Emotional Intelligence
- Development self-awareness and self-management
- Hot buttons and catalysts (and Activity)

## PACES – structure: structuring your conversation

- 5 stages: Open, Exchange, Propose, Agree, Close
- Activity: Objectives, Challenges, Risks of skipping a stage

## Active Listening & Asking Questions

- Degrees of Listening
- Activity: Passive vs Active listening
- Be in the moment (Echo, Paraphrase, Reflect)
- Why ask questions?
- Open vs Closed Ended Questions (and Activity)

## Presenting your Message

- Experiential learning Activity
- Thinking in 3's: identify the 3 things and Plan your Message

## Your Case Study Conversation

- Preparation, role-play, review and debrief



# COMMUNICATING UP THE ORGANISATION

## KEY TOPICS

Communicating Up the Organisation

Credible: Making the Right Impact

Compatible: Understanding My Stakeholders & Adapting My Style

Coherent: Being Clear, Succinct and Structured

Managing Q&A

Being Persuasive

Dealing with Resistance

## PROGRAMME OVERVIEW

**The Simitri Communicating Up The Organisation** training enables participants to communicate in different situations, at different levels of an organisation, and to different stakeholders within their workplace. During the training, we spend time practicing the key pillars of communication: credible, compatible and coherent. By having a better understanding of their own communication styles, as well as that of the person with whom they are communicating, participants will be more productive and efficient in the workplace.

The participants also learn effective ways to push back, manage Q&A, and overcome resistance. By understanding the value of communication and how to communicate face-to-face, during meetings, on the phone, and through emails, participants will be in a better position to achieve their goals and objectives.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Communicate more effectively to multiple levels within the organisation
- Communicate more efficiently through multiple channels
- Create the right impact when communicating
- Adapt their communication style based on their stakeholder, the topic, and the situation



# THE FLOW

## Communicating up the Organisation

- Discussion: what are the challenges? How does communicating up the organisation differ from communicating across, outside and down the organisation? Qualities to succeed: credible, compatible, capable, coherent
- Role play: Project Update Meeting

## Credible: Making the Right Impact

- Video and Discussion
- What are 3 words you would like executives to use to describe you? How are these impressions formed?
- Activity: 5 Observable Attributes

## Compatible: Understanding Your Stakeholders

- Understanding & Adapting
- Rational and Emotional ( and Activity)

## Compatible: Adapting Your Style

- Behaviours & characteristics of business styles\*
- Adapting to the Individual (and Activity)

## Coherent: Being Clear and Structured

- Identify the '3 things'
- Structuring your message (and Activity)

## Managing Q&A

- 4 Steps: Listen, Acknowledge, Repeat, Respond
- Tips and hints for: If you know the answer vs If you don't
- Activity: Asking and Answering questions

## Being Persuasive (Getting Buy-In)

- Exercise: 3 Rules of Influencing
- Communicating the Value (Statement, Value, Evidence)
- Identifying the Value and Evidence ( and Activity)

## Dealing with Resistance

- Discussion: Why people resist?
- 4 Steps for Handling Resistance
- Tips & Hints (Methods for Handling Resistance)

## Final Activity: Project Update Meeting

- Preparation, activity, review and debrief



# CONFLICT MANAGEMENT

## KEY TOPICS

Understanding Conflict

The Impact of Conflict

Causes of Conflict

Responses to Conflict

Preventing Conflict

From Conflict to Collaboration

## PROGRAMME OVERVIEW

**The Simitri Conflict Management** training helps participants manage and resolve conflict that may emerge between teams or individuals.

By understanding the evolution of conflict, the underlying root cause of conflict, and the different ways to deal with conflict, the participants will be better prepared to deal with conflict in a manner that produces a positive outcome.

The case studies used during the course address a variety of work-related conflicts. The skills taught during the training apply to all workplace relationships including intra-personal relationships, inter-team and intra-team relationships, and client and supplier relationships.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Gain greater confidence by viewing conflict as an opportunity, not a threat
- Examine a challenging business situation “from their point of view”
- Improve personal effectiveness when faced with conflict
- Improve teamwork skills using a win-win or win-not-lose resolution approach





# THE FLOW

## Understanding Conflict

- Video: The Conflict Around Us...
- Examples of Workplace Conflict (Positive / Negative) (Activity)
- The Path to Conflict (and Activity)

## Role-Play (Based on Path to Conflict)

- Planning, role-play, review and debrief

## Causes of Conflict

- Discussion: What causes conflict at work?
- Cause 1: Different Perspectives and Activity)
- Cause 2: Sense and Nonsense (and Activity)
- Cause 3: Hot Buttons and Catalysts (and Activity)

## Responses to Conflict

- 8 Common Responses to Conflict
- Conflict Management Style Questionnaire (pre-work)
- Analysing Your Results (Activity)

## Preventing Conflict

- Pick the right time, place, medium (and Activity)
- Use Effective Communication / Effective Verbal and Non-Verbal Communication
- Mini Role-Play (with suggested issues)
- Differences in Words, Voice, Body Language (during 2 parts of role-play)
- Stop the Blame Game (and Activity)
- Focus on the Facts (and Activity)

## From Conflict to Collaboration

- Stay Calm and Be FAIR (and Activity)
- Listen Actively (and Activity)
- Invite the Other Party's Solution (and Activity)
- Manage the deadlock (and Activity)
- Responding to Deadlock: Tips & Hints

## Your Case Study Conversation

- Planning, role-play, review and debrief



# DEALING WITH CHALLENGING PEOPLE

## KEY TOPICS

Challenging People vs.  
Challenging Situations

Define Your Objectives

Build a Strong Relationship

Maintain Control

Determine Your Approach

Be Assertive

## PROGRAMME OVERVIEW

**The Simitri Dealing with Challenging People** training gives participants the interpersonal skills, insight, and communication techniques to effectively deal with challenging people in the workplace.

During the training, we first explore what can make people challenging: time is of the essence, stakes are high, internal politics, or a variety of emotional/personal issues.

From there, we help participants understand the real impact the challenging person has on their performance. With this understanding, the participants can use a number of tools, techniques, and tips to maintain control of the situation and minimise the negative impact of the challenging person.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the difference between a challenging person and a challenging situation
- Examine a person from multiple dimensions, resulting in a broader understanding
- Speak in a manner that ensures the other party will listen
- Develop strategies to deal with challenging people
- Communicate effectively with people who are challenging



# THE FLOW

## Understanding Challenging People

- Discussion: Challenging Situation vs. Challenging people
- Types of Challenging People (and Activity)
- Taking Control: 2 Principles

## Opening Role-Play

- Partner briefing, role-play, review and feedback

## Define Your Objectives

- Defining Your Objectives (and Activity)

## Building a Strong Relationship

- Building Rapport (and Activity)

## Maintain Control

- Emotional Self-Control (and Video)
- Hot Buttons & Catalysts
- The Tipping Point (Activity)
- Be FAIR (and Activity)

## Determine Your Approach

- Experiential Learning Activity
- Relationship Philosophy (and Activity)
- Adapting your approach: Outcome vs. Relationship (and Activity)
- Cooperate / Collaborate: Tips and Hints

## Be Assertive

- Discussion: What's the difference between passive, assertive and aggressive behaviour?
- Degrees of Expression
- Effective Communication (and Activity)

## Final Activity

- Partner briefing, role-play, review and feedback



# DEVELOPING YOUR INFLUENCING & PERSUASION SKILLS

## KEY TOPICS

Influencing & Persuasion:  
Your World

When to Use Different  
Influencing Approach

Understanding Your Stakeholders

Your Stakeholder's World

Developing a Strategic Approach  
to Influencing & Persuasion

Group Activity

## PROGRAMME OVERVIEW

**Developing your Influencing and Persuasion Skills** training gives participants the interpersonal skills and communication techniques to effectively influence and persuade other people in the workplace.

Whether colleagues, employees, managers, clients or suppliers, the participants learn how to get others to accept their requests, support their projects and adopt their recommendations.

The participants learn to use influencing and persuasion strategies and tactics, mainly through group exercises and discussions.

This session addresses the following challenges: gaining internal buy-in for projects and ideas, obtaining external support for business initiatives, and convincing management to take action.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Adapt influencing and persuasion styles based on their stakeholder, the topic and the situation
- Develop strategic influencing and persuasion approaches
- Achieve their objectives while maintaining relationships
- Demonstrate a higher level of confidence and control



# THE FLOW

## Influencing and Persuasion: Your World

- The Importance of Influencing and Persuasion Skills
- Understanding Influencing and Persuasion
- Activity: Who do you need to influence at work? What outcomes do you need to achieve? What are your challenges?
- Essentials to Influencing Effectively

## When to Use Different Influencing Approaches

- Influencing Situations
- The nine Influence tactics (approaches)
- Hard and Soft Tactics
- Activity: Select three situations, select the appropriate tactic, explain your choice
- Role play: One scenario

## Understanding Your Stakeholders

- Understanding the Individual
- The Value of Difference
- Individual Cultural Values (GlobeSmart)
- Small Group Activity: Profile your stakeholders (Case Study)

## Your Stakeholder's World

- Your Stakeholder's World: Stakeholder Analysis
- Define the Impact
- Identify the Level of Power
- Map the Current & Desired Mindset
- Understand Their Readiness
- Individual Drivers by Role
- Activity: Case Study – Stakeholder Analysis (HO)

## Developing a Strategic Approach to Influencing & Persuasion

- Persuasion: When is this Skill Most Important?
- Video: Discussion & Activity
- Explore Needs & Drivers
- Influencing Your Stakeholders: Rational and Emotional Drivers
- Value of being Assertive
- Push vs. Pull Influencing Styles – Influencing style questionnaire (pre-work)
- Persuasive Messaging
- Questions to ask yourself

## Group Activity

- Use the stakeholder profile you created, what are the three questions they might ask? Map out your influencing strategy
- Role-play (optional)



# EFFECTIVE EMAIL COMMUNICATION

## KEY TOPICS

Effective Email Communication

PACES and Email Writing Process

- Purpose
- Audience
- Channel
- Emotions

Structure : Writing

SHARP Emails

The importance of Editing

## PROGRAMME OVERVIEW

**The Simitri Effective Email Communication** training is developed to improve the effectiveness of writing emails. Using two through processes, PACES and SHARP, participants can elevate and improve their email writing skills.

PACES looks at email writing from a planning perspective, showing the participants that if they focus on their desired outcomes (Objective) take into account what they know about their reader (Audience), decide the best Channel and consider Emotional tone and impact together with Structure, improvement can be immediate.

SHARP shows them how to structure their email, focusing on subject, human touch, Action, Readable detail and Polish. Finally, participants will learn how to effectively edit emails before sending out.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Improve the quality of email writing
- Know why focusing on the reader is critical
- Develop improved structure and editing skills to drive better email outcomes

# THE FLOW

## Effective Email Communication

- Discussion: What mistakes do people make when writing / sending emails? Components of an effective email?
- Keys to Success

## PACES Email Writing Process

- PACES Model (Purpose, Audience, Channel, Emotions, Structure)
- Purpose: What is your objective? (and Activity)
- Audience: Who should you send to? (and Activity)
- Channel: Is email the best channel? (and Activity)
- Emotions: Are you avoiding emotional emailing? (and Activity)

## Structure: Writing SHARP Emails

- Summary in Subject Line
- CC/BCC
- Human Touch
- Action / Key Point
- Readable Details
- Polished
- Writing Activity: Examples

## Editing Your Email

- Being Clear in Message (Activity)
- Being Concise in the Message (and Activity)
- Being Credible in Tone & Impact (and Activity)
- Writing Activity: Examples
- Final Tips

## Writing Activity: Using your Case Study

- Re-write an Email
- Partner Review



# EXPERT IN POSITIVE INFLUENCING

## KEY TOPICS

Influencing Moments

Influencing Fundamentals  
(Review)

Rapport Building

Adaptive Communication

Consensus Building

Evaluating your Stakeholders

Dealing with the Status Quo

## PROGRAMME OVERVIEW

**The Simitri Expert in Positive Influencing** training builds on our other influencing programs to help participants effectively influence other people in the workplace.

During the training we look at some of the psychology behind influencing as well as what makes up an influencing moment. Building rapport and the factors that determine your relations and way to adapt your communication style are also covered in this training.

We spend time on strategies to help build consensus during influencing conversations and how to evaluate who is in the room. Finally, we discuss dealing with status quo and how much change is too much when trying to influence others. This program uses case studies and role-plays to give participants the opportunity to practice having influencing conversations in a safe space.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the key aspects of what makes up an influencing moment
- Develop strategies to build consensus when including others
- Gain insight when dealing with the status quo
- Learn to evaluate stakeholders and the impact of biases when influencing





# THE FLOW

## Influential Moments

- Example Scenario (What can we learn from this example?)

## Influencing Fundamentals (Review)

- Qualities of an Effective Influencer
- Two Fundamental Human Desires
- The Curiosity / Novelty Trade-Off
- The 3 Rules of Influence
- Push vs Pull – Two Approaches to Influence
- Cialdini's– 7 Principles of Influence

## Building Rapport

- 4 Steps to Building Rapport
- Status Alignment – the real business purpose of rapport
- Avoiding the “Why” (and Activity)

## Adaptive Communication

- 4 Communication Factors that Determine Relationship
- Business Styles (Overview)

## Consensus Building

- Factors that CEO's considers
- The Rule of 3's (and Activity)
- Strategic Stair Steps – The Principle of Lasting Impressions
- Common strategies for Consensus Campaigns
- Activity: Building Consensus

## Understanding Who is in the Room

- The Iceberg Principle – rational maximisation and emotional drivers/obstacles
- Common Biases in Influencing
- Obvious factors that are often overlooked

## Working with the Status Quo

- Tools for working with the Status Quo
- Handling Change – Most Advanced yet Acceptable (Maya Principle)
- Points of Vulnerability (POV)
- Breaking Even

## Final Role-Play

- Planning, Role-play, review and debrief



# FACILITATION SKILLS

## KEY TOPICS

The Facilitation Process

Three Stages of a Group Session

The Planning Process

Starting a Session

Facilitating a Discussion

Asking Probing Questions

Managing Group Dynamics

Group Processing Tools

Tools & Tips for Facilitators

## PROGRAMME OVERVIEW

**The Simitri Facilitation Skills** training is a highly interactive course that enables managers, team leaders, trainers and facilitators to maximise their effectiveness when facilitating training, planning sessions, or team meetings.

During the training, participants learn how to connect with the audience by building rapport and demonstrating credibility, thereby increasing participation by all.

The participants also learn a number of tips and techniques to facilitate a meeting or training, including focusing the group on achieving key objectives, asking/answering questions, overcoming resistance, managing challenging group dynamics, and using group-processing tools to achieve a higher level of creative and critical thinking.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Use a wide range of skills and strategies to plan, lead, and structure group sessions
- Adapt their facilitation style based on the audience and situation
- Establish and maintain 'control' during challenging situations
- Use verbal and non-verbal communication skills to maintain focus and encourage participation
- Use advanced probing and listening skills to increase contributions from the participants



# THE FLOW

## Understanding Facilitation

- Discussion: What is facilitation? What challenges will you face?
- Facilitation Strategies
- 3 Steps of Facilitation: Planning, Facilitating, Evaluating
- Building Your Case Study

## Step 1: Planning: Designing the Process

- The 5 Ps: Purpose, Product, Participants, Probable Issues, Process
- The Purpose and Product (and Activity)
- The Participants and Probable Issues
- The Process: Agenda (and Activity)

## Step 2: Facilitating the Meeting

- Presenting: Setting the Scene (What, Why, How, Outcome)
- Facilitator's Example
- Practice Session: Setting the scene

## Delivery Skills: Voice

- Impressions and Perceptions (words, voice, body language)
- Components of Voice and Emphasis (and Activity)
- Pace and Pause (and Activity)

## Facilitating a Discussion:

- Active Listening and Asking Questions
- Types of Questions (and Activity)
- Follow-up Questions (and Activity)
- Answering Questions
- Practice Session: Facilitating a Discussion

## Managing Group Dynamics

- Different group dynamics
- Managing the situation & Adapting your approach (and Activity)

## Practice Session: Facilitating Exercise

- Planning, activity, review and debrief

## Step 3: Evaluate the Results

- Evaluating the Meeting
- Evaluate Yourself



# GIVING FEEDBACK

## KEY TOPICS

The Gift of Feedback

Giving Feedback to Others

Receiving Feedback

Showing Appreciation

Initiating Self-feedback

Acting on Feedback

## PROGRAMME OVERVIEW

**The Simitri Giving Feedback** training explores the mindset, skills, and behaviour required to use effective feedback to increase self-awareness and drive overall team performance.

Used correctly, feedback can have a positive impact on team performance. Used incorrectly, feedback can cause negative feelings and increase demotivation and disengagement. By understanding the proper approach to delivering feedback, participants will maximise the positive and minimise negative outcomes.

The training also discusses how to receive feedback without feeling threatened or defensive, as well as how to apply the technique of self-feedback to identify strengths and potential areas for improvement.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the positive benefits of effective feedback for the team
- Identify the harms of ineffective feedback and how they can be avoided
- Develop an approach to delivering feedback to colleagues and team members
- Create self-awareness by initiating self-feedback and applying the feedback from others



# THE FLOW

## Understanding Feedback

- Discussion: What is an example of memorable feedback you have received? Why was it valuable? How was it delivered?
- The Importance of feedback: Johari Window
- Making Feedback a Habit: Rewards of Asking for Feedback
- Building Your Case Study

## Role-Play

- Partner briefing, role-play, review and feedback

## Receiving Feedback

- Discussion: Who can you receive feedback from? What stops us from receiving feedback
- Structuring the Dialogue
- Self-feedback / Ask Action Oriented Questions

## Motivational and Developmental Feedback

- Having a Motivational /Developmental Feedback Conversation
- Using the SBIR Model (Situation, Behaviour, Impact, Results)
- Mini-Role Play: Case Studies

## Managing Your Emotions when Giving Feedback

- Discussion: Why is it important to manage your own emotions when giving feedback?
- When should you not give feedback? (and Activity)
- Managing your Emotions
- Hot Buttons and Catalysts (and Activity)

## Listening vs. Hearing

- Discussion: What can you do to show you are really listening?
- Degrees of Listening
- Activity: Passive Listening (Hearing)
- Listening Tips & Hints
- Activity: Active Listening
- Be in the Moment (Echo, Paraphrase, Reflect)

## Role-Play (based on pre-work)

- Partner briefing, role-play, review and feedback



# INTRODUCTION TO INFLUENCING TECHNIQUES

## KEY TOPICS

The Art & Science of Influencing

Understanding Others

Adapting Your Style

Questioning & Listening

Being Persuasive

Dealing with Resistance

Pushing Back

## PROGRAMME OVERVIEW

**The Simitri Introduction to Influencing Fundamentals** training gives participants the interpersonal skills and communication techniques to effectively influence other people in the workplace.

Whether colleagues, employees, managers, clients or suppliers, the participants learn how to influence others to accept their requests, support their projects and adopt their recommendations.

The Influencing Skills training addresses the following challenges: gaining internal buy-in for projects and ideas, obtaining external support for business initiatives, and convincing management to take action.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Communicate more effectively
- Use new strategies to build successful business relationships
- Create unique communication strategies to effectively influence others
- Comprehend their influencing style and strengths
- Adapt their influencing style based on their stakeholder, the topic and the situation



# THE FLOW

## Influencing at Work

- Understanding Influencing
- The Challenges We Face
- Qualities of an Effective Influencer
- Exercise : Building Your Case Study

## Awareness: Understanding the Individual

- The Iceberg Principle
- Needs & Drivers: Rational / Emotional (and exercise)
- Exercise: Case Study Discussion

## Adaptability: Adapting Your Style

- Activity: Understanding Your Style
- Behaviours & Characteristics of each style (and exercise)
- When Styles Collide
- Exercise: Adapting your approach

## Articulation: Having an Effective Dialogue

- Communication Triangle: Listing – Questioning – Presenting

## Listening

- Degrees of Listening
- Exercise: Passive Listening / Active Listening

## Questioning

- Why ask questions? What value do you receive?
- Open and closed questions (and discussion)
- Asking follow-up questions (and exercise)

## Presenting (Being Persuasive)

- Experiential Learning: 3 Rules of Influencing
- Statement, Value, Relevance / Creating the 'real' value
- Exercise: Case Study Discussion

## Dealing with Resistance/ Pushing Back

- Discussion: Why people resist?
- 4 Steps to Handling Resistance
- Exercise: Case Study Discussion

## Role-Play - Case Study

- Planning, Role-play, review and debrief



# INFLUENCING WITHOUT AUTHORITY

## KEY TOPICS

Understanding Influencing

Qualities of an Effective Influencer

Understanding Others

Adapting Your Style

The Perfect Meeting

## PROGRAMME OVERVIEW

**The Simitri Influencing without Authority** training is designed to increase your skills and ability when, influencing colleagues, clients and suppliers even when you might not have the authority to tell them what to do.

During the training, you will learn techniques to get other people to embrace your ideas, accept your recommendations, and support your initiatives whilst building stronger relationships using techniques and ideas associated with the principle that the highest form of relationship you can have is that of Trusted Partner or Advisor.

The training focuses on understanding your stakeholder, adapting your approach to the person, and articulating a value driven message, you are in a better position to achieve success.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Use new strategies to build successful business relationships
- Create unique communication strategies to effectively influence without authority
- Comprehend their influencing style and strengths
- Adapt their influencing style based on their stakeholder, the topic and the situation
- Better handle resistance and objections from others



# THE FLOW

## Influencing – Art vs Science

- Role Play - As-Is Influencing Role-play
- Trusted Partner Formula (and Activity)
- Discussion: Why Trust is a critical part of the Human Psyche

## Gaining Greater Awareness: Stakeholder Insights

- Attributes of a Trusted Advisor
- Discussion: What's going on in their world? Their issues?
- Rational vs Emotional (and Activity)

## Gaining Greater Awareness: Your Influencing Style

- Review the Results of Assessment (and Activity)

## Cialdini's Weapons of Influence

- Review of the 6 weapons (and Activity)

## Articulation

- The Perfect Influencing Meeting
- Setting the right meeting objective (Meeting outcomes - Think, Feel, Do)

## The Perfect Influencing Meeting:

### Stage 1: Building Rapport

- Building rapport, the way to accelerate trust

### Stage 2: Discussion

- Discussion: Who is a good listener? What are their qualities?
- Probing and Asking follow-up questions
- The power of great questions (and Activity)

### Stage 3: Messaging - Creating real Value

- Creating Persuasive Messages (and Activity)

### Stage 4: Handling Resistance

- Types of objections/resistance received today
- Handling resistance (and Activity)

### Stage 5: The Close

- Best practice tips in closing meetings and Activity)



# INTERVIEW SKILLS

## KEY TOPICS

Pre-Interview Planning  
& Structuring

Evaluating the Candidate

Conducting the Interviews

Listening & Probing

Promoting the Company

Post-Interview Follow-Up

## PROGRAMME OVERVIEW

**The Simitri Interviewing Skills** training increases the confidence, professionalism and effectiveness of individuals during the interview process.

By understanding the key motivators of the candidates, using effective probing / listening skills during the interview and applying behaviour based interviewing strategies, participants achieve a better outcome in a shorter time frame. The program is designed to address a variety of situations, including; Informal / formal interview, virtual interviews, and phone interviews.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their interviewing style and, equally important, how it is perceived by others
- Adjust their interviewing style to fit a variety of informal and formal situations
- Present a professional and confident image
- Gain a greater understanding of the candidate's skills to make better hiring decisions
- Have a more constructive dialogue with colleagues when evaluating and discussing the candidate



# THE FLOW

## Understanding Interviewing

- Discussion: Successful vs Unsuccessful Interviews
- Key Objectives
- What are the mistakes...?
- Unconscious Bias (Impact on Hiring Process)
- Recognising Unconscious Bias in Ourselves (and Activity)

## Pre-Interview Planning

- Understanding the Recruitment Team
- Understanding the Position (case study discussion)
- Reviewing the Candidate's Resumes / CV
- The Problem with Resumes / CV's
- Questions to Ask Yourself (and Activity)
- Practice: Opening the Interview

- **Conducting the Interview: Candidate Insight**
- Open & Closed Ended Questions (and Activity)
- Follow-up Questions (and Activity)
- Other Types of Questions (and Activity)
- Tradition vs. Behaviour Based Questions (and Activity)
- Guide to Asking Competency Based Questions
- STAR Model
- Practice: Candidate Insights

## Conducting the Interview: Company / Position

- Promoting the Company / the Position
- Conducting the Interview: Closing
- Practice: Closing

## Role-Play: Conducting the Interview

- Planning, Role-play, review and debrief

## Post-Interview Follow-Up

- Evaluating a Candidate
- Interview Debrief Report: Structure



# LEADING [FACILITATING] EFFECTIVE MEETINGS

## KEY TOPICS

Three Stages of a Meeting

The Planning Process

Starting a Meeting

Managing the Meeting

Using Facilitation Skills

Dealing with Challenging Situations

Group Process Tools

Ending a Meeting

## PROGRAMME OVERVIEW

**The Simitri Leading Effective Meetings** training gives participants the skills and ability to lead meetings where individuals discuss issues, solve problems, and make decisions.

Meetings are a vital cog in the day-to-day running of most organisations. Yet, research tells us that most people feel that meetings are not as efficient as they could be.

To increase the efficiency of meetings, participants learn to overcome the challenges of leading team meetings, including: keeping the meeting on track, managing challenging group dynamics, having discussions that result in action plans, and facilitating discussions to understand the concerns and issues of all parties.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a tool kit of meeting management processes, tips, and techniques
- Plan and run meetings that deliver expected results
- Enhance their face-to-face communication skills and ability to “manage the room”
- Know the fundamental secrets of professional meeting managers



# THE FLOW

## Understanding Meetings

- Discussion: The Perfect Meeting
- Meeting Strategies
- Four Steps of Facilitating Meetings

## Practice Session: Group Meeting

- Planning, role-play, review & debrief

## Step 1: Identify the Objectives

- Setting Objectives: Tangible and Intangible (and Activity)

## Step 2: Understand the Participants

- Roles and Responsibilities
- Participant – Checklist
- Adapting the Group (Activity)

## Step 3: Design the Process

- Creating the Agenda (and Activity)

## Step 4: Facilitate the Meeting

- Setting the Scene (Example and Activity)

## Asking & Answering Questions

- Asking Questions
- Follow-up Questions (and Activity)
- Answering Questions (Example and Activity)

## Managing Group Dynamics (Side-tracks, passive participants, etc.)

- Different Group Dynamics
- Managing the Situation
- Adapting Your approach (and Activity)

## Ending the Meeting

- Ending the Meeting (key components)
- Using the Parking Lot
- Reviewing Action Planning

## Practice Session: Group Meeting

- Planning, role-play, review & debrief



# LEVERAGING YOUR IMPACT

## KEY TOPICS

Making an Impact

Three steps to creating an Impact

1. Who Am I?
2. How do I want others to describe me?
3. How do I deliver my desired brand?

Bringing it all Together

## PROGRAMME OVERVIEW

**The Simitri Leveraging Your Impact** training gives participants insight into why impressions and perceptions are so important in business. From understanding the Halo vs Horn dilemma to using tools for personal development.

The three steps are, VISPA – understanding your own Values, Personality and Strengths. Five observable behaviours to drive the right impression, and the How to create the right impact for any given situation or stakeholder. By using these three levers, participants will find ways of creating their distinct personal brand.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Gain greater insight into their personal values, strengths and personality
- Understand the impression they currently create
- Find ways to create different impressions, drive their personal brand and make different 'impacts' for any given situation



# THE FLOW

## Making an Impact

- Discussion: Why is it important to make the right impact in the workplace?
- Impressions and Perceptions Matter
- Leveraging Your Impact

## Step 1: Who am I?

- Exploring My ViSPA (Values, Strengths, Personality & Aspirations)
- My Values (Activity)
- My Strengths (Activity)
- My Personality: Business Style Questionnaire)
- My Aspirations (Personal Reflection)

## Step 2: How do I want others to describe me?

- How would you describe....?
- Designing My Three Words (and Activity)
- Do my words match my ViSPA (and Activity)
- Will my words change over time? Where could they be in 3 – 5 years? (and Activity)

- **Step 3: How do I deliver my desired impact?**
- 5 Observable Attributes: words, voice, body language, actions and attire
- Identifying my behaviour (and Activity)
- Mini Presentation (delivering my behaviour)
- Structuring my message (Tell'em Structure) (and Activity)

## Being Assertive

- Degrees of Expression
- Effective Communication
- Activity: Getting It Right (Passive / Assertive / Aggressive)

## Sharing your Point of View

- The importance of voicing your point of view
- Partner Activity: What is your point of view on....?

## Bringing it All Together

- Planning, Role-play, review and debrief
- Being Proactive



# MAKING POWERPOINT GREAT

## KEY TOPICS

- The Power of Visual Aids
- The Presentation Ecosystem
- Defining Objectives
- Understanding the Audience
- Your Role of Producer
- Thinking Like a Designer
- Being Creative
- Designing with Impact

## PROGRAMME OVERVIEW

**The Simitri Making PowerPoint Great** training is for anyone looking to develop high impact PowerPoint slides that connect with the audience, are visually appealing, and are easy to deliver. The training takes the perspective of the 'Producer,' focusing on both the planning and design of a clear, concise and compelling slide deck.

During the training, participants review the 'Presentation Ecosystem' to understand objective setting, audience analysis, storyboarding and other planning considerations. We then move on to understanding your role as a Producer and how to think like a Designer in terms of colour, saturation, typography, illustrations and photography.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Know why planning is important and how to do it
- Understand the role of the Producer in making presentations a success
- Design presentations from the audience's perspective
- Use charts, graphs and images that convey professionalism
- Know how to create agency-style presentations





# THE FLOW

## The Power of Visual Aids

- A brief history on visual aids
- Discussion: Good vs. bad visual aids
- Defining Success

## The Presentation Ecosystem

- The Presentation Ecosystem
- Defining objectives and knowing your audience (and Activity)
- Developing structure and arranging content (storyboarding)

## The Role of the Producer

- The Role of the Producer
- The Challenges We Face

## Thinking like a Designer

- Everyone can be creative
- What makes messages stick
- Tutorial: Design 101
- Activity: Think like a Designer

## Designing for Impact: The Basics

- Working with Colour and Fonts
- Governing with Masters & Templates
- Using Space and Grids
- Bullets & Line Spacing
- Practise Session

## Designing for Impact: Getting Visual

- Using Shapes, SmartArt, Photography and Graphs (includes importing from excel)
- Practise Session

## Designing for Impact: Using Movement

- Using Animations, Transitions, and Movies
- Practise Session

## Resources

- What you need to know about stock photography
- The role of Social media for inspiration (incl. Examples)

## Final Presentation

- Final Presentation, review, and feedback



# MANAGING CHALLENGING CONVERSATIONS

## KEY TOPICS

Exploring Challenging Conversations

Planning for Success

Defining My Objectives

Understanding the Person

Choosing the Communication Channel

Managing My Emotions

Managing the Emotions of Others

Structuring the Conversation

## PROGRAMME OVERVIEW

**The Simitri Managing Challenging Conversations** training provides individuals with the mindset, skills, and tools to have productive business dialogues particularly when the topic is unpleasant, or even contains bad news.

During the training, we explore what can make a conversation challenging – time is of the essence, emotions are high, and opinions vary. From there, we help the participants understand their viewpoints on the topic, and equally important, the viewpoints of the other party. As a result, the participants are in a position to use effective communication to ensure an engaging, and constructive dialogue.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand what makes a conversation challenging
- Examine an issue from multiple viewpoints
- Speak in a manner that ensures the other party will listen and understand the message
- Develop strategies to deliver unpleasant or bad news
- Communicate effectively with people who do not agree with his or her ideas



# THE FLOW

## Exploring Challenging Conversations

- Discussion: What are examples of challenging conversations that you need to conduct as a manager?
- Video and Discussion
- Separating the Challenges

## Role-Play: Challenging Conversation

- Planning, Role-play, review and debrief

## Defining My Objectives

- What do I want the person to Think, Feel or Do (and Activity)

## Experiential Learning

- Set-up, Activity, review and debrief

## Understanding the Person

- The Iceberg Principle
- Rational and Emotional Needs and Drivers (and Activity)

## Choosing the Best Communication Channel

- Video: A Conference Call in Real Life
- 4 Communication Channels

## Managing My Emotions

- Hot Buttons and Catalysts (and Activity)
- The Tipping Point (and Activity)
- Be FAIR (Feelings, Actions, Interpretation, Results) (and Activity)

## Managing the Emotions of Others

- Avoid the Blame Game (and Activity)
- Speak in Facts (and Activity)
- Invite the Other Person's Solution (and Activity)

## Structuring the Conversation

- Defining Your Objectives (and Activity)
- Direct vs. Indirect Approach (Pros and Cons - Activity)
- Structuring the Conversation: Direct Approach, Indirect Approach (Examples)

## Role-Play: Challenging Conversation

- Planning, Role-play, review and debrief



# NEGOTIATION SKILLS

## KEY TOPICS

The Negotiation Process

8 Planning Steps

Setting Goals

Stakeholder Analysis

BATNA

Issues & Positions

Philosophies, Strategies  
& Tactics

Power & Control

Overcoming Deadlocks

## PROGRAMME OVERVIEW

**The Simitri Negotiation Skills** training provides measurable improvements in all participants' negotiating performance. Emphasis is on practice rather than theory.

Participants learn to use negotiating strategies and tactics, mainly through role-play and group activities. Under the guidance of the Simitri Facilitator, each participant analyses his/her personal performance to ensure maximum outcomes in future negotiations.

The training is designed to address a variety of negotiating settings, including customer and client negotiations, supplier negotiations and internal negotiations.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Plan for negotiations, increasing their chances of achieving a favourable outcome
- Negotiate in a way that addresses the needs, issues and concerns of their company
- Demonstrate a higher level of confidence and control
- Use a number of strategies and tactics to achieve their objectives
- Comprehend their negotiating styles and strengths



# THE FLOW

## Understanding Negotiations

- Discussion: Success and Pre-conditions for success
- The Simitri Negotiating Framework: 4 Ps: Purpose, People, Planning, Process

## Role-Play: Activity

- Planning, Role-play, review and debrief

## Planning to Negotiate

- 8 Points of Success
- Goals
- Stakeholders
- BATNA
- Strength / Weakness Analysis (brief overview only)
- Issues and Position (and Activity)

## Philosophies

- Black & White Game
- Philosophies (and Activity)

## Strategies and Tactics

- Strategies
- Tactics
- Discussion: Responding to Tactics
- Negotiation Approach Plan

## Role-Play: Activity

- Planning, Role-play, review and debrief

## Power and Control

- Power and Control
- Understanding Power / Sources of power
- Understanding Control / Maintaining Control (and Activity)

## Final Role-Play: Participants' Case Study

- Planning, Role-play, review and debrief



# NEGOTIATION SKILLS – ADVANCED

## KEY TOPICS

Understanding Negotiation  
The 4P Framework of Negotiation  
(Review)  
Objectives in Negotiation  
Understanding Key Stakeholders  
Philosophy, Strategies, and Tactics  
When Negotiating  
Negotiating Style  
Stages of Negotiations  
Power and Control  
Handling a Deadlock  
Negotiating as a Team

## PROGRAMME OVERVIEW

**The Simitri Advanced Negotiation Skills** training take participants' negotiating skills to a higher level by ensuring deep understanding of the issues in all negotiations, plan for the negotiations in a structured manner, and identify the appropriate negotiating style for a given situation.

Participants raise their confidence when negotiating by actively engaging in case studies and role-plays. Under the guidance of the Simitri Facilitator, each participant analyses their personal performance to ensure maximum outcomes in future negotiations.

The training emphasise on practice rather than theory. It is designed to give participants practical tools to create mutual value for both parties while ensuring business objectives are achieved.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Plan for negotiations to achieve a favourable outcome while protecting the relationship
- Negotiate in a way that addresses the needs, issues, and concerns of the other party
- Demonstrate a higher level of confidence, power, and control
- Comprehend each person's negotiating styles and strengths
- Progress through stages of a negotiation as a collaborative team



# THE FLOW

## Understanding Negotiations

- Defining Negotiating
- Discussion: Challenges We Face when Negotiating
- The Simitri Negotiating Framework: 4: People, Purpose, Planning, Process
- Discussion: Our Past Results

## Role-Play: Activity

- Planning, Role-play, review and debrief

## Experiential Learning

- Set-up, Activity, review and debrief

## Understanding My Negotiating Style

- Negotiation Questionnaire (pre-work)
- Negotiating Tactics: Avoiding, Competing, Accommodating, Compromising, Collaborating

## Handling a Deadlock

- Activity: Mini-Role-play
- Handling a Deadlock (and Activity)
- Responding to Deadlocks: Tips & Hints

## Process: 5 Stages of Negotiations

- 5 Stages of Negotiations
- Small Group Discussion

## Role-Play: Your Case Study

- Planning, Role-play, review and debrief



# PRESENTATION SKILLS

## KEY TOPICS

Connecting with the Audience

Defining your Objectives

Getting into your  
Audience's World

Simitri Planning Structure

Using Stories to Inject Engaging  
Content

Powerful Messaging Techniques

Individual Presentation feedback

## PROGRAMME OVERVIEW

**The Simitri Presentation Skills** training is a highly interactive course that brings together key planning skills, giving participants the ability to deliver structured relevant and tailored presentations.

The session shows how to develop engaging content that connects with the audience through a three-step approach. Outcome plus audience insight equals message. To this is added a powerful presentation structure and participants are then shown how to improve power in their messaging through visual language and storytelling techniques.

During the training, participants film themselves presenting and send to the Facilitator for feedback and review. The training involves the content plus small team coaching activities. As part of the programme participant filming a full presentation then receiving feedback and critique with a focus on continued improvement areas.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Create presentations that are well structured and organised
- Develop messages that address the needs and issues of their audience
- Develop their communication skills linked to the 'One Thing'
- Reduce preparation time





# THE FLOW

## Opening Presentation

- Presenting, review and debrief

## Connecting with the Audience

- What are some ways you can connect with your audience?
- The What and the How (and Activity)

## Identifying the Objectives

- Identifying the Objectives
- For My Presentations (Think, Feel, or Do) (and Activity)

## Understanding the Audience

- The Audiences World
- Audience Analysis Checklist (and Activity)

## Structuring the Presentation

- 3 Stages of Presenting
- Presentation Structure
- Simitri Presentation Planner (and Activity)

## Impactful Messaging

- Video (and Activity)
- What Makes Content Impactful?
- Persuasive Structure
- Activity: Updating Your Presentation

## Delivery Skills Coaching: Voice

- Components of Voice
- Activity: Pace and Pause
- One-to-One Coaching

## Virtual Presentations (incl. Video and Telephone)

- Challenges Faced
- Connecting Virtually (The What and The How)

## Final Presentations

- Presenting, review and debrief



# PRESENTATION SKILLS – ADVANCED

## KEY TOPICS

Connecting with the Audience  
Creating impact when delivering  
Designing your  
Persuasive Objective  
Simitri Advanced  
Planning Structure  
Powerful Messaging Techniques  
Voice Management

## PROGRAMME OVERVIEW

**The Simitri Advanced Presentation Skills** training is for presenters who are looking to refresh previously learned presentation skills, expand their ability to connect with the audience, and deliver more powerful and persuasive presentations.

This training goes beyond the fundamentals of presenting and focuses on creating a “connection” with the audience, being more “natural” when delivering and handling “challenging” situations when speaking to small and large audiences whether live or virtual.

During the training, participants review the three most important presentation skills: eye contact, voice, and structure, before moving on to other skills that will help them engage their audience and ensure their ideas and recommendations are supported.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Develop messages that are persuasive, tailored and outcome focused
- Elevate their communication delivery skills through highly tailored powerful coaching sessions
- Create the right impact to the audience through a structured presentation



# THE FLOW

## Opening Presentation

- Presentation, review and feedback
- Individual Discussion Review: Strengths and Areas for Improvement

## Connecting with the Audience

- Discussion: Why is it critical? Ways to connect?
- Connecting with the audience through the what and the how
- Activity: Apply to your Presentation

## Creating the Message

- Defining my Persuasive Objective
- Understand My Audiences World
- Activity: Apply to your Presentation

## Structuring Your Presentation

- Advanced Presentation Structure
- Activity: Apply to your Presentation

## Creating Powerful Content

- Decision-Making Process
- Using Visual Language – Storytelling
- Activity: Apply to your Presentation

## Creating Impact During My Presentations

- Discussion: What impact might you want to achieve?
- Impact during the Planning Phase
- Activity: Apply to your Presentation

## The Ultimate Voice Coaching

- Vocal Range Creates Impact
- The 4 Characters
- The Physical Impacts Voice
- Activity: Filmed with feedback
- Activity: Voice Coaching

## Final Presentation

- Preparation, Review and Feedback



# PRESENTING IN A VIRTUAL ENVIRONMENT

## KEY TOPICS

Connecting with  
a Virtual Audience

It's all about your Voice  
– Voice coaching session

Structuring your Presentation

Virtual Presentation  
Practice with Feedback

## PROGRAMME OVERVIEW

**The Simitri Presenting in a Virtual Environment** training helps participants overcome the challenge of delivering remotely whether that be by conference call, telephone or through an interactive internet-based method. Participants first learn that there are many ways to gain and keep the audience engaged.

The most critical delivery skill for remote presentations is voice. Using an extremely powerful series of voice coaching techniques, participants will learn how to overcome the two greatest barriers, speaking too fast and lacking range and variety.

By slowing down and improving clarity, not only will participants connect better, they will also be in a position to select fewer, better words, thus removing the other greatest presentation challenge, verbosity. Less is certainly more in this powerful session.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Ensure they understand how to connect with their audience remotely
- Develop a more powerful and engaging voice
- Avoid the challenges most presenters make when delivering remotely
- Create presentations that are well structured and organised



# THE FLOW

## Presenting Virtually

- Discussion: What is different about presenting virtually?
- Challenges when presenting in a virtual environment

## Setting Up for Success

- Setting up for Success – Environment
- Virtual Background
- Other Equipment
- Discussion: What do people do during the conference calls?
- Using Interactive Tools
- Optimising your Virtual Environment

## Connecting with the Audience Virtually

- Discussion: What are some ways you can connect with your audience?
- The What and the How
- Practice Activity

## Structuring the Presentation

- Presentation structure
- Simitri Presentation Planner
- Facilitator's example

## Connecting with and Engaging Your Audience

- Eye Contact
- Components of Voice
- Emphasis (and activity)
- Pace & Pause (Volunteer Demonstrations)
- Activity: Apply to your Presentation

## Presentation Practice

- Planning
- Presentation
- Review & Debrief



# PRESENTING WITH DATA

## KEY TOPICS

Connecting with your Audience

Cleaning The Data

Types of Data Analysis

Making an Impact with Data

Data Interpretation

Data Visualisation

Structuring your Story

## PROGRAMME OVERVIEW

**The Simitri Presenting with Data** training equips you with a framework to analyse, interpret, and visualise data to create impactful presentations. This training helps participants learn best practices for presenting data and how to weave data into their presentations effectively.

The training emphasises the importance of understanding stakeholder objectives and using those to frame data findings. Participants will also learn best practices for cleaning data to eliminate inconsistencies and anomalies. Hands-on case studies will give participants experience cleansing sample datasets. Next, they will explore different types of data analysis - including descriptive, diagnostic, predictive and prescriptive - to derive meaningful insights from data. Principles and tools for effective data visualisation and presentation design will also be covered.

The training concludes with small group presentations - leaving participants with the tools and confidence to win over stakeholders.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the importance of connecting data insights to stakeholder needs and objectives
- Master the skills to derive meaningful insights from data
- Create powerful interactive presentations following visualisation best practices
- Win over stakeholders with data they can easily understand and act upon

# THE FLOW

## Understanding Data

- Discussion: Type of data, & the important to your company. Challenges and ideal outcomes
- The importance of data in future global initiatives
- What Should You Focus On When Presenting with Data?
- Case Study Discussion

## Connecting Data with the Audience/ Objective

- Discussion: Purpose, & Important to the Audience. What do you want your audience to - Think, Feel, Do?
- Case Study Discussion

## Cleaning The Data / Normalisation

- Discussion: Having the right data. Ensuring the data accurate and reliable.
- Cleaning the Data
- Case Study Discussion

## Data Analysis and Making an Impact

- 4 Types of Data Analysis: Descriptive, diagnostic, predictive, and prescriptive.
- What are the best practices? What could you apply at work?
- Case Study Discussion

## Interpretation, Visualisation and Structuring the Presentation

- Curate data for understanding including trends and outliers.
- Introduce data visualisation tools and useful resources
- Finding meaningful insights from data/ key findings and actionable insights.
- Use Elements Deliberately: the right color, shapes and text. Keep it Simple.
- Do's and Don'ts
- Case Study Discussion

## Data Presentation

- Planning and Preparation (Using presentation planner)
- Presentation
- Feedback and review



# STAKEHOLDER MANAGEMENT

## KEY TOPICS

Identifying your Stakeholders and building a power map

Building Trust and Rapport

Understanding the person

Advocacy and Inquiry

Difficult person vs difficult situation

Adapting your approach

## PROGRAMME OVERVIEW

**The Simitri Stakeholder Management** training helps participants build quality, long-term relationships with key stakeholders whether internally or externally.

During the session, participants learn how to establish trust, build rapport, uncover the point of view of others, and collaborate for results ensuring a more profitable two-way relationship where both parties benefit. The session will focus on key communication skills, plus improving the ability to drive opinion using either advocacy or inquiry techniques.

Additionally, the training explores how to rebuild broken relationships after conflict or a challenging interaction that caused damage to the relationship.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the importance of mutually beneficial relationships
- Understand with whom they need to build relationship and their current view of me
- Build trust with key stakeholders (face-to-face, phone, and email)
- Demonstrate empathy by understanding the POV of others
- Work better with others to drive collaborative results
- Rebuild damaged or difficult relationships in a professional and sincere manner





# THE FLOW

## Understanding Stakeholder Relationships

- Discussion: What are the challenges you face in building relationships up, down, across, and outside the organisation?

## Managing My Stakeholders

- Key Qualities when Communicating and Managing Stakeholders
- Potential Barriers
- Focus for Today

## Mapping My Stakeholders

- Stakeholder Mapping
- Role, Rating of Me, Level of Power, Degree of Contact
- Building my Stakeholder Map
- Rational and Emotional Drivers (adding to my map)

## Connecting & Building Trust with Stakeholders

- Connecting with your stakeholder, building rapport
- The Trust Equation
- Service vs. Trust Based Relationship (and discussion)

## Communicating with & Influencing Stakeholders (Inquiry)

- Why Ask Questions
- Listen / Acknowledge / Ask
- Inquiry, Asking questions (and exercise - getting it right)

## Communicating with & Influencing Stakeholders (Advocacy)

- Managing Expectations
- Objective: Think, Feel, Do
- Advocacy – getting your message across
- What do your stakeholders need to know?
- Need / Key Message / Evidence

## Managing Challenging Situations with Stakeholders

- Discussion: Managing challenging people
- Challenging Personality Types
- The Challenges to Collaboration
- Adapting your Approach
- Taking Control of the Situation

## Role-Play

- Planning, Role-play and Review and Feedback



# STORYTELLING IN POWERFUL PRESENTATIONS

## KEY TOPICS

Powerful Presentations

Business Storytelling

Essential Elements of a Story

Creating your Stories

Engaging the Audience

Storytelling Practice

Final Presentation

## PROGRAMME OVERVIEW

**The Simitri Storytelling in Powerful Presentations** training helps people find their stories and connect them to the business environment in a meaningful way. The course provides a step-by-step approach for creating and delivering stories that appeal to the whole brain. The result is a more memorable, effective, and compelling message.

The fact is, in business, we need stories for our most important work: to gain credibility, call people to action, share values, and paint a picture of the future. Most people do not realise they already have amazing stories to tell and that sharing those stories will help them succeed in their personal and professional life.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the importance of using stories in the workplace
- Create stories that connect with the hearts and minds of the audience
- Deliver interesting, compelling, and engaging stories
- Express emotions that are appropriate for a given story



# THE FLOW

## Powerful Presentations

- Discussion: What do you like / dislike about other people's presentations?

## Opening Presentations (Critical/Challenging Story)

- Presentation, filmed with feedback, review and debrief

## Business Storytelling

- Brief History of Storytelling
- Power of Stories
- Video: Storytelling (and Activity)

## Essential Elements of a Story

- Example Story
- The Storyboard
- Elements of a Story: Character, Setting, Conflict, Resolution
- Storytelling Structure / Pixar Pitch
- Storytelling structures

## Creating your Stories

- Discussion: How do you apply the power of stories?
- Topics for the workplace
- Draft your Stories (Activity)

## Engaging your Audience

- Engaging Hearts and Minds
- Defining your Objectives (Think, Feel, Do)
- Understand your Audience (Rational / Emotional)
- Video: Engaging Audience
- Connecting with the Senses
- Ensuring the So What

## Storytelling Practice

- Presentation, filmed with feedback, review and debrief

## Final Presentations

- Presentation, filmed with feedback, review and debrief



# THE EXCEPTIONAL PRESENTER

## KEY TOPICS

Connecting with the Audience

The Ultimate Objective

Getting Into Your Audience's World

Exceptional Presenter Persuasive Structure

Creating messages that are simple, memorable and differentiated

Voice Management

Adapting Your Character

Achieving Congruence to create emotional impact

## PROGRAMME OVERVIEW

**The Simitri Exceptional Presenter** training is for individuals who deliver high stakes persuasive presentations want to take their skills to the next level.

This training dissects why current business challenges often fail, and introduces new concepts to achieve the desired outcome. Connect with and compel your audience to do what you want them to do. This will be achieved through the training showing how participants can create more focused, value driven messaging and enhanced delivery skills. and delivery skills.

Participants will be coached to deliver and connect at the emotional level to drive superior outcomes using Simitri's four characters experience.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Connect at the emotional level and compel their audience to take action
- Deliver value-driven messages which draws in the listener
- Use techniques to express emotions that are appropriate for a given audience and situation
- Elevate delivery skills, especially voice to an Exceptional level



# THE FLOW

## Opening Presentations

- Presentation, Filmed with Feedback, review and debrief

## Connecting with the Audience

- Discussion: Why is it critical? Ways to connect?
- Connecting with the audience through the what and the how

## Creating the Message – Connecting through the What

- Defining Your Ultimate Objective
- Understanding your Audience's World
- Advanced Presentation Planning Sheet

## Creating Powerful content

- Emotion burns memory
- The Old Brain
- The most persuasive structure
- Visual Language
- Messaging Techniques
- Activity – Plan for your own content

## Voice Management

- Vocal Range
- Components of Voice
- Voice Activities
- Voice Management Coaching Review

## Achieving Full Congruence

- Creating the Right Impact
- Achieving Full Congruence (words, voice and physical)
- Congruence Coaching Review: Filmed with Feedback and Review

## Final Presentations

- Preparation: Ultimate Objective + understanding of the Audience's world = the three things
- Final Presentation Preparation
- Filmed with feedback, review and debrief



# TRAIN THE TRAINER

## KEY TOPICS

Adult Learning Process

Connecting with Participants

Content & Objectives

Adapting Your Delivery Style

Starting the Workshop

Starting a Module

Asking & Answering Questions

Icebreakers & Energisers

## PROGRAMME OVERVIEW

**The Simitri Train the Trainer** training is a highly engaging, interactive, and challenging training that enables corporate trainers, educators, and facilitators to increase their effectiveness when leading training sessions.

During the training, the participants are exposed to an adult learning methodology based on the Learn - Do - Review approach. By understanding how individuals prefer to learn and interact in classroom settings, the participants will be in a better position to connect with the audience and maximise participation. The participants will also learn best practices training techniques from starting the training and managing time to dealing with difficult people.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Be perceived as competent, credible, and enthusiastic trainers
- Use a wide range of skills and strategies to plan and deliver trainings
- Adapt their training style to suit the audience and session objectives
- Establish and maintain 'control' during challenging situations
- Use verbal and non-verbal communication skills to deliver more powerful sessions



# THE FLOW

## Training Adults

- Adult Learning Truths
- Connecting with the participants (what you do / how you do it)
- Different Hats to Connect: trainer, facilitator, host, coach, mentor, presenter (and Activity)

## Defining the Objectives

- Tangible vs. Intangible Outcomes (and Activity) 3 Stages of a Training Program

## Starting a Training

- Starting a Session
- Key Components for Success
- Practice Session: Planning My Opening / Reviewing with a Partner

## Starting a Training

- Practice Session, plus review & feedback

## Facilitating a Discussion

- Why ask questions? What value do you receive?
- How to ask questions
- Asking follow-up questions
- How to answer questions (If you know the answer / don't know the answer)
- Practice Session: Facilitating a Discussion

## Managing Group Dynamics

- Different Group Dynamics
- Managing the Situation
- Adapting Your Approach (ignore, accommodate, confront, collaborate)
- Discussion: Managing Challenging Situations

## Practice Facilitation Session

- Plan, deliver, review & debrief



## **PERSONAL EFFECTIVENESS**

Simitri's Personal Effectiveness programmes help leaders and team members to boost their performance in a variety of personal and professional areas. In each programme, the participants develop case studies and scenarios that challenge them to stretch themselves in a number of ways, such as by making better use of the workday and developing short, and long-term career goals.



# ADAPTING TO CHANGE

## KEY TOPICS

The Change Journey

Understanding Change

Change is a Transition

Developing the Right Mindset

The Right Behaviour

Taking Ownership  
during Change

## PROGRAMME OVERVIEW

**The Simitri Adapting to Change** training provides individuals experiencing change with the mindset, strategies and skills to remain focused and productive during times of change.

Change efforts are most successful when the people on the receiving end of the change understand what is changing, why it is changing and how it is changing. Although it is the responsibility of the change agent to communicate these elements, this training helps the participants to proactively develop this insight and awareness. During the training we use these live 'cases' to discuss strategies and tactics that can accelerate the change acceptance process.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a mindset to accept and embrace change
- Understand why the change is happening and how the change will benefit them
- Minimise the length of the negative impact the change is having on their work initiatives
- Develop coping methods to handle the stress and negative emotions
- Increase their performance and confidence during change



# THE FLOW

## The Change Journey

- Our world is changing (VUCA)
- The Change Journey

## Step 1: Understand the Change

- Defining Change
- Activity: Understanding the Situation (the what, why and how of change?)
- The real challenge of navigating through change.

## Step 2: Realise Change is a Transition

- Change is a Transition (William Bridges Model)
- Phase 1: Ending Zone / Dealing with Closure
- Phase 2: Neutral Zone / Dealing with Ambiguity (Activity)
- Phase 3: The New Beginning Zone
- Thriving During Change

## Step 3: Developing a Positive Change Mindset

- Defining Mindset
- Sphere of Influence (and Activity)
- Two Belief Systems (Fixed vs. Growth)
- Steps to Foster a Growth Mindset (and Activity)

## Step 4: Developing Behaviours that Support Change Acceptance

- Taking Control During Change
- Strategies for managing change? (and Activity)
- Conduct an Analysis (Power vs. Impact)
- What strategy would you use? (and Activity)
- Identify the Right Actions

## Take Ownership During Change

- Responsibility, Accountability & Ownership
- Identifying the Benefits
- Taking Ownership (and Activity)



# BUILDING EFFECTIVE RELATIONSHIPS

## KEY TOPICS

Effective Work Relationships

Connecting with  
your Stakeholders

Welcoming Diversity  
of Opinions

Mutual Respect

Open Communication

Collaborating for Results

## PROGRAMME OVERVIEW

**The Simitri Building Effective Relationships** training helps participants build quality, long-term relationships with colleagues, managers, employees, clients, and suppliers.

During the training, participants learn how to establish trust, build rapport, uncover the point of view of others, and collaborate for results ensuring a more profitable two-way relationship where both parties benefit. Additionally, the training explores how to rebuild broken relationships after conflict or a challenging interaction that caused damage to the relationship.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the importance of mutually beneficial relationships
- Understand with whom they need to build relationship and their current view of me
- Build trust with key stakeholders (face-to-face, phone, and email)
- Demonstrate empathy by understanding the POV of others
- Work better with others to drive collaborative results
- Rebuild damaged or difficult relationships in a professional and sincere manner



# THE FLOW

## Effective Work Relationships

- Describing 'effective' relationships
- Activity: Building Your Case Study
- Identifying your stakeholders (Activity)
- Qualities to Build Effective Relationships

## Role Play

- Planning, role-play, review and Feedback

## Connect with Your Stakeholders

- Building Trust & Rapport
- Mutual Respect
- Activity: Your Scenario

## Communicating with Your Stakeholders

- Open Communication: Advocacy & Inquiry
- Welcoming Diversity of Opinions
- Using Advocacy Tips & Hints
- Inquiry Tips & Hints
- Activity: Your Scenario

## Collaborating with Your Stakeholders

- Collaboration Drives Success
- The Challenges to Collaboration
- Types of Challenging People
- Adapting your approach
- Taking Control of the Situation (and Activity)

## Role Play: Your Scenario

- Planning, role-play, review and Feedback



# BUILDING AND LEVERAGING YOUR NETWORK FOR SENIOR LEADERS

## KEY TOPICS

The Value of Networking

Personal Development

- Broadening Horizons
- Having the Right Mindset

Professional Development

- Building Trust
- Stakeholder Mapping

Identifying My Networking Actions

- Setting My Networking Goals
- Networking Tips for Virtual Events

## PROGRAMME OVERVIEW

**The Simitri Building & Leveraging Your Network for Senior Leaders** training gives participants the tools and techniques to build and leverage their networks for maximum business success. The session covers the importance of a 'growth mindset' and 'trust' in order to create and use networks.

A key component of the session is to get participants to map their stakeholders and create impactful networking goals and action plans in order to build their in-person as well as virtual networks. During the session, the participants will also learn how to take ownership, think out of the box, sustain their networks and keep their networks relevant and topical.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the value of networking
- Develop the right mindset towards networking
- Learn how to build trust while creating and using networks
- Set goals and prepare for a networking event to ensure maximum impact
- Communicate effectively when networking and building rapport



# THE FLOW

## The Value of Networking

- Discussion: Why is network important? How have you leveraged your existing network?
- Challenges when Building & Leveraging My Network

## Personal Development

- Discussion: Getting mentors, broadening horizons, learning new skills
- What is mindset? Why is it important? (and Activity)
- The Choice Is Yours

## Professional Development

- Building Trust
- How Leaders Create & Use Networks (and Activity)
- Three Forms of Network: Operational, Personal, Strategic
- Stakeholder Mapping (Activity)

## Identifying My Networking Actions

- Setting My Networking Goal (What is your SMART Networking Goal?)
- Bringing People into Your Network (3 tips)
- Building a Virtual Network (Do's & Don't)
- Finding Virtual Events
- Networking Tips for Virtual Events
- Attending Virtual Events – Tips and hints

## Action Planning

- Taking Ownership: Taking this Forward (and Activity)
- Don't Let Your Network Grow Cold



# BUSINESS ETIQUETTE

## KEY TOPICS

Creating a  
Professional Impact

Dressing for Success

Dining and Entertaining

Communication Etiquette

Meetings and Greetings

Meeting Etiquette

Making Small Talk

- Breaking-In
- Having The Conversation
- Breaking Away

## PROGRAMME OVERVIEW

**The Simitri Business Etiquette** training gives participants some great tips and tools to build their confidence while practicing business etiquette across different situations - in meetings, at business meals and social events, and in networking situations.

In today's business world, Business Etiquette is important because it creates a respectful, professional and collaborative environment and improves overall communication and productivity.

This course helps participants to create a better personal and professional impact by using proper business etiquette to build business relationships up, down, across and outside the organisation. By learning to use small talk, dress for success and conduct themselves appropriately in common business settings, participants will gain a competitive advantage by creating a stronger impression in the workplace.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have greater influence over the perception others have of them
- Demonstrate a higher level of confidence when interacting with others
- Appropriately greet and meet with others in international business settings
- Communicate effectively and make positive impressions in formal and informal settings



# THE FLOW

## Creating a Professional Impact

- Discussion: What is International Business Etiquette? Why is it important?
- Halo vs. Horn Effect
- 3 Words to describe you (and Activity)
- Where and when do you create an impact? (meetings, lunches, email, etc...)
- 5 Observable Attributes (and Activity)

## Dressing for Success

- Video: Tips from the Experts – Dressing for Success
- Understanding Business Dress Codes (and Activity)
- Dressing for Success (and Activity)

## Dining and Entertaining

- Video: Dining Styles
- Understanding the Table Setting
- Dining Do's and Don'ts (Teach-back Activity)
- Handling Sticky Situations (and Activity)

## Communication Etiquette

- Presenting Your Ideas: Think in 3's
- Identifying the '3 Things' (and Activity)
- Structuring Your Message (and Activity)
- Eye Contact to Connect / Do's and Don'ts (and Activity)

## Meetings and Greetings

- Video: Handshake Personalities (and debrief)
- Business Card Exchange (with optional video)
- Meetings and Greetings Game

## Meeting Etiquette

- Where to Sit? Where Not to Sit?
- Bad Meeting Behaviour: What to Avoid
- Stakeholder Expectations: Clear Message, Driving Value
- Adding Value During Meetings (and Activity)

## Making Small Talk

- Who do you need to make small talk with? What's the value?
- The Small Talk Flow – Breaking in, Having the Conversation & Breaking Away (and Activity)





# CAREER PLANING: MANAGING MY CAREER

## KEY TOPICS

Understanding Career Development

The Career Development Process

Identifying My Values, Interests, Personality & Skills

Setting Career Goals

Action Planning

## PROGRAMME OVERVIEW

**The Simitri Career Planning** training offers participants an opportunity to pause and reflect on their career so far, to consider personal values, strengths and needs, and to identify career goals.

A key message repeated throughout the training is the need for planning because traditional and non-traditional career advancement opportunities exist in every company. During this training, the participants learn to understand future career trends and to think about innovative approaches to career development. Through the use of tools and worksheets, the participants will be able to gain greater insights into themselves and develop a plan for the future.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their responsibilities in taking ownership of their career development
- Have better insights into their personal values, interests, personalities, and skills
- Develop both short-term and long-term career goals
- Use a number of tools, techniques, and worksheets to develop strategies to achieve their goals



# THE FLOW

## Understanding Career Development

- Discussion: How would you describe a 'good' / 'poor' career?
- The Evolution of Organisational Design: Ladder, Lattice, Helix
- The Challenges of Traditional Approach
- Lattice v. Helix: pros and cons
- Traditional Career Development Steps
- A Different Approach to Career Development Process

## Step 1: Where am I now?

- Exploring my VIPS (values, interests, personality and strengths)
- Values: What really matters (and Activity)
- Explore My Strengths (and Weaknesses) (and Activity)
- What else do you need to know?

## Step 2: Where do I want to be?

- Visualizing the Future: My Aspirations
- Setting Professional & Personal Goals (and Activity)
- Activity: Is this what I want?

## Step 3: How do I get there?

- A Formula for Success: Performance, Exposure, Image
- Increase your 'performance' and 'exposure'
- Develop the right 'image'
- Activity: Career Development Planner

## Career Partnership Conversation

- Discussion: What are the challenging questions that might arise during a career development conversation?
- Structuring the Conversation: GROW Model (and Activity)
- Tracking Progress (and Activity)
- Having a Check-In Conversation

## Ensuring and Ongoing Process

- Action Planning & Next Steps



# EMOTIONAL INTELLIGENCE

## KEY TOPICS

### 4 Core Skills of Emotional Intelligence

- Self-Awareness
- Self-Management
- Social Awareness
- Relationship Management

### Brining it All Together

*Note: Participants must have completed the EI 2.0 assessment prior to joining this programme.*

## PROGRAMME OVERVIEW

**The Simitri Emotional Intelligence** training is a fun, interactive and highly engaging training that explore 4 core skills of Emotional Intelligence.

Going far beyond the basics, this training addresses not only the concept of Emotional Intelligence, but what each person can do (the mindset and behaviour required) to improve their application of Emotional Intelligence.

A key aspect of the training is gaining a better understanding of oneself and others. With this understanding, strategies can be put in place to maintain a positive mindset, manage stress, build positive relationships with colleagues and deliver better results in a shorter period of time.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand how he or she currently demonstrates Emotional Intelligence behaviour
- Be able to intelligently apply Emotional Intelligence in the workplace
- Know what he or she needs to do in order to increase the use of Emotionally Intelligent behaviour
- Have a better understanding of oneself and others

# THE FLOW

## What is Emotional Intelligence?

- EI and the Brain
- Why EI matters in the workplace.
- 4 Core Skills of Emotional Intelligence (EI 2.0 Matrix Model) (Personal - Self-Awareness, Self-Management; Social - Social Awareness, Relationship Management)

## EI Core Skill #1: Self-Awareness

- What is Emotional Self-Awareness?
- Positive / Negative emotions at work (Activity)
- Connections between Emotions and Behaviours
- Being Self-Aware: Values, Interests, Strengths (Activity)

## EI Core Skill #2: Self-Management

- What is Emotional Self-Management?
- Mindset in Action
- Hot Buttons and Catalysts and Activity)
- The Tipping Point (and Activity)
- Be FAIR (Feelings, Actions, Interpretation, Results)

## EI Core Skill #3: Social Awareness

- What is Social Awareness?
- Understanding Others: Sympathy, Empathy, Compassion
- Empathy and Compassion (Activity)
- Empathy in Leadership
- Activity: Being Socially Aware: Understanding the Feelings and Emotions of Others

## EI Core Skill #4: Relationship Management

- What is Relationship Management?
- Building Relationships & Trust
- Activity: Ranking your current relationships
- Managing Conflict (and Activity)

## Bringing it All Together

- Review: 4 Core Skills of Emotional Intelligence
- Activity: Aligning the Competencies



# EFFECTIVE EMAIL MANAGEMENT

## KEY TOPICS

Organising Email Folders

Managing Incoming Emails

Assigning Priorities

Sending Emails that get great results

The SHARP model

## PROGRAMME OVERVIEW

**The Simitri Effective Email Management** training is a highly productive session that provides participants with techniques for managing tasks, appointments and email in a more effective manner.

The problem most people face with effective email management is that they are reactive rather than proactive. This session teaches participants how to reverse this process. Through stimulating and interactive discussions and analysis of themselves, participants develop a set of tools which they can apply on an ongoing basis.

During the session, participants learn to overcome barriers to effective time management, including procrastination and disorganisation. Participants also reduce distraction by organising and prioritising email, and by applying email habits that lead to more efficient communication for the whole team.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Use tools and techniques to improve personal productivity
- Be proactive in email communication
- Organise their email to improve efficiency and effectiveness



# THE FLOW

## Effective Email Management

- Discussion: Biggest challenges when managing email?
- Tips for Overcoming the Challenges

## Organising Email Folders

- Managing Email Expectations
- Email Triage: Processing Your Inbox
- Quick Sort: Important Tip
- Organising Your Email Folders
- Adding Action Folders
- Activity: Action Folders

## Managing Incoming Emails

- Discussion: What strategies do you use when processing your emails?
- Creating a Routines
- Using Filters (and Activity)
- Rules & Conditions / Other options

## Assigning Priorities

- How do you set priorities?
- Take a Strategic Approach (and Activity)

## Send Email that Get Results

- Discussion: Why is it important to plan & structure your email?
- Writing SHARP Email messages (concise and actionable)
- How about this... (Activity)
- Share your tips for Structuring Emails
- SHARP Email Tips

## Ensuring and Ongoing Process

- Acton Planning & Next Steps



# ENHANCING PERSONAL EFFECTIVENESS

## KEY TOPICS

Personal Effectiveness

Developing Self-Awareness

Understanding My Role

Having a Can-Do Attitude

Managing Pressure

Emotional Self-Control

Dealing with Difficult People

Time Management

Maintaining Focus

## PROGRAMME OVERVIEW

**The Simitri Enhancing Personal Effectiveness** training provides individuals with the mindset, tools and behaviour to increase personal and professional effectiveness.

During the training we discuss a number of key skills employees need to increase their effectiveness including dealing with change, coping with pressure, being more organized and maintaining one's focus. At the end of the training, the participant have a clear understanding of what they need to do (or not do) to ensure they have a positive mindset and productive behaviours.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a mindset focused on winning, success and opportunities
- Use coping methods to deal with pressure and negative emotions
- Make better use of their workday
- Juggle multiple projects and assignments more effectively
- Focus on key activities that deliver business results



# THE FLOW

## Enhancing Personal Effectiveness

- Discussion: What does 'personal effectiveness' mean to you?
- Personal Effectiveness Framework
- Identifying the Benefits (Tangible and Intangible)

## Developing Self-Awareness

- My Values (and Activity)
- My Strengths (and Activity)
- My Aspirations (and Activity)

## Having the Right Mindset: Can Do Attitude

- The Importance of Mindset
- Two Belief Systems
- Recognise Your Level of Control (Sphere of Influence)
- My Growth Mindset (and Activity)

## Managing Myself: Managing Pressure and Emotions

- Defining Workplace Pressure
- Effects of Pressure in the Workplace (and Activity)
- Stress Vulnerability Questionnaire
- Types of Pressure: Positive vs Negative (and Activity)
- Signs and Symptoms of Pressure (and Activity)
- Proactive Pressure Management: Sharing Your Tips
- Managing My Emotions (and Activity)

## Connecting with Others: Challenging People

- Challenging People vs. Challenging Situations
- Types of Challenging People
- Outcome vs. Relationship
- Adapting Your Approach (with Activity)

## Taking Ownership

- Action Planning (and Activity)
- Nurturing New Behaviours





# EXCELLING IN A HYBRID WORKING ENVIRONMENT

## KEY TOPICS

Understanding a Hybrid Working Environment

Benefit of Hybrid Working

Managing Myself

Understanding My Role

Staying Connected

## PROGRAMME OVERVIEW

**The Excelling in a Hybrid Working Environment** training gives participants the knowledge, skills and behavior to improve the performance and contributions when working as part of a hybrid team.

Working on a hybrid team can present some unique communication and collaboration challenges. This session presents useful tools and exercises that help participants to manage themselves, their workflows, and their communications and with colleagues, leading to a more effective and sustainable work environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training participants will:**

- Understand a hybrid working environment and the challenges they will face
- Use tools and techniques to improve personal productivity and workflow
- Manage risk when working from home
- Build rapport and foster productive working relationship with managers and other team members



# THE FLOW

## Understanding a Hybrid Working Environment

- Discussion: What challenges might you have when working in a hybrid environment? What does success look like? What risks do you need to manage?
- Benefits of Hybrid Working
- Overcoming the Challenges (Managing Myself / Understanding My Role / Staying Connected)

## Managing Myself

- Discussion: What are the positive and negative impact / emotions of working remotely?
- Managing my Mindset
- Creating a Productive Work Environment (and Activity)
- Setting up my day for success
- Prioritising my work
- Covey's Quadrant (and Activity)
- Staying Motivated and Engaged
- Managing Risk when at Home (and Activity)

## Understanding My Roles

- Clarifying role and expectations (and Activity)
- Taking Ownership
- Being Responsible / Accountable
- Hybrid working Dos and Don'ts (and Activity)
- Getting Support / Hybrid working Developmental Needs

## Staying Connected

- Discussion: The best way to communicate with your team and your manager when working remotely?
- How connected do you feel now? (Quiz)
- Keeping Up with What's Happening
- Communicating with my Manager
- Picking the Right Channel (and Activity)
- Using Technology to Connect (and Activity)
- Practicing Self-care



# GROWTH MINDSET – INTRODUCTION

## KEY TOPICS

Understanding Your World

Growth and Fixed Mindset

Measuring Your Mindset

Developing a Growth Mindset

Finding Your Internal Motivation

Taking Ownership

Supporting Growth  
Mindset in Others

## PROGRAMME OVERVIEW

**The Simitri Growth Mindset** training provides individuals with the knowledge and tools to create a mindset for continuous improvement, both in themselves and in others. Drawing on the work of Carol Dweck, the training centres on the idea that the degree to which a person believes his/her talents can be developed will ultimately influence their behaviours and success in the workplace.

During the training, the participants assess their level of growth and fixed mindsets, then explore tools and develop skills that reinforce growth mindset, while minimising the habits that lead to a fixed mindset. As a result, participants will feel a level of control, motivation, and confidence that they can be successful during times of change.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a mindset focused on continuous improvement and pursuing new opportunities
- Increase their performance and confidence during times of change and ambiguity
- Use coping methods to manage thoughts and behaviours that lead to negativity or a fixed mindset
- Take ownership of their roles and responsibilities in the workplace, as a team member or leader



# THE FLOW

## What is a Growth Mindset

- Neuroscience
- Video and Discussion
- The Importance of a Growth Mindset

## Having a Growth Mindset

- Growth Mindset Inventory (and Activity)
- Two Belief Systems (Fixed and Growth Mindset)
- Control, Influence Can't Control (and Activity)

## Fostering a Growth Mindset

- Developing a Growth Mindset (3 Steps)
- Step 1: Learn to hear your inner mindset “voice”  
(Step 2: Believe your mindset impacts the results)
- Step 3: Embrace the right behaviour
- You Determine Your Mindset

## Activity: Demonstrating a Growth Mindset

- Review the Scenario
- Practice Applying the Growth Mindset
- Review and Debrief

## Reactions to Change

- The Change Game
- The 6 Reactions to Change

## Taking Ownership

- Ownership: Example
- Nurturing New Behaviours
- Personal Action Plan



# GROWTH MINDSET – APPLYING MY GROWTH MINDSET

## KEY TOPICS

Growth Mindset

Applying a Growth Mindset to My Thinking

Being Resilient

Applying a Growth Mindset to Goals and Decision Making

Practicing Perseverance

## PROGRAMME OVERVIEW

**The Simitri Applying My Growth Mindset** is highly interactive training that gives participants an opportunity to discuss and practice applying a growth mindset in different situations. Based on the work of Carol Dweck, the session centers on the idea that the degree to which a person believes his/her talents can be developed will ultimately influence their behaviours and success in the workplace.

During the training, participants will explore how to apply a growth mindset to their thinking, goals and decision making. We also look at the importance of resilience and perseverance for ourselves and the organisation as a whole. As a result, participants will feel a higher level of control and a confidence that they can be successful during times of change.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Develop strategies when applying a growth mindset
- Gain insight on ways to embrace challenges and see failure as new opportunities
- Understand the importance of resilience and steps to take to develop perseverance



# THE FLOW

## What is a Growth Mindset

- Overview of the Two Belief Systems
- Discussion: Situations when you use a growth /fixed mindset?
- Misconceptions about Growth Mindsets
- Focus for Today

## Applying a Growth Mindset to My Thinking

- Discussion: How do you act and think when getting feedback?
- The Success Cycle (Trying, Failing, Learning, Succeeding)
- Types of Failure (Avoidable, Contextual (Complexity), Striving Efforts)
- Building a Positive Relationship with Failure (and Activity)

## Being Resilient

- What is Resilience
- Discussion: Why is resilience important in business?
- Activity: Applying a Growth mindset

## Applying a Growth Mindset to Goals and Decision Making

- Influence of habits on resilience and change acceptance
- What factors can influence the way you make decisions?
- Stopping Group Think
- Independent thinking vs Team Players
- Fostering Alternative View and Constructive Criticism
- Development Goals vs Learning goals
- Activity: Applying a Growth mindset

## Practicing Perseverance

- Examples: Triathlon
- What is GRIT and why is it important to my mindset?
- Developing GRIT
- Taking Ownership for my Mindset (and Activity)



# LEVERAGING YOUR IMPACT

## KEY TOPICS

Impressions & Perceptions

The Right Mindset

Creating the Right Impact

- Step 1: Who am I?
- Step 2: How do I want others to describe me?
- Step 3: How do I deliver my desired brand?

The Right Behaviour

- Being Assertive
- Contributing During a Meeting

## PROGRAMME OVERVIEW

**The Simitri Leveraging Your Impact** training is focused on the belief that the impressions of others matter. How others perceive us can affect their willingness to work with us and accept our recommendations. Therefore, it is important that each leader, manager, or team member make the right impact in the workplace.

During this course, we discuss a process for developing a personal and professional brand. By defining how they want to be perceived by others, and knowing how their behaviours can shape these perceptions, participants come across as more confident, sincere, and credible. At the end of the training, participants create action plans around planning and delivering a long-lasting and authentic brand in the workplace.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a mindset focused on winning, success, and opportunities
- Understand how to influence the perception others have of them
- Demonstrate a higher level of confidence when interacting with others
- Gain greater control over stakeholder interactions and outcomes
- Be more proactive to ensure others accept their ideas.



# THE FLOW

## Making the Right Impact

- Discussion: Making the right impact in the workplace
- Impressions and Perceptions Matter
- Leveraging Your Impact

## The Right Mindset

- Video and Discussion
- The Importance of Mindset (and Activity)
- Using Self-Talk
- The Choice Is Yours

## Creating the Right Impact :

### Step 1: Who am I?

- Exploring My ViSPA (Values, Strengths, Personality & Aspirations) (and Activities)

### Step 2: How do I want others to describe me?

- How would you describe....?
- Do my words match my ViSPA?
- Activity: Change Over Time

## Step 3: How do I deliver my desired impact?

- 5 Observable Attributes: words, voice, body language, actions and attire
- Identifying my behaviour
- Mini Presentation (Delivering my Behaviour)
- Structuring my Message (Tell'em Structure)

## The Right Behaviour: Being Assertive

- Degrees of Expression
- Effective Communication
- Activity: Getting It Right (Passive / Assertive / Aggressive)

## The Right Behaviour: Contributing During a Meeting

- The importance of voicing your opinion
- Structuring Your Opinion
- Activity: What is your opinion of....?
- Role-play (planning, role-play and debrief)





# NAVIGATING AMBIGUITY & CHANGE WITH A GROWTH MINDSET

## KEY TOPICS

The Change Journey

Defining &  
Understanding Change

Realising Change  
is a Transition

Mindset to Support  
Change Acceptance

Personal Strategies to Come to  
Terms with Change

Behaviours to Support  
Change Acceptance

Taking Ownership  
During Change

## PROGRAMME OVERVIEW

**The Simitri Navigating Ambiguity & Change with a Growth Mindset** training is a highly interactive session which participants will learn how mindset impacts the way they view the world and how to take on a growth mindset to embrace change in the workplace.

During the session, participants will also spend time understanding why change is happening and the benefits of change. By proactively gaining this insight, they can put in place strategies and actions to maintain a growth mindset, navigate ambiguity, and maximise their effectiveness during change.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the impact of your assumptions, beliefs and ladder of inference
- Shift from the current mindset position
- Gain self-awareness of the thinking and responses
- What are the assumptions/beliefs and the impact of these?
- Discover ways to build resilience and move forward in the face of uncertainty



# THE FLOW

## The Change Journey

- Our World is Changing
- Focus for Today: The Change Journey

## Experiential learning

- Setup, Activity, debrief

## Step 1: Understand the Change

- Defining Change
- Discussion: Industry Example
- Understanding the Situation (what, why, and how)
- Circles of Control and Influence

## Step 2: Realise Change is a Transition

- Change is a Transition (William Bridges Model)
- Phase 1: Ending Zone / Dealing with Ambiguity (and Activity)
- Phase 2: Neutral Zone
- Phase 3: The New Beginning Zone
- Thriving During Change

## Step 3: Mindset that Supports Change

- What is Mindset
- The Importance of Mindset
- Two Belief Systems
- Mindset Impacts Results

## Step 4: Behaviours that Support Change Appetence

- Discussion: Strategies for Managing Change
- Conduct an Analysis (Power vs. Impact) (and Activity)
- Activity: What strategy would you use?
- Identify the Right Actions

## Taking Ownership During Change

- Being a Change Agent
- Review my Sphere of Influence



# NETWORKING SKILLS: BUILDING & LEVERAGING YOUR NETWORK

## KEY TOPICS

Understanding Networking  
Creating a Strong Impact  
Starting a Conversation  
Using Small Talk  
The One-Minute Introduction  
Working the Room  
Overcoming Fears  
Follow-Up for Impact

## PROGRAMME OVERVIEW

**The Simitri Networking Skills** training gives participants the skills, confidence, and ability to effectively network at business and social events.

When attending events outside the office, it's important to clearly communicate your company's message and establish relationships for personal, professional, and organisational success. However, most of us have never been taught how to network; and this lack of knowledge stops us from networking in the first place.

During this course, the Simitri Facilitator helps the participants address the following challenges when networking: overcoming nerves, breaking into conversations, knowing what to say, and breaking away from conversations.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the value of networking
- Prepare for a networking event to ensure maximum impact
- Effectively “work the room”
- Communicate effectively when networking and building rapport



# THE FLOW

## Understanding Networking

- Challenges when Building & Leveraging My Network
- Understanding your Network Style
- Qualities to Succeed: Awareness, Attitude & Actions

## Developing your Brand

- Personal Brand Role Models
- Defining Personal Branding (and Activities)

## Building Your Network

- Networking Quality vs. Quantity: What's the Difference?
- Three Types of Network: Operational, Personal, Strategic
- Building Your Network: Operational (Company) vs. Professional & Strategic (Networking Event)

## Building Your Network: Operational

- Identifying your career aspirations: 3, 5, 10 years
- How can others help you achieve your aspirations?
- Bringing People into Your Network (4 tips)

## Building Your Network: Personal & Strategic (Events)

- Different Types of Networking Events (Corporate, Industry, Social, Educational, Professional)
- Understanding the Business Environment & New News (PESTLE Checklist)

## The Network Flow

- Step 1: Breaking In
- Step 2: Have a Conversations
- Step 3: Breakaway

## Collaborating with Network Partners

- Collaboration with network partners
- Tip 1: Give Before Your Receive (reciprocity)
- Tip 2: Don't Say No, but Push Back (and Activities)

## Building a Virtual Network

- Brining People into Your Network
- Presenting Your Brand on Social Media (Channels, Presence, Content, Tone)
- Expanding Your Network Virtually (and Action Plan)



# PERSONAL BRANDING

## KEY TOPICS

What is Personal Branding?

Step 1: Knowing Myself?

Step 2: How Do I Want Others to Describe Me?

Step 3: How Do I Deliver My Desired Brand?

Activity: Promoting the Desired Personal Brand

## PROGRAMME OVERVIEW

**The Simitri Personal Branding** training is focused on the belief that the impressions of others matter. How others perceive us can affect their willingness to work with us and accept our recommendations. Therefore, it is important that each leader, manager, or team member make the right impact in the workplace.

During this course, we discuss a process for developing a personal and professional brand. By defining how they want to be perceived by others, and knowing how their behaviours can shape these perceptions, participants come across as more confident, sincere, and credible. At the end of the training participants create action plans around planning and delivering a long-lasting and authentic brand in the workplace.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a mindset focused on winning, success, and opportunities
- Understand how to influence the perception others have of them
- Demonstrate a higher level of confidence when interacting with others
- Gain greater control over stakeholder interactions and outcomes
- Be more proactive to ensure other accept their ideas



# THE FLOW

## What is Personal Branding

- Exercise: One word to describe these brands?
- Personal Branding (definition)
- The Brand Called You
- Video and Discussion
- Halo vs Horn
- How to Develop my Personal Brand (3 Steps)

## Step 1: Knowing Myself ?

- Exploring my VISPA (We will only look at Values, Strengths & Aspirations today)
- Identifying my Values (and Reflection)
- My Strengths (and exercise)
- My Aspirations (and exercise)

## Step 2: How do I want others to describe me?

- How would you describe?
- Video and Discussion
- Describe My Three Words (and Activity)

## Step 3: How do I deliver my desired brand?

- Deliver the Desired Personal Brand (Performing, Developing & Promoting)
- Promoting the Desired Personal Brand (and Activity)

## Promoting the Desired Personal Brand (About Me)

- Your Personal Brand Statement (and Activity)
- Action Steps



# PERSONAL RESILIENCE

## KEY TOPICS

Understanding  
Personal Resilience

Developing Self Awareness

Having the Right Mindset

The Right Behaviours:  
Being Effective During Change

Emotional Self-Control

Managing Pressure

Handling Difficult People  
& Situations

## PROGRAMME OVERVIEW

**The Simitri Personal Resilience** training helps participants to display the right mindset and behaviour when dealing with uncertainty and change.

The course begins by exploring what makes some people resilient, with a focus on building awareness and mindset to cope with unexpected challenges. Then the session shifts focus to the skills and behaviours that one needs in order to be effective during challenging times of change.

The training contains a number of practical tips and techniques for improving emotional self-control, managing pressure and handling difficult people and situations. As a result, participants will be better equipped to handle organisational change, challenging business environments, and unpredictable situations.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand resilience and its benefits
- Develop the right mindset for dealing with change and ambiguity
- Display the behaviours that deliver positive results during change
- Recognise pressure and develop effective coping strategies
- Gain control of their emotions in challenging situations



# THE FLOW

## Understanding Personal Resilience

- The New Normal: BANI vs VUCA ( Brittle / Anxious / Non-Linear / Incomprehensive vs Volatile / Uncertain / Complex / Ambiguous )
- Being Resilient

## Developing Resilience

- Key Characteristics of Resilient People and Workplaces
- Being Self-aware (Johari Window)
- Developing and building on your existing resilience
- What is GRIT and why is it important to my mindset?

## Fostering a Growth Mindset

- Discussion: How has your mindset impacted your resilience and success in the past?
- Two Belief Systems

## Managing Myself

- Managing my Emotional and Mental Health
- Tips and Hints on Staying Centred

## Managing Pressure

- Quiz: Everyday Stressors
- Causes of Pressure in the Workplace
- Activity: Strategies to support taking on new challenges
- Types of Pressure: Positive vs Negative (and self-reflection)
- Signs and Symptoms of Pressure (and self-reflection)

## Building Strong Connections

- The importance of Strong Connections and Relationships
- Building and Maintaining Positive Relationships
- Using Empathy and Inquiry (and Activity)

## Being Flexible

- Being Adaptable
- Dealing with Ambiguity & Responding to uncertainty
- Focusing on what I can control (Sphere of Influence) (and Activity)

## Brining it all Together

- Taking Ownership
- My Action Planning





# THRIVING UNDER PRESSURE

## KEY TOPICS

Understanding Pressure

The Thought

Feeling Connection

Practicing Positive Psychology

6 x Pressure Reduction

Techniques

Being Healthy & Fit

## PROGRAMME OVERVIEW

**The Simitri Thriving Under Pressure** is highly interactive training designed to help participants excel during high-pressure moments and see pressure as a positive force to enhance performance.

The course begins by exploring the causes, signs and symptoms of workplace pressure. The session then focuses on techniques the participants can use to manage workplace pressure and strategies for taking control of the events which may be causing negative effects.

The training contains a number of practical tips and techniques the participants can start using immediately following the training to enhance their personal and professional effectiveness.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand workplace pressure and its causes
- Identify the different types of workplace pressure you face
- Recognise your signs and symptoms of negative pressure
- Reduce negative effects of pressure using different techniques
- Develop a Personal Management Plan to stay healthy and fit



# THE FLOW

## Understanding Pressure

- Effects of Pressure / Facts on Workplace Stress
- Exercise: Two things that causes you pressure at work
- Types of Pressure: Distress and Eustress
- Signs and Symptoms of Pressure

## The Thought-Feeling Connection

- A-B-C Model (Activating Event – Belief - Consequences)
- Activity: Mapping Your A-B-C
- Understanding the Disconnected Beliefs
- D-E-F Model: Distract / Dispute - (Positive) Effect (New) Feelings
- Activity : Mapping My A-B-C-D-E-F
- Activity: My Action Plan

## Practicing Positive Psychology

- Positive Psychology
- What is mindset? What do you see?
- Managing my Mindset (and Activity)

## Pressure Reduction Techniques

- Breath to Relax (and Activity)
- Mindfulness and Meditation (and Activity)
- Creative Imagery (and Activity)
- The Pomodoro Technique (and Activity)
- Stability Zone (and Activity)
- Blocking Environmental Distractions
- Activity: My Action Plan

## Staying Healthy and Fit

- Tip 1: Develop Good Eating Habits
- Tip 2: Drink Lots of Water
- Tip 3: Perform Physical Activity
- Tip 4: Get Enough Sleep
- What other apps do you use?
- Activity: My Action Plan



# TIME MANAGEMENT

## KEY TOPICS

Time Management & Personal Productivity

Daily and Weekly Planning

Prioritising Your Work

Protecting Your Time

Staying Focused

Being Organised

Setting Purposeful Goals

## PROGRAMME OVERVIEW

**The Simitri Time Management** training is a highly interactive course that provides participants with techniques for managing tasks, appointments and email in a more effective manner.

The problem most people face with time management is that they are reactive rather than proactive. This training teaches participants how to reverse this process. Through stimulating and interactive discussions and analysis of themselves, participants develop a set of tools which they can apply on an ongoing basis.

During the training, participants learn to overcome barriers to effective time management, including procrastination, disorganisation and heavy workloads. Participants also learn how to better manage their email and apply habits that lead to more efficient communication for the whole team.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Use tools and techniques to improve personal productivity
- Understand how time management supports business objectives
- Plan and prioritise tasks and appointments in a controlled manner



# THE FLOW

## Time Management and Personal Productivity

- Reactive vs. Proactive: Make the Most of Your Effort
- Template for a Productive Day: Balance
- Meet Your Personal Productivity Entourage
- Personal Productivity Self-Assessment (debrief)

## Daily and Weekly Planning (Event Planner)

- Role Mapping (and Activity)
- Addressing Under-Served Roles
- Creating Placeholder Blocks of Time (and Activity)

## Prioritising Your Work (The Manager)

- Assigning Priorities
- Prioritise Your To-Do List (and Activity)
- The Pareto Principle (80/20 Rule)
- Your 'Not To-Do List' (and Activity)

## Protecting Your Time (The Bodyguard)

- Pushing Back (and Activity)

## Staying Focused (The Personal Trainer)

- Multi-tasking Exercise (and Activity)
- Tactics to Overcome Multi-tasking
- Tactics for Avoiding Procrastination (and Activities)

## Being Organised (The Personal Assistant)

- The Triage Approach to Processing Your Inbox
- The 5 D's (delete it, do it, delegate it, dump it, defer it)
- Organising Email Folders (optional based on time)
- The Power of Lists
- Using Lists to Capture Useful Information (and Activity)

## Setting Purposeful Goals (The Superstar)

- Role-Mapping (review)
- SMART Goal Setting
- Setting Personal Goals (yearly, monthly, weekly) (and Activity)



# WORKING WITH A BUSINESS MENTOR

## KEY TOPICS

Understanding Mentoring

Building Relationship

Defining Goals and Aspirations

Mentoring Process

Kick off Meeting

Mentoring Session

Mid-Point Review & Ending the Relationship

## PROGRAMME OVERVIEW

**The Simitri Working with a Business Mentor** training provides individuals with the tools, tips and techniques to benefit from the relationship you have with your mentor and to grow personally and professionally.

During the training, we first explore your role and responsibilities as a mentee – how is it different from being led or managed by an individual. We will cover topics such as understanding mentoring and building rapport and trust. From there, we introduce tips and techniques to guide the entire mentoring relationship (from start to finish) or for a specific mentoring session.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand your role and responsibility as a mentee
- Be equipped with techniques to increase compatibility in order to build rapport and trust in a mentee/mentor relationship
- Set measurable goals to achieve aspirations during mentoring sessions
- Build confidence in maintaining a good relationship with your mentor



# THE FLOW

## Understanding Mentoring

- Exploring the Differences (Managing, Coaching, Mentoring)
- Exercise: Different Expectations (Mentor vs. Mentee)
- Clarifying the Roles (Mentor vs. Mentee)
- Confidentiality in the Mentoring Relationship
- Ensuring Success

## Role Play

- Planning, role-play, review and Feedback

## Building the Relationship

- Building Trust & Rapport with a Mentor
- Activity: Trust and Rapport

## Developing Your Goals and Aspirations

- Defining Your Goals and Aspirations
- The Mentoring Process

## The Mentoring Process: Mentoring Sessions

- What should you discuss in a mentoring session? What should you not discuss?
- Summarising Discussion Topics
- Planning a Mentoring Meeting (and individual exercise)
- Taking Control During the Mentoring Session

## The Mentoring Process: Mid-Point Review & Ending the Partnership

- Mid-Point Review tips and hints
- Planning for the End (Discussion)

## Role Play

- Planning, role-play, review and Feedback





## **COLLABORATION AND INCLUSION**

Simitri's Collaboration and Inclusion topics help teams to work more effectively as cohesive units. In each programme, the Simitri method is designed to be fun, engaging, and sensitive to all the participants involved. As a result, each person will come away with simple and practical tools that bring insight into working better with people from a wide range of backgrounds.

# 5 BEHAVIOURS OF A TEAM

## KEY TOPICS

Understanding the 5 Behaviours of a Cohesive Team

- Building Trust: Discovering your DiSC Style
- Mastering Conflict
- Achieving Commitment
- Embracing Accountability
- Focusing on Results
- Working Together

*Note: Participants must have completed the 5 Behaviours of a Cohesive Team Assessment.*

## PROGRAMME OVERVIEW

**The 5 Behaviours of a Team** is an interactive and highly engaging programme designed to give participants greater insight into themselves and others.

The 5 Behaviours of a Cohesive Team is an assessment tool that combines Patrick Lencioni's 5 Dysfunctions of a Team and DiSC. It helps teams focus on collaboration in a positive way.

During the training, the teams get a better understanding of how their team is really seen as a whole, and how they can communicate and collaborate effectively in order to build trust and function in a more cohesive manner.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their team strengths, and potential areas for growth
- Better understand how to build a more trusting and cohesive team environment
- Increase their effectiveness when communicating with team members
- Develop an action plan to maximise their effectiveness in the workplace



# THE FLOW

## Understanding the 5 Behaviors of a Cohesive Team

- Introducing the 5 Behaviors of a Cohesive Team
- Team Activity: How would you rate your team? (Strengths / Behaviors/ Impact)
- Team Results – Review

## Building Trust: Discovering the DiSC Styles

- Introducing DiSC
- Group Activity – My DiSC Style
- Dominance, Influence, Steadiness and Conscientiousness: Strengths /Challenges
- My Action Plan
- Activity: Building Trust as a Team

## Mastering Conflict

- Team Survey Results
- Activity: Mastering Conflict
- Conflict Team Map
- Activity: Scenario Discussion
- Activity: Role-play (optional)

## Achieving Commitment

- Team Survey Results
- Activity: Scenario Discussion
- Activity: Achieving Commitment
- Tips & Hints

## Embracing Accountability

- Team Survey Results
- Activity: Scenario Discussion
- Activity: Embracing Accountability
- Tips & Hints

## Focusing On Results

- Team Survey Results
- Activity: Scenario Discussion
- Activity: Focusing on Results
- Tips & Hints

## Working Together

- Activity: Action Plan



# ANTI-HARASSMENT

## KEY TOPICS

Types and Impact of Harassment

Awareness: Understanding  
Harassment and Discrimination

Accountability: Taking  
Responsibility

Action: Fostering  
Mutual Respect

## PROGRAMME OVERVIEW

**The Simitri Anti-harassment** training is a highly engaging, practical, and interactive training where participants explore ways to recognise, prevent, and deal with harassment in the workplace. The session focuses on encouraging open communication between employees on the subject of harassment and emphasises preventative measures that reduce the likelihood of legal intervention.

As a result, leaders and team members will be able to foster a work environment built upon mutual respect for personal values and boundaries.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand what constitutes harassment in the workplace
- Identify clear boundaries and how to diplomatically support them
- Create a workplace culture and environment based on mutual understanding and respect
- Cope with potential conflicts arising from harassment



# THE FLOW

## Types and Impact of Harassment

- What types of harassment or discrimination have you seen in the past?
- What was the impact? (workplace or in general)
- Being an Anti-Harassment Champion: Awareness, Accountability, Action

## Awareness: Understanding Harassment and Discrimination

- What is Harassment? What is Discrimination?
- Definition of Harassment / Discrimination
- Examples: Acceptable and Not Acceptable Behaviour
- Unconscious Bias – What is it and What is the Impact

## Accountability: Taking Responsibility

- Being Responsible, Accountable and Taking Ownership
- Creating a Culture of Accountability (Leading from the Top)
- What are the consequences of my behaviours? (Corporate Policies / Legal Ramifications / Public Perceptions)

## Action: Fostering Mutual Respect

- Taking Preventative Action within the Company
- Creating a Safe Reporting Environment
- Policies & Procedures (Where to go for help)
- Taking Preventative Personal Action



# BUILDING PSYCHOLOGICAL SAFETY: PERMA

## KEY TOPICS

Positive Psychology

Introduction to PERMA

Positive Emotions

Engagement

Relationships

Meaning

Accomplishment

Emotions in the Workplace

Feeling Engaged

Relationships and Connections

Meaning and Accomplishments

## PROGRAMME OVERVIEW

**The Simitri Building Psychological Safety – PERMA** training is a highly interactive programme which investigates the importance and benefits of Psychological Safety on individuals, team performance and how it can be applied for the betterment of everyone.

The training looks at Positive Psychology, pioneered by Professor Martin Seligman, who has developed an evidence-based model for the active ingredients of well-being. For short, the model is known as PERMA: Positive emotions, Engagement, Relationships, Meaning, and Accomplishment.

During the training, the participants will explore the five pathways of the PERMA model of psychological well-being and to create an environment that encourages you to flourish with a range of practical tools to develop them. One of these tools is the Wheel of Wellbeing that allows the participants to quick self assessment of where they currently are and where they want to be on the pathway.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Recognise the importance and benefits of applying PERMA in the workplace
- Develop a deeper insight to the 5 pathways of PERMA and how to apply them to your life
- Self assess where you are on the Wheel of Wellbeing and what you can do to increase your score along the pathway

# THE FLOW

## Understanding Positive Psychology

- Positive Psychology in the Workplace
- Discussion: What is positive psychology? What are the benefits in the workplace? Why is it important?
- Positive Psychology Definition
- Positive Psychology the Benefits to Business
- Leveraging Positive Psychology at Work

## Introduction to PERMA

- PERMA in the Workplace (Positive Emotions, Engagement, Relationships / Connections, Meaning, Accomplishment)
- Our Focus for Today

## Emotions in the Workplace

- Discussion: How are you feeling right now?
- The Feelings Wheel – Acknowledging and Accepting our Emotional Responses
- Tasks /Activities that bring the most positive emotions (and Activity)

## Feeling Engaged

- Discussion: What activities do you find easiest to be fully immersed in? What do you find the most fulfilling?
- Balancing work and home life
- Feeling comfortable in the work environment (and Activity)

## Relationships and Connections

- Discussion: How connected do you currently feel to your colleagues?
- SCARF Model (overview)
- Feeling Connected and Belonging
- Discussion: When connections are challenging how do you manage them? (and Activity)

## Meaning and Accomplishments

- Discussion: What do you currently do that you find most rewarding and meaningful?
- Having a sense of purpose
- Having the right goals (SMART) (and Activity)



# COLLABORATING FOR RESULTS

## KEY TOPICS

Collaborating in the Workplace

Getting a GRIP on Collaboration

Finding Common Goals

Playing to the Strengths of Each  
Team Member

Managing Challenging  
Relationships

Effective Collaboration Tools

## PROGRAMME OVERVIEW

**The Simitri Collaborating for Results** training is a highly interactive session that gives participants the mindset, behaviour, skills, and tools to succeed when collaborating as a team..

Team collaboration is one of the most important keys to success in today's competitive business environment. Yet, there are many challenges that stand in the way of successful collaboration: misaligned goals, ambiguous roles and responsibilities, and difficult team members.

During the training, participants learn how to overcome these challenges. By focusing on real-life case studies, the participants will learn how to ensure success within their team and deliver better results in a faster period of time.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the value and challenges of collaboration
- Understand the value and challenges of team collaboration
- Organise team member roles and relationships for greatest results
- Adapt their collaboration styles based on the other team members and the situation
- Take on new and challenging collaboration situations with the right mindset and behaviour



# THE FLOW

## Collaborating in the Workplace

- Discussion: What comes to mind when you hear the word 'collaboration'? Successful vs. Non-Successful Collaboration
- Collaboration in the workplace
- Experiential Learning

## Getting a Grip on Collaboration

- Collaboration Self-Assessment (reflection on my results)
- Getting a GRIP on Collaboration
- Building Your Case Study

## Goals: Finding a Higher Common Goal

- Experiential Learning
- Developing a Line of Sight (Perspective of collaboration)
- Case Study Activity

## Roles: Playing to the Strengths of Each Team Member

- Belbin Team Roles
- Understanding Team Roles (my preferred role, other team member's preferred role) (and Activity)
- Developing Appreciation Of Other's
- Working Better Together (and Activity)

## Interpersonal Relationships: Challenging People

- Discussion: Challenging situation vs. Challenging people
- Steps when collaborating with difficult people
- Collaborating with Challenging People (and Activity)

## Processes: Using Effective Collaboration Tools

- Six Thinking Hats
- Benefits of Six Thinking Hats
- Six Thinking Hats (and Activity)

## Brining it All Together

- Activity and Discussion



# CROSS CULTURAL COLLABORATION

## KEY TOPICS

Understanding Culture

Elements of Culture

Cultures at Work

From Clash to Collaboration

## PROGRAMME OVERVIEW

**The Simitri Cross-Cultural Collaboration** training is a highly interactive course for individuals who want to work more effectively in an environment composed of different cultures and nationalities.

This training takes a practical view of culture in the workplace, helping the participants gain awareness of cultural differences, respect the differences and ultimately reconcile the differences when communicating.

The course focuses on cultures the participants will encounter in their workplace and how to build rapport and communicate with people of different cultures, taking into account visible and non-visible elements of culture.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Recognise and respect the importance of culture in the workplace
- Appreciate the advantages that a multi-cultural workplace can offer a business
- Understand the different values and cultural norms of different individuals
- Develop effective behaviours and practical approaches for working and communicating in a diverse cultural environment





# THE FLOW

## Understanding Culture

- Video: Avoiding Stereotypes
- Unconscious Bias: What is it? What is the impact?
- Personal Awareness Funnel
- Defining Culture / How would you describe the culture of.....?
- Companies also have a culture
- Merging of three cultures: National, Corporate, Individual

## Elements of Culture

- Invisible Aspects
- Invisible Elements of Culture: Concepts of Self, Time, Power, Communication, Risk
- Activity: Mapping Yourself
- Culture Story Sharing

## Cultures at Work

- When Cultures Collide
- Culture Activity (based on client preferences)

## Reconciling the Differences

- Strategies to improve Collaboration
- Reconciling Cultural Differences: Awareness, Appreciation, Adaptation
- Video and Debrief
- Activity : Identifying Culture Clashes
- Reconciling Differences: Tips & Hints



# CROSS FUNCTIONAL COLLABORATION

## KEY TOPICS

Cross Functional Collaboration  
Aligning Goals & Responsibilities  
Managing Potential Conflict  
Collaborating with Challenging  
People

## PROGRAMME OVERVIEW

**The Simitri Cross-Functional Collaboration** training gives team members the mindset, behaviour, skills, and tools to succeed when working on cross-functional teams.

In today's dynamic and fast-moving business environment, cross-functional collaboration is a key requirement for success. Despite the benefits, there are still many challenges, such as misaligned goals, ambiguous authority, challenging stakeholders, and a silo mentality.

During the training, participants learn how to overcome these challenges, especially when influencing without authority. By focusing on real-life case studies, the participants will learn how to ensure that cross-functional collaboration delivers on its promises of more effective use of all resources.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the value and challenges of cross-functional collaboration
- Engage multiple stakeholders and competing priorities
- Manage resistance and resolve conflict
- Adapt their communication styles based on their stakeholder and the situation
- Deal with difficult situations and difficult people in a productive manner



# THE FLOW

## Cross Functional Collaboration

- Discussion: How do you define success in terms cross-functional collaboration?
- Drivers of success and failure: Successful vs. Not Successful Collaboration (and Activity)
- Driving Cross-Functional Collaboration

## Understanding My Stakeholders

- Stakeholder Mapping
- Building my Stakeholder Map (and Activity)
- Rational and Emotional Drivers (and Activity)
- Building Our Case Study

## Aligning Goals and Responsibilities

- What Causes a Lack of Clarity?
- Overcoming Responsibility Ambiguity
- In & Out Framework (and Activity)
- Thoughts on Overcoming Misalignment

## Experiential Learning Activity

- Set-up, activity, debrief

## Managing Potential Conflict

- Thoughts on conflict
- Responses to Conflict: Fight, Flight, Flow
- 2 Tips for Overcoming Conflict
- Tip #1 - Focus on the Facts (and Activity)
- Tip #2 - Invite the Other Party's Solution (and Activity)

## Collaborating with Challenging People

- Discussion: challenging situations vs. challenging people
- Types of Challenging people
- Dealing with Challenging People
- Adapting your approach (and Activity)

## Role-Play: Your Scenario

- Planning, activity, debrief



# DiSC FOR INDIVIDUAL CONTRIBUTORS

## KEY TOPICS

Why Are We Here?

Discovering the DiSC Styles

Exploring my DiSC Profile and Report

Adapting Your Style

*Note: Participants must have completed the DiSC Workplace Assessment prior to joining this programme.*

## PROGRAMME OVERVIEW

The **Simitri DiSC** programme is a fun, interactive, and highly engaging training designed to give participants greater insight into themselves and others.

DiSC is a behavioural assessment tool that centers on four different personality traits: Dominance, Influence, Steadiness, and Conscientiousness. By completing the assessment, an individual learns more about him/herself and others as well as how to deal with situations where interpersonal relationships are involved.

This programme focuses on the DiSC Workplace profile and addresses a number of critical business issues: interpersonal relationships, communication, leadership behaviour, team building, and personal effectiveness.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their natural strengths, and potential areas for growth
- Have a better understanding of the way they interact with others
- Increase their effectiveness when communicating up, down, across, and outside the organisation
- Develop a personal action plan to maximise their effectiveness in the workplace



# THE FLOW

## Understanding DiSC

- What is DiSC?
- Behaviour vs. Personality
- Assertiveness: (Active vs. Thoughtful)
- Responsiveness (Question vs. Accept)
- Plotting our Style (Activity)
- The Four Styles: Dominance, Influencing, Steadiness and Conscientiousness

## Discovering the DiSC Styles

- Strengths Activity
- Challenges Activity
- How a Style Responds

## Exploring My DiSC Profile and Report

- Confirming Your DiSC Profile
- My Dot / My Shading
- Activity: Your Opposite Style

## Communicating with the Different Styles

- Discussion: How do I flex my style to work with my opposite? What do I want the other styles to know?
- Activity: Working with Other Styles

## Adapting My Style

- Activity: Diagonally Opposite
- Activity: What Will I Do Differently?



# DIVERSITY AND INCLUSION

## KEY TOPICS

Diversity & Inclusion

Types of Diversity

The 'I' in D&I

Creating an  
Inclusive Workplace

## PROGRAMME OVERVIEW

**The Simitri Diversity & Inclusion** training is a highly interactive course for teams and individuals who want to connect with others and work more effectively in a diverse environment.

Diversity refers to human qualities that are different from our own and those of groups to which we belong. Dimensions of diversity include age, ethnicity, gender, race, sexual orientation, educational background, marital status, and religion.

This training helps participants develop tools necessary for advancing equality and diversity in the workplace with a focus on managing and working with individuals across cultural and generational differences. By participating in this training, participants will recognise and seek out the unique contributions that diverse teams can make in the workplace.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Recognise and respect the importance of diversity in the workplace
- Maximise the advantages that diversity can offer a business
- Build high-performing teams with diverse representation
- Learn ways to build relationships and engage people who are different from themselves
- Develop effective communication techniques to engage diverse employees



# THE FLOW

## Diversity & Inclusion

- Diversity vs. Inclusion
- Dimensions of Diversity
- Inclusion: Attitudes & Approaches
- Activity: The Diversity in Your Workplace
- Diversity Awareness Funnel

## Understanding Unconscious Bias

- Bias Examples
- How does bias works? Why does this happen?
- Exploring “Our Filters”
- Activity: Bias & Filters in the Workplace

## Types of Diversity

- Cultural Diversity, Gender Diversity, LGBTQ Diversity
- Activity: What types of diversity do you see in your company? What types of diversity do you see in your personal life?

## The ‘I’ in D&I

- What makes an inclusive culture?
- What can I do to be more inclusive in my role?
- Ways to Be More Inclusive

## Creating an Inclusive Workplace

- Setting meaningful goals
- Gaining support from Leaders
- Integrating D&I into the Company’s Management Process
- Communicating Effectively

## Taking it Back to My Team

- Action Planning



# MANAGING UNCONSCIOUS BIAS

## KEY TOPICS

Being an Inclusive Manager

Understanding  
Unconscious Bias

Types of Bias

The Impact of Bias

Recognising Bias

Changing Your Approach

Creating an Inclusive Environment

## PROGRAMME OVERVIEW

**The Simitri Managing Unconscious Bias** training is a highly interactive course that helps participants to address unconscious bias in order to create a more inclusive work environment.

Unconscious bias has to do with the judgements we make of others, that we may not be aware of and that may create unintentional discrimination in the workplace. This training helps participants to recognise these biases within themselves and their work environment and take steps to change their approach to leadership and communication.

As every workplace is different, the training can be tailored to address the specific biases most relevant to your team, including age, ethnicity, gender, race, sexual orientation, gender identity, political affiliation, educational background, marital status, and religion.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand unconscious bias and the impact it can have
- Recognise the signs of unconscious bias in themselves and others
- Adapt their approach in order to minimise unintended discrimination
- Take steps for creating a more inclusive environment





# THE FLOW

## Managing Unconscious Bias

- Diversity vs. Inclusion
- Dimensions of Diversity
- Diversity & Inclusion: The Business Case
- Discussion: Diversity and Inclusion in our workplace
- Qualities to Succeed

## Understanding Unconscious Bias

- Example of Bias
- Defining Bias
- How does bias works? Why does this happen?
- Exploring “Our Filters”
- Discussion: Bias & Filters in the Workplace
- Recognising Bias in Ourselves and Others (Signs and Symptoms)

## The Impact of Unconscious Bias

- Discussion: Impact of Bias on Our Team
- 4 Types of Social Identify Threats: Reduced Performance, Self-Handicapping, Internal Attribution Failure, Dis-identification
- Recognising the Bigger Impact
- Way to Reduce and Mitigate Unconscious Bias

## Bias in Recruiting

- Bias in Recruiting (with Facilitator Example)
- Examples of Wordings
- Exercise: Job Advertisement – Re-write the advert as non-gender bias

## Mitigating Bias in the Workplace

- Gaining support from business leaders
- Integrating D&I into the Company’s Management Process
- Setting meaningful Goals
- Communicating Effectively



# PSYCHOLOGICAL SAFETY AT WORK

## KEY TOPICS

Five Steps of  
Psychological First Aid

Crisis, Complex Situations  
and Reactions

Cultural and Ethical  
Considerations for Psychological  
First Aid

Privacy and Confidentiality  
Considerations for Psychological  
First Aid

Taking Care of yourself  
after an Event

## PROGRAMME OVERVIEW

**The Simitri Psychological First Aid at Work** training is a highly interactive programme which is designed to support those who work with people impacted by an emergency, disaster or traumatic event. It is an empathetic, supportive response to another person who is suffering and may need support.

The training looks at what psychological first aid is, the different reactions to emergencies, disasters or traumatic events can have on people, the psychological first aid action principles, how to be culturally, ethically and the privacy considerations of providing psychological first aid. The course will also cover how they take care of their own psychological safety after an event

This training is suitable for anyone who generally wants a better understanding of how to provide meaningful support during an emergency, disaster or traumatic event

## **BENEFITS FOR PARTICIPANTS**

**By completing this training, participants will:**

- Discover what is Psychological First Aid and the action steps to take to support others
- Gain an awareness of cultural, ethical and privacy considerations of providing psychological first aid
- Explore basic strategies to maintain personal wellbeing and to take personal psychological care after an event

# THE FLOW

## Psychological First Aid (PsFA) at Work

- Discussion: Share back with the group what you think of when you hear of the topic “PsFA?”
- Definition and Benefits - What is it and how it helps in times of stress and crisis?
- The Goals of Psychological First Aid
- Five principles of psychological first aid - Ensuring safety, Promoting calm, Promoting self and collective efficacy, Promoting connectedness & Instilling hope
- Leveraging PsFA at Work

## Overview of the 5 Principles

- Psychosocial Reactions to Crisis Situations: Common and Complex Reactions
- Video (and Activity)
- PsFA in the Workplace (Ensuring safety, Promoting calm, Promoting self and collective efficacy, Promoting connectedness & Instilling hope)
- Exercise: Reviewing Past Application

## Cultural and Ethical Considerations

- Discussion: What are some key considerations when providing PsFA to people from other cultures?
- Considerations: Gender, age, & power relations, Touching and behaviour, Beliefs and religion and Safety, dignity and rights
- Discussion: What are some ways to ensure that PFA is culturally competent?
- Activity: Privacy and confidentiality

## Self--Care for People Delivering PsFA

- Early recognition of Stress
- Supporting your Colleagues
- Discussion: If PsFA helper was experiencing difficulties when supporting others, who could they approach? What are some helpful ways to look after yourself when providing ?
- Activity: Using Case Studies (and Personal Reflection)



# THRIVING IN A MATRIX ENVIRONMENT

## KEY TOPICS

The Challenge We Face

Awareness:

Understanding My Local & Global Managers

Adaptability: Adapting My Styles

Articulation: Being Persuasive and Pushing Back

Maintaining Self Control

## PROGRAMME OVERVIEW

**The Simitri Thriving in a Matrix Environment** is a highly interactive programme designed for middle-managers and team members who report to multiple supervisors across levels, geographies, and functions.

During the training, participants focus on the challenges of working in a matrix environment, such as handling differing expectations, dealing with differing business styles, and working effectively when roles are not always clearly expressed. The participants learn to overcome these challenges through interactive group exercises, case studies, and role-plays, leading to a more efficient and collaborative work environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Collaborate internally with key stakeholders more effectively
- Adapt their communication styles based on their supervisor and the situation
- Have the tools to cope with challenging and stressful situations
- Appropriately influence without authority in order to protect their time and workload



# THE FLOW

## The Challenges We Face

- What is Matrix Management?
- The challenges we face
- Assessing My Ability to Work in a Matrix Environment: 10 Core behaviours (self-assessment or reflection)
- Building Your Case Study (and Scenarios)

## Awareness: Understanding My Local & Global Manager

- Goals / KPIs Mapping (and case studies discussions)
- Needs & Drivers (and case study discussion)
- Expectations: Planning, Communication, Execution (and Activity)

## Adaptability: Adapting My Style

- Behaviours and characteristics of each style
- When styles collide
- Adapting your approach (and Activity)

## Articulation: Being Persuasive & Pushing Back

- Activity: 3 Rules of Influencing
- Structuring Your Statement, Value, Relevance
- Identifying the Value (and Activity)
- Activity: How would you push back on this statement?

## Maintaining Self Control

- Emotional Self-Control (and video)
- Hot Buttons & Catalysts (and Activity)
- The Tipping Point (and Activity)
- Be FAIR (and Activity)

## Role-Play- Use own Scenario

- Planning, role-play, debrief



# WORKING IN A VIRTUAL TEAM

## KEY TOPICS

Working on a Virtual Team

Managing Myself

Establishing Virtual Team Norms

Building Relationships and  
Communicating Effectively

## PROGRAMME OVERVIEW

**The Simitri Working in a Virtual Team** training is a highly interactive course which helps team members to increase their effectiveness when contributing to a virtual team.

Virtual teams are teams in which colleagues are spread across wide geographic areas and may only interact through emails, phone, and video conferencing. As a result, virtual teams face unique communication and collaboration challenges, especially when delivering complex projects and long-term assignments.

This training presents useful tools and exercises that help participants to manage themselves, their workflows, and their communications and with remote colleagues, leading to a more effective and sustainable virtual work environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand their role as a virtual team member and the challenges they will face
- Build rapport and foster productive working relationships with remote colleagues
- Master techniques for managing their workflow and communications through remote channels
- Coordinate over the phone and through email to deliver complex projects



# THE FLOW

## Working in a Virtual Team

- Understanding Virtual Teams (similarities / differences to a co-located team)
- Challenges When Working on a Virtual Team
- Discussion: What do others expect from us when working virtually (up, down, across, outside the organisation)?
- Challenges / Obstacles to Meeting Expectations
- 3 Tips for Working Smarter Remotely

## Tip #1: Managing Myself

- Create a Productive Work Environment
- Prioritising My Work
- Ensure a Clear Line of Sight
- Covey's Quadrants
- Additional Tips and Hints

## Tip #2: Establishing Virtual Team Norms

- Exercise: Countering Assumptions
- Team Agreements
- Reflecting on My Team
- Exercise: Team Agreement
- Additional Tips and Hints

## Tip #3: Building Relationships and Communicating Effectively

- Pick the Right Channel
- Communicating with your Team Members
- Planning Your Message
- Quick Role Play
- Finding the Right Balance
- Building Rapport
- Additional Tips and Hints





## **BUSINESS ACUMEN**

Simitri's Business Acumen programmes help professionals to develop business skills that are critical for effective business leadership within their organisations.



# AGILE PROJECT MANAGEMENT 101

## KEY TOPICS

Traditional vs Agile Project

The Agile Approach

Agile Project Management  
5 Steps Model

- Product Vision Statement
- Project Roadmap
- User Stories
- Priorities
- Product Backlog

## PROGRAMME OVERVIEW

**The Simitri Agile Project Management Skills** training is designed to give participants the skills and techniques to effectively manage their projects in today's ever-changing business environment. The session takes a look at the fundamental agile concepts of adaptive planning, customer collaboration and value driven delivery in a dynamic environment.

We explore what is an agile project, including a comparison of traditional vs agile project management, the agile approach and the five steps of Agile Project Management.

Additionally, participants will immediately apply tips, tools and techniques designed to increase their understanding of stakeholders and how to influence them to embrace ideas, support recommendations, and accept project initiatives.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Use a variety of tools to initiate, plan and execute a project
- Identify the characteristic of different projects
- Spearhead projects using the agile approach and principles
- Focus on project management on the business outcome



# THE FLOW

## Agile Project Management

- Discussion: What kinds of projects do you manage? What method to you currently use?
- Challenges when Managing Projects (and Activity)
- Defining: Successful Project Management

## The Agile Approach

- Traditional vs. Agile Project
- Agile Project Manifesto Values and Principles
- Agile Myths vs. Agile Reality

## Agile Project Management

- Step 1: Product Vision Statement (PVS), Important Information from PVS, Format, (and Activity)
- Step 2: Product Roadmap
- Step 3: User Stories (and Activity)
- Step 4: Prioritise User Stories (and Activity)
- Step 5: Create a Product Backlog

## Ensuring Effectiveness in Agile Project Management

- Key Stakeholders Analysis
- Who are my stakeholders (Activity)
- Influencing stakeholders
- Communicating with stakeholders (Activity)

## Resolving Conflict

- Project Development Stages
- Preventing Conflict (right time, place, medium and effective communication)
- Conflict Management Tips and Hints (building a resilient attitude, keep an open mind, take first things first etc)

## Role-Play: Delivering a Project Brief

- Identify Your Key Messages
- Structure Your Briefing
- Role-Play: Presenting your Project Briefing



# AI IN BUSINESS

NEW

## KEY TOPICS

AI Fundamentals

Real-World AI Applications

AI Benefits

Identifying AI Opportunities

Productivity Enhancement Tools

Implementing an AI Vision

The Future of AI

## PROGRAMME OVERVIEW

**The Simitri AI in Business** training provides a comprehensive introduction to artificial intelligence concepts, real-world business applications, and hands-on productivity tools.

Participants will first explore AI fundamentals like machine learning and deep learning, then examine how AI is transforming industries through automation, predictions, recommendations and more. The program sparks ideas and enhances productivity as participants apply different AI tools. Finally, facilitated discussion and a strategic framework will help participants develop an AI vision and roadmap tailored to their unique business objectives.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Gain a strong conceptual foundation in AI, machine learning, deep learning and more.
- Examine real-world AI applications transforming industries and driving business benefits
- Obtain hands-on experience with AI productivity tools to improve workflows.
- Develop an AI vision and implementation roadmap tailored to their business goals.



# THE FLOW

## AI Fundamentals

- The Evolution of AI
- Today's Prerequisite for AI Adoption Are That...
- Types of AI (Based on Capabilities & Functionalities)
- AI Levels of Maturity
- Components of AI system at one glance
- AI vs. Machine Learning vs. Deep Learning: Key Differences
- AI Roadmap
- Experiential learning activity

## AI Business Application

- AI Pre-Conditions
- Applications of AI in various industries: finance, healthcare, retail, manufacturing, supply chain, customer service and transportation, with examples.
- Overview of robotics and natural language processing applications in various industries
- AI's Benefits in The Business
- Framework for identifying AI opportunities
- Activity

## Practical Applications for Enhancing Productivity (Choose any 2 categories)

- Activity: Applying the Tools
- Category #1: Content Creation
- Category #2: Customer Relationship & Sales Enhancement
- Category #3: Document Management & Collaboration
- Category #4: Business Intelligence

## Building an AI Vision

- Translating AI learning into a strategic vision for the business
- 7 steps approach to implement an AI vision
- With Benefits Come Risks: AI errors, Data Bias & Ethical Concerns, Erosion of key skills
- Activity

## The Future of AI

- Overview of investments and developments globally
- Trends and Innovation: Emerging technologies and examples
- Generative AI and its potential impact
- Skills needed to thrive in an AI future
- Activity



# CHANGE MANAGEMENT FOR SUCCESSFUL DIGITAL TRANSFORMATION

## KEY TOPICS

Understanding Business Transformation

Understanding Change in a Digital Era

Leading Digital Transformation

Digital Change Management processes

## PROGRAMME OVERVIEW

**The Change Management for Successful Digital Transformation** training is designed to give you some best practice ideas when driving large-scale digital transformation change initiatives at the division and organisational level. During the programme we will use case studies to support discussions and exercises as we look at: change management in a digital era, ways to get buy-in for your change initiative, as well as different change management approaches.

Given that we live in a constant VUCA World (volatility, uncertainty, complexity, and ambiguity), this programme can help you to adjust your approach, when leading others who are confronted with change. You will learn how to get others to embrace the change initiative and contribute to its overall success.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Develop a clearer understanding of the change in the current environment
- Enhance skills when sharing your vision and communicating the digital transformation
- Get others to embrace and buy-into the change initiatives
- Gain an insight into the different digital change management processes



# THE FLOW

## Business Transformation Exercise

- Video: The need for transformation
- Companies who transformed
- Activity: Choose one company and Discuss
- Debrief: Challenges, Options, Strategies

## Understanding Change in a Digital Era

- Activity: Changes have you experienced in the past 2 years?
- How has it impacted the way we do business? What could stop us from embracing change?
- New Normal: VUCA Environment
- The rate of change is changing
- Digital Transformation (definitions)
- Activity: Impact on Business

## Leading Digital Transformation

- Activity: Leading Change
- Digital Vision
- Ensuring Buy-in
- Your Management Focus
- Activity: Create a Goal Statement (Including Deliverables)

## Communicating your Vision

- Communicate for your Vision
- Cultivating the Right Culture
- Video: How to Make a Cultural Transformation
- Activity: Your case Study - Communicate for Buy-In

## Digital Change Management Processes

- Activity: How do you / your company currently respond to change?
- What processes do you have in place to support this?
- Activity: Why do transformation projects fail?
- Challenges to successful digital transformation

## Transformation Leadership

- Activity: Which of the 4 skills do you or your assigned digital leader need to develop when leading change for digital transformation?
- Models for Change: Kotter
- Activity: Key Learnings Questions for Discussion
- Personal Action Plan



# CRITICAL THINKING FOR BETTER DECISIONS

## KEY TOPICS

Critical vs Automatic Thinking

Self-Assessment

Adopting a Critical Thinking Skill Set

The Critical Thinking Process

- Identify the Context
- Analyse the Problem
- Generate Possible solutions
- Contingencies
- Communication and Creating Value

## PROGRAMME OVERVIEW

**The Simitri Critical Thinking For Better Decisions** training provides participants with the skills they need to clearly think through problems and choose effective solutions.

During the session, we explore critical thinking for understanding and solving problems. Using a five-step process of Critical Thinking participants are taken through the five stages they need to explore when looking to make better business decisions in the future. Furthermore, we discuss a number of tools the participants can continue to use after the programme to ensure their 'decisions' are realistic and workable within their current business environment.

A key element of this approach is the right communication skills for each stage. Whether this is asking the right probing questions to get to the root of the issue or active listening to challenge the assumptions that get in the way of uncovering the ideal solution, to messaging the right value for buy-in.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Bring a higher level of critical thinking into their workplace
- Define problems clearly to create better solutions
- Break down barriers that limit effective decision making in their workplace
- Apply tools to find the best decision for their organisations



# THE FLOW

## What is Critical Thinking?

- Why Critical Thinking
- What is critical thinking? How is it different to problem solving?
- When do you must need to apply critical thinking?
- What are the barrier?
- What is the situation, key decisions you need to make?

## Critical Thinking Process

- Who uses a process like this successfully?
- Critical Thinking Process
  - Establish context / thinking through the problem
  - Identify the issues and arguments
  - Clarify the issues and arguments
  - Check credibility and consistency
  - Evaluate the arguments
- Our Focus for Today is: Thinking Through the Problem & Critical Thinking Tools

## Thinking Through the Problem

- What is a problem?
- Breaking down the Problem
- Asking Questions / What is the real question?
- Consider Past Efforts
- Thinking critically from a New Perspective (POV, Context, Reality Testing – What if)
- Identifying the Root Cause (Symptoms vs Cause)
- Unintended Consequences

## Critical Thinking Tools

- Expanding your thinking
- Zoom In and Out (Big Picture)
- Now, Be, How (Strategic)
- The 5 Why's (Analysis/Cause & Activity)
- 7 So What's (Consequences & Activity)
- Conducting an Analysis (Benefits vs Scope)
- Decision Matrix (& Activity)

## Decision Making and Accountability

- Responsibility, Accountability & Ownership
- My Action (Activity)





# DECISION MAKING WITH BIG DATA

## KEY TOPICS

Understanding Big Data

5 Steps to Data-Driven  
Decision Making

Identifying the Problem

Business Experiments for  
Decision Making

Defining the Right Metrics

Tools and Methodologies for  
Working with Big Data

Identifying Good and  
Bad Data Analysis

Turning Analysis into Action

Implementing a Solution

## PROGRAMME OVERVIEW

**The Decision Making with Big Data** training is a highly interactive programme providing participants with the knowledge and skills to turn data into actionable results. Designed for team members that do not have a quantitative background, the training focuses on helping participants learn how data can and cannot be used to make decisions.

A key element of the training is introducing the methodologies and tools for collecting, analysing, and interpreting data. While the participants may not always conduct the analysis themselves, knowing the big picture helps the participants when presenting big data and using the insight to influence others towards a decision. The training also gives the participants the basics needed to conduct business experiments, evaluate the results, and identify next steps.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the business value of data-driven decision making
- Master the basics of running experiments to inform managerial decisions
- Define the right metrics and approaches to support their objectives
- Identify good and bad data analysis, as well as avoid potential traps
- Become familiar with the tools and methodologies used by the analytical team



# THE FLOW

## The World of Big Data

- Defining Big Data (Volume, Velocity, Variety, Veracity)
- Using Big Data to Drive Value (with examples)
- Intuition and Data Analysis

## Big Data Decision Making Process

- Big Data Analysis Framework: Discovery, Insights, Actions, Outcomes
- Planning vs Implementing (flipping the framework)

## Planning Step 1: Outcomes

- Creating a Problem Statement
- Creating a Goal Statement
- Case Study Discussion (Problem and Goal Statement)

## Planning Step 2: Actions

- Generating Potential Actions (define possible options before the analysis is conducted)
- Perfect vs Best Possible
- Decision Matrix (Activity)
- Linking Insight to Action (how will you know?)

## Planning Step 3: Insights

- Collecting the Data (Key Questions to Ask)
- Types of Data Analysis (Descriptive, Diagnostic, Predictive, Prescriptive, Adaptive)
- Structured and Unstructured Data
- Data Sources (Primary, Secondary, Social Media)
- Traditional and Big Data Approaches (Activity)
- Tools for Analysing Big Data
- Selecting the Right Tools

## Planning Step 4: Discovery

- Testing a Proof of Concept
- Action Planning

## Implementation (Discovery, Insights, Actions, Outcomes)

- Implementing the Plan
- Common Traps when Making Decisions (& Activities)
- Good Data vs Bad Data
- Correlation vs. Causation
- Incorrect Assumptions
- Unintended Consequence

## Final Activity

- Five Steps to Decision Making with Big Data
- Personal Action Plan



# DEVELOPING BUSINESS ACUMEN

## KEY TOPICS

Developing a  
Business Mind

Understanding your Environment

Industry Analysis

Business Analysis

Customer Analysis

Financial Analysis

Action Planning

## PROGRAMME OVERVIEW

**The Simitri Developing Business Acumen** training is a highly interactive session that helps participants to identify the potential to add value to the business by showing them ways to develop their core business knowledge, skills and insight.

This is important because a leader, manager or team member without an option about the business is like a book without a plot – after a short time, we wonder why we are spending any time with it. The great challenge for all team members is how to create relevance within a business context in order to drive shareholder value, customer value and employee value. During this session, participants learn which tools and techniques they can use to drive their business acumen.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the requirements for success
- Know which tools to use to drive their Business Acumen
- Develop and explain their company's value proposition
- Gain greater insight from their customer's perspective
- Get a better understanding of real financial analysis



# THE FLOW

## Developing a Business Mind

- Defining Business Acumen (what is it, when do you use it, what do you need to know)
- What so we need to know about our business environment?
- Requirements for Success: Zooming In – Zooming Out
- Understanding Our Environment: Developing Business Acumen: Business Drivers, Industry Analysis, Customer Analysis, and Financial Analysis
- Building Your Case Study

## Industry Analysis

- Video and Industry Examples
- Industry Analysis: Porter's Five Forces Model (and Activity)

## Business Analysis

- Driving Value (Shareholder, Customer, Employee)
- What is our company doing to drive value?
- SWOT Analysis (and Activity)
- From Information to Insight

## Customer Analysis

- Understanding the customers perspective
- Customer Analysis (Customers Pain's & Gains) (and Activity)
- Our Solution (Pain Relievers & Gain Creators) (and Activity)
- From Information to Insight

## Financial Analysis

- 4 Financial Drivers (Cash, Growth, Profit, Assets)
- From Information to Insight
- Financial Acumen (Balance Sheet, Income Statement, Cash Flow Statement)
- Financial Drivers (Activity)

## Identifying Unintended Consequences

- Video and Discussion
- Activity: Your Scenario

## Presenting My Solution to Senior Management

- Step 1: Identify the 3 Key Messages
- Step 2: Think like a CEO
- Step 3: Structure Your Presentation
- Team Presentations (Planning, presentation, feedback)



# DRIVING SUCCESS THROUGH INOVATION

## KEY TOPICS

Being an Innovation Champion

The Disney Approach: Dreamer, Realist, Critic

Dreamer

- see the big picture,
- understand the user
- experience and generate creative ideas

Realist

- Perfect vs Best outcomes

Critic

- Realistic Options

## PROGRAMME OVERVIEW

**The Simitri Driving Success Through Innovation** training provides leaders, managers and team members with the mindset, skills and techniques to remove barriers that may limit creativity and bring a higher level of innovation to your teams.

The session gives participants the tools to remove barriers to innovation and stimulates the creative process. During the session, participants spend time learning how to create an environment and approach to innovation that ensures the entire team is maximising creative thinking.

The participants will have opportunities to practise a number of creativity and innovation techniques within a stimulating training environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand barriers and benefits to being creative
- Develop the right creative mindset, both for themselves and those around them
- Bring a higher level of creative thinking to their teams by introducing creative processes and tools
- Understand and apply the many different types of innovation



# THE FLOW

## Driving Success Through Creativity & Innovation

- Creativity & Innovation
- 3 Approaches to Innovation (evolutionary, revolutionary, hybrid)
- Discussion: What happens in the workplace if there is no creativity & innovation? What stops creativity & innovation?
- The Disney Approach to Creativity & Innovation

## Developing a Creative & Innovative Mind

- Set-up, Activity, Discussion
- The Disney Approach to Creativity & Innovation

## The Dreamer (Creative Thinking)

- Step 1: Seeing the Big Picture and Details (and Activity)
- Step 2: Understand the User Experience (and Activity)
- Step 3: Develop Your Point of View (and Activity)
- Step 4: Generate Innovative Alternatives
  - SCAMPER Checklist (and Activity)
  - How Might We (and Activity)

## Step 2: The Realist: Converting Ideas to Decisions

- Summarising 'The Dreamer' Options
- Effort vs. Impact ( and Activity)

## Step 3: The Critic (Critical Thinking)

- The Critic: What limits our ability to challenge ourselves?
- Trap #1: The Anchor Trap (and Activity)
- Trap #2: The Status Quo Trap (and Activity)
- Trap #3: The Sunk Costs Trap (and Activity)
- Trap #4: The Group Think (and Activity)

## Bringing Innovation to Our Team

- Discussion & Action Planning

## Team Presentations

- Preparation, presentations, review & debrief



# INNOVATE WITH DESIGN THINKING

## KEY TOPICS

Understanding Design Thinking

*Empathy:* Understanding the User Experience

*Define:* Developing Your Point of View

*Ideate:* Generating Radical Design Alternatives

*Prototype:* Converting Ideas to Physical Form

*Test:* Getting Feedback on Proposed Designs

*Reflect:* Identifying Key Insights and Next Actions

## PROGRAMME OVERVIEW

**The Simitri Innovate with Design Thinking** training provides leaders, managers and teams with a proven technique for unlocking creativity and delivering innovative solutions in the workplace.

This course takes participants through the process of understanding problems more deeply, generating radical alternatives, testing proposals and refining the solution. The training dive into the six steps of Design Thinking: Empathy, Define, Ideate, Prototype, Test, and Reflect. At each step, participants can learn practical innovation tools which can be applied to real-life workplace challenges.

This is a high-energy, 'hands on' training, where you will have opportunities to practice several innovation techniques in a controlled and supportive environment.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the benefits and process of design thinking
- Approach innovation as a step process that can be applied by design practitioners and business leaders alike
- Bring a higher level of creative thinking to their teams through proven creativity tools
- Prototype, test and reflect in order to turn great ideas into reality



# THE FLOW

## Building the Foundation: Strategic Innovation

- Creativity vs. Innovation
- The Case for Innovation (and Activity)

## Innovation Process: Design Thinking

- Introduction to Design Thinking
- Video on Design Thinking (and Activity)
- The Design Thinking Process
- Applying Design Thinking (Building our case study)

## Design Thinking Steps (Applying to your Scenario)

### Step 1: Empathy: Understanding the User Experience

- 2 Steps for Empathy Interviewing
- Tips for Empathetic Interviewing

### Step 2 Define: Developing Your Point of View

- Define Challenge Statement

### Step 3 Ideate: Generating Radical Design Alternatives

- How-Might-We Questions

### Step 4 Prototype: Converting Ideas to Physical Form

- Testing the Prototype

### Step 5 Test: Getting Feedback on Proposed Designs

- Feedback Capture Grid

### Step 6 Reflect: Identifying Key Insights and Next Actions

- I Like, I Wish, What If





# INTRAPRENEURSHIP

## KEY TOPICS

Qualities of an Intrapreneur

Intrapreneurship vs.  
Entrepreneurship

Developing an  
Innovation Mindset

Identifying Opportunities

Generating Radical Ideas

Prototyping, Testing & Feedback

Implementing the Solution

Supporting Intrapreneurs In the  
Organisation

## PROGRAMME OVERVIEW

**The Simitri Intrapreneurship** training provides business leaders and team members with the mindset and tools to promote entrepreneurial “start-up” practices within large organisations.

Entrepreneurs are often defined by their ability to uncover problems and turn them into business opportunities. They are self-starters and risk-takers who are highly attuned to changes in their environment, and who take the initiative to develop and deploy new products, solutions and business models in response.

This training takes the concept of the entrepreneur and applies its best qualities in the more bureaucratic setting of a corporation. As a result, business leaders will be able to combine the attitudes and strategies of a start-up with the resources and expertise that are available in a well-established company.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the qualities and benefits of an intrapreneur
- Approach innovation as a process that can be applied by organisations big and small
- Bring a higher level of creative thinking to their teams through proven creativity tools
- Prototype, test and reflect in order to turn great ideas into reality



# THE FLOW

## Intrapreneurship

- Discussion: What is intrapreneurship? What is a problem or situation that could benefit from intrapreneurial thinking?
- Benefits of intrapreneurship
- Intrapreneurship vs. Entrepreneurship
- Great Intrapreneurship in History
- Keys to Success
- Building Your Case Study

## Developing an Intrapreneurial Mindset

- Challenges in Developing an Intrapreneurial Mindset
- Key Characteristics of an Intrapreneurial Mindset
- Being Curious (and Activity)
- Taking Risks (and Activity)
- Taking Accountability and Ownership

## Identifying Opportunities and Generating Radical Ideas

- Identifying Opportunities by Challenging the Status Quo
- Tool 1: 'How Might We' Questions
- Tool 2: Borrow a Brain
- Tool 3: SCAMPER Checklist

## Prototyping, Testing, and Feedback

- Discussion: Why is it important to test your ideas and get feedback on them?
- Prototype: Converting Ideas
- Testing Your Prototype
- Getting Feedback on Proposed Initiative
- Feedback Capture Grid

## Implementing the Solution

- Sharing your ideas and Gaining support (and Activity)
- Moving forward with your idea
- Understanding Unintended Consequence
- Unintended Consequence Checklist (and Activity)



# PROBLEM ANALYSIS DECISION MAKING

## KEY TOPICS

What is Problem-solving?

Problem-solving Process:

1. Identify the Problem
2. Analyse the Problem
3. Generate Possible Solutions
4. Select a Preferred Solution
5. Implement the Solution

## PROGRAMME OVERVIEW

**The Simitri Problem Analysis Decision Making** training is a highly interactive course which provides participants with the skills to clearly define problems and choose effective solutions. During the session, we explore both rational and creative problem-solving tools and techniques that participants can use within their current business environment, to help them get to the root cause of the situation, mitigate assumptions, and generate possible solutions.

A key element of the training is helping the participants discover their own problem-solving style and approach to decision-making to ensure they can both contribute to group problem-solving sessions and lead others through the problem analysis decision-making process.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Define problems clearly to create better solutions
- Bring a higher level of creative and critical thinking into their workplace
- Break down barriers that limit effective decision-making in their workplace



# THE FLOW

## What is Problem-solving?

- Discussion: Problems you Face
- Requirements for Problem Solving: Critical & Creative Thinking
- Problem Solving Process: Five Steps

## Step 1: Identify the Problem

- Identifying the Problem
- Problem statement (and Activity)
- Goals statement (and Activity)

## Step 2: Analyse the Problem

- Separating Symptoms from Causes (and Activity)
- Assumption Avoidance Analysis (and Activity)
- Force Field Analysis (and Activity)
- Root Cause Analysis (and Activity)

## Creative Thinking

- What is Creativity?
- What stops us from being creative?
- Barriers to Creativity (Activity)
- Creativity Tool: SCAMPER (and Activity)

## Step 3: Generate Possible Solutions

- Three Steps for Brainstorming (and Activity)
- Tips for Generating Possible Solutions

## Step 4: Select a Preferred Solution

- Perfect vs Best Possible Solution
- Decision Matrix (and Activity)

## Step 5: Implement the Solution

- Unintended Consequences (and Activity)

## Final Activity

- Group Activity using the Five Step Process



# PROJECT MANAGEMENT [TRADITIONAL]

## KEY TOPICS

Project Management Model

Project Initiation

- Project Charter
- Project Assumptions
- Stakeholder Analysis

Project Planning

- Risk Management

Project Execution: Communicating  
with Project Stakeholders

Project Closing

## PROGRAMME OVERVIEW

**The Simitri Project Management Skills** training is designed to enable participants to develop the skills and ability to lead projects, resolve issues, and achieve results in today's ever-changing business environment.

Through an accelerated learning process, the training uses a model to help participants develop strength, focus, and flexibility as project managers. By using a variety of project planning, communication, and issue management tools, the participants will be able to incorporate both rational and creative processes when managing projects and leading project teams.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Create the right impact as project leaders
- Use a variety of tools to initiate, plan, implement, and close a project
- Design an approach for formal and informal project management engagements
- Understand management expectations and communicate effectively
- Manage project change and project risk in a professional and confident manner



# THE FLOW

## Challenges in Project Management

- Project Management Pyramid
- Project Life Cycle: 4 Stages

## Stage 1: Project Initiation: Project Charter

- Project Charter
- Problem & Goal statement
- Key Milestones
- Critical Success Factors
- Key Performance Indicators
- Project Scope & Team

## Stage 1: Project Initiation: Project Assumptions

- Defining Assumptions
- The Assumptions We Make in Project Management (and Activity)

## Stage 1: Project Initiation: Stakeholder Analysis

- Identify Project Stakeholders (and Activity)

## Stage 2: Project Planning

- Work Breakdown Structure
  - Step 1: Define all Required Tasks
  - Step 2: Group the Tasks Together
  - Step 3: Create a Timeline
  - Step 4: Define Key Milestones

## Stage 2: Project Planning: Risk Management

- Risks in Your Project
- Risk Management Strategy
- Risk & Issue Log (and Activity)

## Stage 3: Project Execution: Communicating with Project Stakeholders

- Frequency and Channel for Communication
- Staying in the Project Manager Credibility Zone
- Project Update: Components (and Activity)
- The Traffic Lights Method

## Stage 4: Project Closing

- Why is it Important to Close the Project?
- Project Closing Activities (and Activity)



# STRATEGIC THINKING AND PLANNING

## KEY TOPICS

Thinking Strategically

Strategic Planning Process

- Diagnosis
- Design
- Deliver

From Strategy to Execution

## PROGRAMME OVERVIEW

**The Simitri Strategic Thinking & Planning** training is a course designed to help leaders, managers, and team members develop strategic business initiatives.

The training takes a structured approach to strategic planning, breaking the process into 3 key stages: Strategy Diagnosis, Strategy Design, and Strategy Implementation. As a result, participants will become better able to clarify goals, identify strategic plans, implement actions required for success. The approach is very much Now, Be, How.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Analyse internal and external environments
- Evaluate alternative strategies and select those which focus on the most significant opportunities
- Develop vision statements, set goals, and define priorities
- Implement and monitor execution plans in a professional manner



# THE FLOW

## Strategic Thinking and Planning

- What comes to mind....?
- A few definitions
- Strategic Thinking: Corporate, Business, Team

## Strategic Planning Process

- Strategic Planning Process: Now, Be, How
- Building Your Case Study

## Stage 1: Diagnosis (Where are we now?)

- Understanding Our Environment
- Market Analysis: PESTLE Checklist (and Activity)
- Five Forces (and Activity)
- Business Analysis (and Activity)

## Stage 2: Design (Where do we want to be?)

- Setting SMART Goals
- Ensure there is a clear line of sight (and Activity)

## Stage 3: Deliver (How do we get there?)

- Different Ways of Visualising a Strategy
- 4 Pillar Strategic Framework (and Activity)
- Identifying Key Actions
- Activity: Reality Check

## From Strategy to Execution

- Discussion: Why strategic initiatives do not achieve management's expectations?
- Key Success Factors
- Analysing My Internal Stakeholder: Power, Impact & Mindset
- Stakeholder Mapping (and Activity)

## Activity: Case Study Presentation

- Structuring a Strategy Presentation
- Planning, presenting and feedback



# THE FUTURE OF INFORMATION & COMMUNICATION TECHNOLOGY [ICT]

## KEY TOPICS

The Importance of ICT

Current Trends

Key Areas of Growth

Potential Impacts

Potential Advancements

Digital Leader

Soft-skills in Demand

## PROGRAMME OVERVIEW

**The Future of ICT** training is a dynamic and engaging program that explores the latest advancements and trends in the Information and Communication Technology (ICT) industry. This training session will provide participants with valuable insights into the future of ICT, its impact on various industries, and how to best equip themselves for the rapidly changing digital landscape.

Through discussion, participants apply their learning to real-world scenarios, analysing successful ICT implementations and discussing how these areas of growth can be adopted within their industry. The program also addresses the future implications of ICT, equipping participants with strategies for continuous learning and innovation in the dynamic world of ICT.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Gain a thorough understanding of ICT's significance and current industry trends.
- Delve into the future of ICT, including 5G, AI, Blockchain, etc., to identify innovation opportunities.
- Prepare for the fast-changing digital landscape, acquire soft skills, and become a digital leader.



# THE FLOW

## The Future of ICT

- What is ICT?
- The importance of ICT in the modern world
- Advantages vs. Disadvantages of ICT
- Current trends in the ICT industry
- Activity: The importance and challenge of ICT in various industries

## Key Areas of Growth in the Next 10 Years

- 5G Networks/Artificial Intelligence (AI) and Machine Learning (ML)/ Autonomous Vehicles /Robotics/Augmented Reality (AR) and Virtual Reality (VR)/Blockchain/ Cybersecurity/ Internet of Things (IoT)/Renewable Energy/Quantum /Cloud Computing
- Activity: Suggest company that has successfully implemented this technology and how could this company optimize this technology in the future?

## Future of ICT and Its Impacts

- The Future of ICT and its potential advancements
- How growth of ICT can impact society and the job market
- How can you best equip yourself for the future?
- Digital leader in the future.
- Soft-skills in demand





## **SALES AND SERVICE**

Simitri believes that business professionals must become trusted advisors to their clients by demonstrating that they are credible, capable, and compatible when interacting with and selling to others. Our Sales & Service programmes help to standardise approaches so that professionals can deliver consistent messages that best represent their companies on a range of platforms and contexts.

# BECOMING A TRUSTED ADVISER

## KEY TOPICS

Being a Trusted Adviser

Being Credible: Making the Right Impact

Being Compatible: Building a Strong Relationship

Being Capable: Delivering Value

Activity: Role Play

## PROGRAMME OVERVIEW

**The Simitri Being a Trusted Adviser** training helps participants build quality, long-term business relationships with key stakeholders. During the training, participants learn how to establish trust, build rapport, uncover needs and gain commitment, ensuring a more profitable, two-way relationship in which both parties' benefit.

By applying the skills explored during the training, participants move from a vendor or supplier role to that of a Trusted Advisor. Additionally, participants learn how to create value for their stakeholders, and deal with challenging people and situations in a credible manner.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the attributes of a Trusted Adviser
- Use a wide range of skills and strategies to build stakeholder relationships
- Uncover the stakeholder's decision-making process
- Gain insight into the different communication styles and how to adapt better
- Identify ways to offer additional value to stakeholders to ensure a lasting partnership



# THE FLOW

## Being a Trusted Advisor

- Being a Trusted Advisor
- Service vs. Trust Based Relationship (and Activity)
- 3 C's: Credible, Compatible, Capable
- Building Your Case Study (Activity)

## Role Play

- Planning, role-play, review and feedback

## Being Credible: Making the Right Impact

- What can you do to create the right perception?
- Defining Credibility
- How can you make the right impact with your stakeholder?

## Being Compatible: Building a Strong Relationship

- Definition of Rapport
- Ways to Build Rapport (and Activity)
- Ways to Build Rapport (understanding the individual, adapting your style, listening, asking questions)

## Understanding the Individual

- The Iceberg Principle
- Needs and Drivers: Rational / Emotional (and Activity)

## Adapting Your Style

- Behaviours & Characteristics of each style
- Adapting your Style (and Activity)

## Being Capable: Delivering Value

- Why does your company exist?
- Adding Value to Stakeholders: Shareholder, Customer & Employee Value
- The Four Levels of Value (and Case Study)
- 3 Rules of Influencing
- Communicating the Value: statement, value, relevance (and Activity)

## Activity: Role Play - Using Your Scenario

- Planning, role-play, review and feedback



# BUSINESS STORYTELLING FOR SALES

## KEY TOPICS

Reflecting on Our Experience

Picture Exercise

Business Storytelling

Creating Your Stories

Essential Elements of a Story

- Characters
- Setting
- Conflict
- Resolution

Engaging Your Audience

Storytelling Practice

## PROGRAMME OVERVIEW

**The Simitri Business Storytelling for Sales** training shows participants why presenters who have the ability to weave stories into their business presentations are more likely to be remembered, believed, and more persuasive. The art of storytelling has been around since the beginning of time. This session identifies the essential elements of a great story and how to embed these elements into business presentations.

Participants will understand why stories are so powerful, and how to make them relevant for any audience. Telling stories is all about practice making perfect and there will be time for participants to do so within the session. At the end of the session, participants will be convinced that they can easily create memorable stories; they will know how to construct, refine, and use them to engage their audience in all future presentations.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand why the telling of stories perfectly aligns with all types of audiences
- Realise that everyone can tell stories, especially in business situations
- Be able to create powerful stories during the session and in all future business presentations



# THE FLOW

## Opening

- Discussion: What do you not like about other people's presentations? What do you like about great presentations?

## Picture Exercise

- Setup, Activity, Debrief

## Business Storytelling

- Brief History of Storytelling
- Favourite story growing up / Stories in everyday life
- The Power of Stories
- Video and Debrief: Storytelling - What works
- How we can apply the Power of Stories

## Creating your Stories

- Discussion: How can we apply the power of stories ?
- Finding Your Story: Identifying a Topic (sharing ideas in chat)
- Draft ideas for your Story (and Activity)
- The Elements of a Story: Characters, Setting, Conflict, Resolution (and Activity)

## Engaging your Audience

- Engaging hearts and minds
- Defining your Objectives (Think. Feel, Do) (and Activity)
- Understanding your Audience
- Video and Debrief: Storytelling - What works
- Connecting with the senses (and Activity)
- Ensuring the so what (and Activity)

## Activity: Storytelling Practice

- Practice Telling the Story
- Each person presents with Review & Feedback



# HANDLING CUSTOMER COMPLAINTS

## KEY TOPICS

Handling Customer Complaints

Maintaining the Right Mindset

Making the Right Impact

Structuring the Conversation

Using Proper Phone Etiquette

Managing My Emotions

Managing the Emotions  
of Others

## PROGRAMME OVERVIEW

**The Simitri Handling Customer Complaints** training is a highly interactive course that helps participants to handle customer complaints with skill and confidence. Participants will learn the importance of understanding their customer's needs and providing a level of service that ultimately results in customer loyalty.

Going beyond the basics, this programme draws on role-plays to dive deeply into the difficult situations and difficult customers, regularly faced by the participants. Participants will learn how to maintain a constructive mindset, make a positive impact, structure the conversation in a productive manner and manage their own emotions and the emotions of the customer.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Improve their mindset and ability gain control of challenging situations
- Master the tools and skills needed to handle customer complaints and influence positive outcomes
- Reduce the risk of losing customers through poor service
- Create sales opportunities by delivering a higher quality of service
- Improve team communication by using a common approach when delivering customer service





# THE FLOW

## Handling Customer Complaints

- Difficult Situation vs. Difficult People
- Types of Complaints (situations vs. people)
- Adapting Your Approach: Ignore, Accommodate, Confront, Collaborate

## Maintaining the Right Mindset

- Importance of Mindset
- Industry Examples
- Keeping the Right Mindset: Identify your sphere of influence
- Responsibility, Accountability, Ownership

## Making the Right Impact

- 3 Words we want our clients to use to describe us
- 5 Observable Attributes (Words, Voice, Body Language & Actions)
- Activity: Applying the Attributes

## Structuring the Conversation

- The Ideal Structure: Open, Explore, Confirm, Propose, Close
  - Open: Positive Note
  - Explore: Asking Questions
  - Confirm: Summarising key Points
  - Propose: Value based messaging
  - Closing: Presenting Next Steps / Possible Next Steps
- Activity: Mini-Role-Play

## Using Proper Phone Etiquette

- Voice Exercise (Pace, Pause and Tone)
- Active Listening: Summarising, Rephrasing & Reflecting

## Managing My Emotions

- Emotional Self-Control
- Hot buttons and Catalysts
- Be FAIR (Feelings, Actions, Impact, Results) / Distract & Dispute) (and Activity)

## Managing The Emotions of Others

- Demonstrating Empathy (Relationship focused)
- Controlling the Conversation (Outcome focused)



# HARNESSING SOCIAL MEDIA

## KEY TOPICS

The Evolution of Social Media

Social Media Overview

Reaching Out with  
Social Media

Engaging with Social Media

Social Media

Marketing Challenges

The Future of Social Media

## PROGRAMME OVERVIEW

**The Simitri Harnessing Social Media** training provides sales, marketing, corporate communication, and support functions with an understanding of how social media can be used to engage clients, customers, and stakeholders. In only a few short years, the rise of social media has created a fundamental shift in behaviour. Social media is changing the way people gather information, make decisions, and share opinions.

To help tackle the opportunity and challenge of social media, this course is designed to give participants a fundamental understanding of social media and how businesses can harness its power for brand promotion, success on popular social media platforms, and audience engagement.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a clear understanding of social media types and why it is impossible to ignore it as a powerful marketing force
- Learn how social media profiling can maximise business
- Use engagement strategies to increase communication, engagement, and loyalty of key stakeholders



# THE FLOW

## The Social Media Revolution

- Defining social media
- Activity: What was lifelike before social media?
- The attraction of social media
- Activity: Why do you use social media?
- What companies are embracing social media?

## Social Media Overview

- Types of social media
- Activity: Marketing opportunities with different types of social media
- Social media profiling
- Activity: What is your social media profile?
- Activity : Profiling the people in your market

## Reaching Out with Social Media

- Activity: Reaching the people in your market
- Leveraging the tools: A case study

## Engaging with Social Media

- Difference between reach and engagement
- Engaging the customer
- Listen & talk

## Social Media Marketing Challenges

- Social media in your company
- Success through Facebook and YouTube
- Facebook's newsfeed algorithm
- Engaging the Customer
- Activity : Generating word of mouth

## The Future

- How to evaluate the next social media tool
- Trend predictions
- Activity: The future of social media



# MANAGING YOUR SALES PIPELINE

## KEY TOPICS

The Sales Pipeline

Prospecting for Clients

Promoting Your Products &  
Services

Securing Appointments

Qualifying Opportunities

Sales Meetings

Managing the Sales Process

Client Protection

Pruning Unwanted Clients

## PROGRAMME OVERVIEW

**The Simitri Managing Your Sales Pipeline** training helps professionals take a project management approach to business development. Professionals relate well to this approach as it provides a disciplined focus on the activities required for successful fee generation.

There are some basic principles that are key to the Simitri model. There is nearly always a time lag between carrying out business development activity and generating fee-earning work. Not all activities will result in fee-earning work. Results cannot be guaranteed. Business development activities can be managed and monitored. The pipeline of any company must be continually fed to avoid peaks and troughs in its performance. Ultimately, fee income is a symptom of pipeline activity.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Have a method and criteria to qualify the right prospects using triggers and filters
- Understand that the aim of marketing is to get your audience to want to talk to you
- Develop contact marketing strategies
- Effectively make first contact to secure the initial client meeting
- Use new tools and tactics to manage and convert a prospect into a client



# THE FLOW

## The Sales Pipeline

- Discussion: How do you identify new leads? What challenges do you face?
- Filling the Sales Pipeline
- Farming vs Hunting

## Prospecting for Clients

- Know the Past to Create New Opportunities
- Conduct and historical analysis (and Activity)
- Current Typical Accounts (Roles/business challenges)
- Expand your footprint (LOB, KPI, Challenges, Goals)
- Value Selling Needs Analysis (and Activity)

## Hunting: What do you say on a Prospecting Call?

- Who like making calls? What is the aim of the call?
- Prospecting Calls (Plus Example)
- Activity: Handling of Typical Responses

## Qualifying the need: What does the prospect need?

- Activity: What criterion do you use to qualify leads?
- Questions to Qualify Prospect (and Activity)
- Sample Questions to Ask (and Activity)

## Positioning: How do I convey a compelling value proposition?

- What is the purpose of a Value Proposition?
- Value Statement Framework (Situation, Impact, Actions & Solution, Outcome, Differentiation)
- Value Proposition: What makes this a good Value Proposition?
- Activity: Value Statement

## Close: How do I seal the deal?

- Discussion: Who finds it hard to close a deal? What is challenging about it?
- Closing is the Next (and final) Step
- Seeking the Final Commitment (Direct, Alternative, indirect)
- Role-play: Presenting Pricing



# MARKETING FUNDAMENTALS

## KEY TOPICS

Introduction to Marketing

Seeing the Big Picture

Understanding the current:

- Environment
- Market & Business
- Competition

Knowing the Customer

Creating the Best Value

Structuring the Value Proposition

Building the Total Customer Experience

Embracing Change Through Innovation

## PROGRAMME OVERVIEW

In today's business world, marketing is central to creating and delivering value, both to the organisation and to the customer. It impacts all aspects of a business by shaping and directing the perceptions of the corporate brand, the product/service, the customer loyalty and the overall corporate strategy.

**The Simitri Marketing Fundamentals training** gives participants an overview of contemporary marketing. The training fosters a customer-oriented, value enhancing and innovative marketing mindset. It will also give participants an understanding of the company vision, mission and values so that they can understand how their individual day-to-day contribution fits within the bigger picture.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the basic principles of marketing
- Gain an insight into strategic marketing (thinking and planning).
- Learn how strategic marketing initiatives are implemented in an efficient and effective manner.
- Discover how to create the best possible value for the customer.
- Be inspired to become “creative and innovative marketers”



# THE FLOW

## What Do We Do In Marketing?

- Various definitions of marketing
- Marketing's function in a company
- Activity: Companies good at marketing

## Seeing the Big Picture

- Corporate Strategy Pyramid (Vision, Mission, Values, Goals, Strategy, Actions) (incl. Industry Examples)
- Activity: Our Corporate Pyramid

## Where are we now?

- Understanding Our Environment (and Activity)

## Where are we now? (Market & Business)

- Market Analysis (PESTLE Checklist) (and Activity)
- SWOT Analysis (and Activity)

## Where are we now? (Competition)

- Industry Examples
- Competitive Analysis (POP vs. POD) (and Activity)

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## Know Your Customer

- Uncovering consumer insight (and Activity)
- Customer Profiling (and Activity)
- Different levels of customer needs
- Activity: Addressing different customer needs

## Create the best possible value

- What is Value?
- Value Proposition (and Activity)

## Value Proposition: Structuring the Message

- Components of the message (and Activity)

## Think Total Customer Experience

- What is Customer Experience?
- Marketing Mix vs. Customer Experience
- Creating value at every touchpoint
- Activity: Designing a customer experience

## Embrace change through Innovation

- Forces that changed the way marketing react
- The power of asking "What if?"



# PITCHING TO WIN

## KEY TOPICS

Pitching to Win

Step 1: Understanding the Opportunity

Step 2: Understanding the Client

Step 3: Understanding the Competition

Step 4: Defining Your Objectives

Step 5: Identifying the '3 Things'

Step 6: Developing the Presentation

Step 7: The Rehearsal

Step 8: The Big Day

Step 9: The Follow Through

## PROGRAMME OVERVIEW

**The Simitri Pitching to Win** training is a powerful course that helps sales individuals create and deliver more powerful sales pitches.

Participants will learn how to create extremely persuasive content and then understand how to connect with their audience at an emotional level to drive positive outcome. Powerful messaging techniques are explored to ensure value-driven relevant presentations, and each participant received individual feedback to assist them in creating more powerful, simple, memorable and differentiated messaging.

During the training, participants film themselves presenting and send to the facilitator for feedback and review. The training involves the content plus small team coaching exercises. In the final section participant filming a full persuasive pitch then receiving feedback and critique to drive ongoing superior performance.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand how to garner critical audience insight
- Develop messages that are persuasive, tailored and outcome focused
- Elevate their communication delivery skills through highly tailored powerful coaching sessions





# THE FLOW

## Pitching to Win

- Activity: What does your team do well? What can they do better?
- Pitching is not about....
- Simitri Pitch Process / The Winning Pitch Planner

## Step 1: Understanding the Opportunity

- 5 Key Questions (and Activity)

## Step 2: Understanding the Client

- The Company, The Pitch Panel, The Individual
- The Company (and Activity)
- The Pitch Panel (and Activity)
- The Individual: Decision Making Process (and Activity)

## Step 3: Understanding the Competition

- Strength / Weakness Analysis (and Activity)

## Step 4: Defining Your Objectives

- What is the objective of the pitch presentation?
- A Strategic approach / Defining your objectives

## Step 5: Identifying the '3 Things'

- What do you want them to remember?
- Creating the value
- Key requirement for evidence (and Activity)

## Step 6: Developing the Presentation

- 3 Stages of a Pitch Presentation
- Pitch Presentation Structure (and Activity)
- Pitch Practice Presentation (Review & Debrief)

## Step 7: The Rehearsal

- Tips and hints

## Step 8: The Big Day

- Option 1: Three words / 5 Observable Attributes
- Option 2: Three best practices for success

## Step 9: The Follow Through

- Identifying Next Steps



# SELLING IN A VIRTUAL ENVIRONMENT

## KEY TOPICS

Overcoming the Challenges

Conducting a Virtual  
Sales Conversation

Engage Your Audience  
during a Virtual Meeting

Building Rapport:  
Positioning the Meeting

Ascertain and Confirm

Seek (Gaining Commitment  
and Closing)

## PROGRAMME OVERVIEW

**The Simitri Selling in a Virtual Environment** programme is designed to improve sales techniques in the virtual environment.

During the training, participants move towards a consultative selling mindset (BRACES), demonstrates the power of relationship quality, unlocks the key to building trust more quickly, as well as showing participants how to use the virtual tools to aid effective communication.

The programme also delves into the core communication needed to deliver BRACES effectively and shows participants how to drive powerful value-driven persuasive messaging and overcome any resistance the customer may offer.

The training has a number of role-plays where participant practice the relevant skills and receive feedback from their peers and the facilitator.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand how to make virtual meeting more effective
- Build significantly more powerful relationships remotely
- Realise the power of the BRACES process
- Improve persuasiveness and meeting outcome



# THE FLOW

## Opening

- Discussion: Virtual Meetings and Presentations: What are some of the challenges you have faced in the past?
- Consultative selling is not about / is about...
- Building Your Case Study

## Conducting a Virtual Sales Conversation

- Discussion: How would you define a successful virtual sales meeting?
- A Successful Sales Meeting
- Sales Meeting Flow (Activity)
- The Virtual Sales Meeting: BRACES Process

## Engage Your Audience During a Virtual Meeting

- Tip 1: Prepare Technology (and Activity)
- Tip 2: Slow Down And Pause (Components Of Voice)
- Tip 3: Use The Video (and Activity)
- Tip 4: Use Virtual Tools
- Connecting Virtually Is All About (What / How)

## Building Rapport: Positioning the Meeting

- Ways to Build Rapport Virtually
- Ways to Destroy / Build Rapport (and Activity)
- Positioning the Meeting (what, why, how, outcome)
- Activity: Your Scenario

## Ascertain and Confirm

- Discussion: What do you want to 'ascertain' from the customer?
- Topics to Explore (and Activity)
- How Customers Choose (rational vs. emotional drivers)
- Activity: Your Scenario

## Seek (Gaining Commitment and Closing)

- Discussion: what is your objective at the end of every sales meeting?
- Moving the Conversation Forward (and Activity)
- Motivating customer Commitment
- Activity: What commitments can you ask for...?
- Closing the Meeting
- Activity: Your Scenario



# THE PERFECT SALES MEETING [CONSULTATIVE SELLING]

## KEY TOPICS

Contrast the Perfect Meeting vs typical Sales Meetings

Stage 1: Building Rapport

- How to accelerate the building of trust

Stage 2: Discussion

- Active Listening Skills
- The 6 Truly Open-Ended questions

Stage 3: Persuasive Messaging

- Creating real value

Stage 4: Handling Resistance

- Why people resist

Stage 5: The Close

## PROGRAMME OVERVIEW

**The Simitri The Perfect Sales Meeting** training helps participants restructure existing sales meetings into a simple process that drives significant improvement in relationship levels, trust and delivers real value in terms of products, services or solutions.

By reversing the typical order of a meeting, and using core skills that can drive a conversation, participants will uncover the secrets of value-driven selling, find they have less resistance and objections, and shorten sales cycles.

The training focuses on how salespeople can deliver extremely tailored, value driven messaging, differentiate themselves from the competition, rely less on price-only conversations and deepen long-term relationships.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand how to deepen relationships and build trust faster
- Structure meeting conversations in a much more efficient manner
- Uncover the customer's pain points and position value in their solutions
- Significantly improve core communication skills
- Drive more successful business outcome



# THE FLOW

## Opening

- Discussion: What are your biggest challenges when running a sales meeting?
- Consultative selling is not about / is about...
- Building your case study

## Stage 1 – Building Rapport

- Ways to Build Rapport Virtually
- Ways to Destroy / Build Rapport
- Positioning the Meeting (what, why, how, outcome)
- Activity: Your Scenario

## Stage 2 - Active Listening & Asking Questions

- Discussion: Listening in meetings
- Active Listening (and Activity)
- The 6 Truly Open-Ended questions
- Activity: Your Scenario

## Stage 3 – Persuasive Messaging

- Activity: 3 Rules of Persuasion
- Persuasive Message: Statement, Value, Evidence
- Creating the Value
- Activity: Your Scenario

## Stage 4 – Handle Resistance

- Discussion: Why customers resist? (rational and emotional)
- Handling Resistance (4 Steps)
- Activity: Your Scenario

## Stage 5 – The Close

- What is your objective at the end of every sales meeting?
- Moving the Conversation Forward
- Activity: What commitments can you ask for...?
- Closing the Meeting
- Activity: Your Scenario





## **COMPLIANCE**

Compliance is the act of complying with the rules, regulations, or standards relevant to your business and industry. In business, compliance is essential. With a compliance program in place, you can avoid negative exposure.

There are highly customised programmes to meet specific needs.

# LEADING CONDUCT THROUGH ENGAGEMENT

## KEY TOPICS

### Company Culture and Conduct

- Individual Accountability
- Principles and Standards

### Applying the Business Code of Conduct

- Listen-Discuss-Observe-Act

### Employee Engagement

- Dialogue to Gain Understanding
- Preconditions for a Productive Dialogue

### Continuous Improvement

### Action Planning

## PROGRAMME OVERVIEW

**The Simitri Leading Conduct through Engagement** training is a highly interactive session providing participants with a good understanding of the components that work together to drive a healthy and positive workplace culture, as well as structured discussion on how to apply the code of conduct in the case studies. The participants will also learn when they need to engage in productive dialogues to gain deeper understanding of people's perspectives towards grey areas and how to achieve that.

A code of conduct is a set of regulations and guidelines that both employees and employers are expected to follow. These rules explain how employees interact with one another at work. It defines and demonstrates organisational core values, establishes behavioural guidelines, promote law adherence, boost employee morale and measure employee success.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Gain a comprehensive understanding of the behaviours that are expected by all employees
- Examine the status quo and the opportunities to enhance the knowledge and connection between everyone
- Develop skills that will enable greater engagement through supportive discussions



# THE FLOW

## Company Culture and Conduct

- Positive Culture = Positive Behaviour
- Activity: What are we doing well to promote a healthy culture? What could we do even better?
- Individual Accountability
- Principles and Standards: Our Code of Conduct

## Applying the Business Code of Conduct

- How to Apply our Code of Conduct: Listen-Discuss-Observe- Act
- Activity: What would you do... (Scenario and instructions)
- Listen and Discuss (Activity)

## Applying the Code of Conduct

- Picking Up on the Subtle
- Observing
- Taking Action
- Considerations (Activity)
- Escalating (Activity)

## Employee Engagement

- What would you do? (Activity)
- Dialogue to Gain Understanding
- Preconditions for a Productive Dialogue
- Two-way Dialogue: Planning
- Two-way Dialogue: The Discussion

## Action Planning

- Taking it back to My Team





# PRIVACY & PERSONAL DATA PROTECTION (SINGAPORE)

## KEY TOPICS

Evolution of the ACT and Applicability

Provisions: Accountability & Collection of Data

- Notification
- Consent
- Purpose Limitations

Provision: Care of Personal Data & Individual Autonomy

- Accuracy
- Protection
- Retention

Provision: Transfer Limitations

- Access, Correction & Obligation
- Data Breach Notification
- Data Portability

Provisions: Do Not Call

- Do Not Call Provisions

Social Media @ Work

- Keeping personal data personal

## PROGRAMME OVERVIEW

**The Simitri Personal Data Protection Act (PDPA)** training is designed to educate individuals and organizations on how to properly handle personal data to protect the privacy of individuals. PDPA training ensures that individuals and organizations are aware of their legal obligations under the PDPA and are compliant with the law.

Protection of Personal Data: PDPA training teaches individuals and organizations how to properly handle, store, and process personal data to protect the privacy of individuals.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Participants will understand the history and relevance for the PDPA
- Helps individuals and organizations identify potential risks and vulnerabilities in their data handling processes and implement measures to mitigate those risks.
- Improved Data Quality: By ensuring that personal data is accurate, complete, and up-to-date, organizations can improve the quality of their data, which can lead to better decision-making and business outcomes.
- Reduced Costs: By implementing proper data protection measures, organizations can reduce the costs associated with data breaches, legal disputes, and reputational damage.



# THE FLOW

## Singapore Privacy and Personal Data Protection Overview

- The Evolution of Global Data Protection and Privacy Laws
- Privacy Laws Asia
- Singapore's PDPA
- The Act and its Applicability
- Who Is Governed by PDPA?

## Provisions Accountability and Collection of Data

- The Provisions and Accountability
- What are the practical responsibilities of the DPO?
- PD Provisions – Collection of Personal Data
  - Notification
  - Consent
  - Purpose Limitations

## Test Your Knowledge

## Provisions Care of Personal Data & Individual Autonomy

- The Provisions
- PD Provisions - Care of Personal Data
  - Accuracy
  - Protection
  - Retention
  - Transfer Limitation
- PD Provisions – Individual Autonomy
  - Access, Correction & Obligation
  - Data Breach Notification
  - Data Portability
- Creating the 'real' value (whiteboard)

## Provisions Do Not Call

- Do Not Call Provisions
- Test Your Knowledge
- **Social Media @ Work**
  - Defining Social Media
  - 5 Reasons Why People Use Social Media
  - Why Social Media Marketing Is So Attractive
  - Is Social Media for Everybody?
  - What Not To Post (Stop and Think)
  - The Ripple Effect



# RISK IN BUSINESS

## KEY TOPICS

Risk Awareness

Risk Appreciation

Principles of Effective  
Risk Management

- Operational Risk
- Project Risk

Risk Management Cycle Overview

- Identification and Description
- Measurement  
and Assessment
- Planning and Mitigation
- Monitoring, Communication  
and Reporting

## PROGRAMME OVERVIEW

**The Simitri Risk in Business** training is a highly interactive session providing participants with a good understanding of the process of risk management and the expected results from a successful risk management culture. The participants will learn how to define the elements of a risk management framework and choose the elements to implement in their own responsibilities.

Operational Risk is defined broadly as a causal risk due to inadequate or failed internal process, people and systems or from an external event. Project Risk is defined as an event or condition that could affect the outcome. These risk underline many other risks, regulatory and reputation risks, which are fundamental to a successful business model.

Understand how to identify, capture and report possible risk events, how to prioritise risks based on likelihood and impact of the event, analyse the most appropriate mitigating action and why early communication is important in the risk management cycle.

## BENEFITS FOR PARTICIPANTS

**By completing this training, participants will:**

- Understand the different types of risk encountered in the workplace
- Learn to apply risk management principles in their day-to-day activities
- Identify and describe potential operational and project risk
- Monitor and Manage risk
- Collaborate and communicate risk effectively



# THE FLOW

## Risk Awareness

- Discussion: The Risk we face daily (financial & non -financial)
- Operational Risk in the Workplace
- Project Risk, Issues versus Risk
- Inherent Risk versus Residual Risk

## Risk Appreciation

- Discussion: Value – Risk and Return
- Value and contribution of Risk Management (RM)
- The Risk management Cycle

## Approaches to Risk Management

- Avoid, Reduce, Transfer, Accept
- The Swiss Cheese Method
- Roles and responsibilities

## Principles of Effective Risk

- Risk Management Cycle Overview
- Build the Risk Registry
- Operational and Project Registries

## Clarifying the Risk

- Discussion: What potential issues do you have? Are you asking the right questions?
- Listening skills & Asking Questions (and Activity)
- Five W's Model (and Activity)

## Measurement and Assessment

- Not all Risk are created equal.
- Likelihood and Impact Assessment Tool
- Developing Priority Risk Response (and Activity)

## Risk Planning and Mitigation

- Risk Mitigation
- Risk Owners, Map the Risk to the Function (and Activity)

## Risk Monitoring

- Project Monitoring (and Activity)

## Conflict Resolution

- Challenges
- Invite the Other Parties Solution
- Adapt your Approach (and Activity)





## Changing Behaviour, Driving Results

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