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Leadership Skills

Audience: New Supervisors, Team Leaders and Managers

Course Duration: 2 Day Max Attendees: 20 Delegates

Training Course Description

Good leaders have strong values, defined goals and clear plans to achieve those goals however they are pragmatic and embrace the change. Their flexible approach allows them to change their strategy and even beliefs to deal with different situation and unexpected developments especially in times of crisis. They are good problem solvers and encourage creativity, confidence and determination in their staff to overcome setbacks and problems.

Although skills are an important part of making a strong leader, it is the behaviour that often marks a successful leader. Great leaders show integrity, enthusiasm, determination, confidence and wisdom. They understand people's needs and group characteristics. They appreciate hard work and reward it accordingly.

Topics Covered

- Goal Orientated Thinking
- Strategy
- Centre of the Network
- Influence
- Motivation and Questioning Techniques
- Developing People
- Leadership Styles
- Delegation
- Creative Thinking
- Risk and Opportunity Management
- Action Plan



By the end of this course you will be able to:

- Lead your team and achieve results
- Understand the relationship between stakeholders, clients, team members and you
- Influence people in the right direction
- Communicate effectively with team members
- Coach and develop your team so that they operate at their peak
- Think strategically and align your team with company's mission
- Achieve results through people



Getting the most from people and organisations requires strong leadership skills. As products and services become more complex and the role of knowledge workers becomes more critical in the success of an organisation, it is essential to know how to lead and how to motivate.

Great leaders are known for their strong vision, the care they offer for their team, sheer passion for their cause and the tremendous support they provide to help people grow and become better at what they do.

This course covers a variety of topics on leadership and communication skills. It is ideal for those who have had some experience in managing or supervising people and want to improve their skills further. The course follows from Leadership Skills and it is assumed that delegates are already familiar with the concepts discussed in that course.

Topics Covered: • Managing Your Team's Aspirations • Systematic Planning • Giving a Speech • Crisis Management • Managing People • Forgiving People • Delegation Skills

By the end of this course you will be able to:

- Understand your team's aspirations and set goals in a way to get them more committed and motivated to achieve these goals
- Systematically plan using the 5-steps planning technique to improve your brainstorming and problem solving meetings
- Improve your speech and public speaking to express your vision more effectively to your team, clients and stakeholders
- Analyse risks, draw contingency plans to prepare for a crisis and manage it as it unfolds
- Improve your communication skills to provide better feedback, reduce misunderstandings and help people grow and become more productive
- Overcome your fears and discomfort in forgiving people and learn how to forgive using a proven step-by-step technique
- Delegate at the right level to the right people while formulating your request in a way that motivates people and get the most from them

Communication Skills

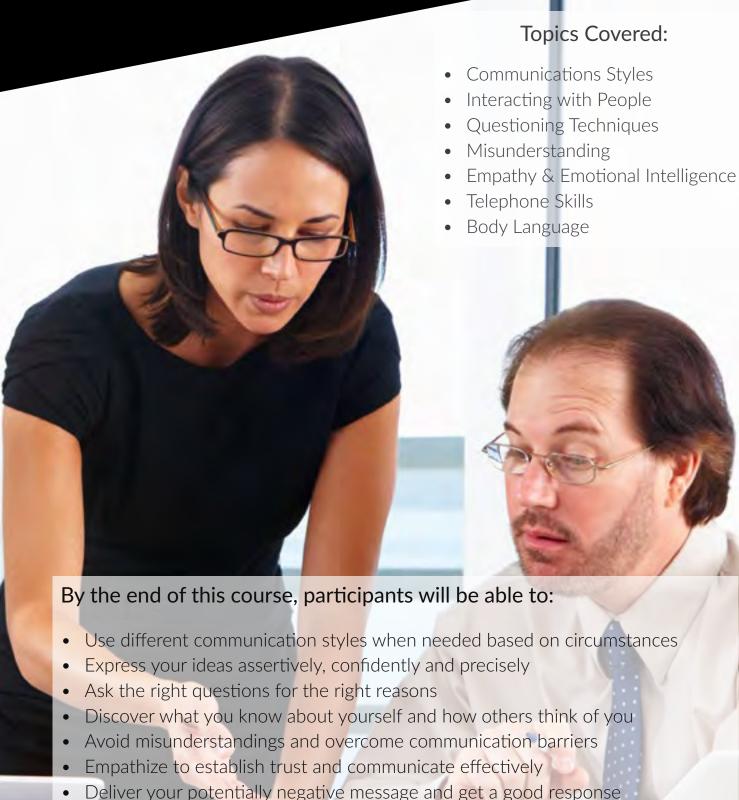
1-Day Course Packed With Easy To Use Techniques for Effective Communication



Training Course Description

As social entities, we spend a lot of time and effort in communication with others. Mastering the art of communication increases our chances of success in both professional and personal lives. Any performance improvement here will directly lead to benefits for your team, your job and your personal life. Communication skills can be learned and mastered through persistent practice.

The Communication Skills Training offered by Luxury Academy focuses on core concepts vital to successful communication such as Styles of Communication, Effective Listening and Questioning Skills, Assertiveness, Empathy and more. To master communication skills, extensive interactive and hands-on exercises are provided during the training course which encourage learning and increase the delegates' confidence.



Read and interpret body language and gestures while communicating with others

Change Management

1-Day Course on Planning for Change, Motivating, Persuading and Responding to Potential Resistance

Audience: All Levels of Staff Course Duration: 1 Day

Max Attendees: 20 Delegates

Training Course Description

The world is changing and is changing faster than ever before. Our technological progress is affecting every area of our lives and as a result of that, the markets are changing quickly too. Organisations that want to remain competitive in this ever changing market need to be one step ahead of the change or risk losing out to those who do.

Going through change can be quite costly, but it is a necessary part of progressing forward. People in charge of a change management progress must consider a variety of areas such as organisational change, persuasion, how to communicate the need for change, how to gain momentum, how to overcome resistance to change and how to deal with powerful resisting stakeholders to succeed.

Topics Covered: • How Change Affects People • How Organisational Change Works Managing Resistance How to Manage Change Mentoring, Coaching and Motivating Management Tools

By the end of this course the delegates will be able to:

- Understand why some organisations fail in change management
- Understand how people handle change and why their reactions matter
- Plan stages of a change process and increase the likelihood of success by adhering to proven principles of change management
- Understand why people are afraid of change and use behavioural techniques to overcome their resistance to change
- Identify skill gaps and required infrastructural changes through a structured approach
- Evaluate people's performance and use coaching and mentoring to motivate them towards change
- Use various tools to identify which areas you need to focus on the most and brainstorm ideas on how to move the change process forward



Audience: All Levels of Staff Course Duration: 1 Day

Max Attendees: 20 Delegates

Training Course Description

Making the move to a supervisory role can be demanding and somewhat daunting. For most people, the required skills for supervising others do not come naturally which means they need to learn and apply this new skill systematically.

In addition, many of those people who find themselves in a position where they are responsible in tasking others, don't realise they are now in a supervisory role. Without formal training, most people would simply copy their own managers and supervisors and if these managers are poor at interpersonal skills, the new supervisors will end up with a lot of bad habits that they could do without.

The course is suitable for a variety of supervisory situations. Front line managers, shop floor supervisors and office team leaders can all benefit from this course.



By the end of this course the delegates will be able to:

- Approach a supervisory role systematically and confidently by knowing the requirements for success
- Analyse a situation systematically using a proven management technique to identify who and what is affected by it
- Use the 4-step technique to establish rapport with people for effective communication and team building
- Learn by example by examining a number of challenging situations and supervisory case studies
- Choose your leadership style based on your management needs and individual's capability using an established management theory
- Use a framework designed to facilitate counselling and coaching using a variety of interventions
- Carry out performance appraisals and provide support and mentoring using a systematic approach to motivate team members



Training Course Description

Suppose you have been in charge of a team and have been leading them for a while. You have followed management guidelines and tried hard to bring people together to improve communications and truly illustrate the importance of cooperative teamwork.

As a result, the team became better, took on bigger projects and delivered successful results, either in the form of services or generating new products.

However, after a while, you may start to notice that the team is beginning to get ahead of itself. Due to their past success, they start to feel invincible. Their success means they stop listening or observing what is happening around them. They ignore the obvious signals that the market is changing. They are so eager to agree with each other on all accounts that they become afraid of raising their concerns even when they can clearly see a given decision will be disastrous.

The team therefor becomes the victim of its own success. There is only one way to avoid this sad eventuality; a team must be monitored and managed continuously as it matures and as team members' behaviour change based on the team's history, achievements and failures.



Topics Covered:

- What is Groupthink?
- How to Manage Agreement
- How to Empower a Team
- How to Provide Balanced Management
- How to Manage Conflicts
- How to Mediate
- What is Impact Analysis?



By the end of this course you will be able to:

- Control the effect of groupthink to improve decision making, creativity and team efficiency
- Help prevent your team from making the wrong decisions
- Increase people's efficiency by helping them grow and preventing them from falling into a destructive mentality
- Balance contrasting forces influencing your team to keep the team at peak productivity
- Map out a conflict in preparation of a resolution and also use verbal techniques to manage confrontational statements
- Use the 7-Step Mediation Technique to resolve a conflict
- Apply an Impact Analysis systematically using a 5-Step Technique

Project Management

2-Day Course, Includes everything you need To Present a Training Course

Audience: Project Leaders and Team Leaders

Course Duration: 2 Day

Course Level: Intermediate and Advanced

Max Attendees: 20 Delegates

Training Course Description

Many companies are realizing that the traditional project management principles are no longer applicable in today's extremely dynamic and demanding environment. A fixed approach of planning is no longer a good method since it is very difficult to anticipate everything in advance and respond to it in the plan. Instead, more agile planning methods are required to accommodate for changing markets, technology and resources over the course of a typical project.

As a result, new project managers must be systematically thought on best practices and established management techniques. In this course, participants will understand the role of project manager as a broker of information. The emphasis here is on the day-to-day running of a project as opposed to leading a team using emotional skills.

Topics Covered:

- Mission
- Project Planning
- Project Progress Monitoring
- Handling Clients and Stakeholders
- Handling Team Members
- Meaningful Meetings
- Project Close



By the end of this course you will be able to:

- Manage resources of your project
- Monitor the progress of your project against targets
- Use Work Break Down Structures (WBS) to plan a project efficiently
- Handle team members and motivate your team
- Boost creativity systematically
- Manage efficient meetings to increase efficiency
- Maintain rapport
- Manage change to project requirements



Team Building

1 Day Course, Packed with Effective Team Building Methods and Concepts

Audience: All Levels of Staff Course Duration: 1 Day

Max Attendees: 20 Delegates

Training Course Description

Great products and services are made and delivered by great teams. Working in a successful and happy team is extremely satisfying. The cooperative atmosphere, the ease of achieving big results and the sense of significance of belonging to a successful team is very appealing. Working as part of such optimal teams is the dream of any individual and organisation.





This course focuses on transforming a group of people to a team of motivated individuals who work smoothly towards a common goal. Delegates are introduced to the concept of Team Roles and explore different ways of recognising and establishing their roles within the team. This knowledge enables team workers to manage their roles and responsibilities in the team and avoid gaps or overlaps in roles.

Topics Covered:

- Ideal Teams
- Team Life Cycle
- Team Roles
- Network Effect
- Emotional Intelligence
- Team Coaching

By the end of this course, participants will be able to:

- Identify how teams progress overtime and how does this impact team members and the leaders' leadership style
- Evaluate a team's balance based on Team Roles and use systematic methods to enhance the efficiency of a team's intercommunications
- Use empathic communication and increase your understanding of emotional skills
- Deliver constructive feedback and praise efficiently while paying attention to both verbal and non-verbal communication
- Discover what you know about yourself and how others think of you



Giving Feedback

1-Day Course on Giving Feedback and Receiving Feedback

Audience: All Levels of Staff

Course Duration: 1 Day

Max Attendees: 20 Delegates

Training Course Description

Most of us interact daily with others in personal or professional settings and often both. The interaction is always subject to the limitation of the medium used for communication such as words, phone, emails, etc. This leads to the possibility of miscommunication as we may not be able to fully express ourselves. On top of this, all humans are susceptible to making mistakes, an inevitable and necessary part of growth.

Hence, the risk of miscommunication together with the possibility of making mistakes leads to a need to provide feedback to others. In addition, feedbacks are very effective in reinforcing certain positive behaviours so people are aware that they are on the right track. This course focuses on important areas on giving and receiving effective and constructive feedback. It contains numerous examples on good and bad feedback so delegates can understand why a statement works and another does not.

Topics Covered:

- What is Feedback?
- Self-Criticism
- How to Give Feedback
- Power of Appreciation
- How to Praise
- How to Criticise Senior People
- How to Receive Feedback

By the end of this course the delegates will be able to:

- Understand the nature and purpose of giving feedback and how miscommunication takes place
- Know when you should give feedback to others and when to reflect and take responsibility yourself
- Deliver constructive feedback with a potential negative message and expect to get a good response with commitment to change
- Take advantage of the incredible power of giving praise to others using established guidelines on showing gratitude
- Use a step-by-step technique to praise and reinforce specific behaviours of others
- Criticise a person in a senior position without jeopardising your own position
- Receive feedback in a way to encourage the other person to give as much information as possible while being able to handle aggressive criticism

Creativity and Innovation

1-Day Course on How to Master the Art of Problem Solving, Decision Making & Creative Thinking

Audience: All Levels of Staff Course Duration: 1 Day

Max Attendees: 20 Delegates

Topics Covered:

- Introduction to Creativity
- Principles of Creativity
- Process of Creativity
- Creativity Techniques

By the end of this course the delegates will be able to:

- Identify principles of creativity, innovation and serendipity to increase your productivity and imagination
- Mind Map to increase your creativity, memory and knowledge capturing productivity

Training Course Description

The recent significant progress in technology has increased our communication and reach and this has made the environment highly competitive. To survive in this competitive market, people need to do everything they can to stand out and win or risk falling to the bottom. It is now clear that those who innovate and use creativity in their roles in just about any job stand to succeed while those who don't use all the resources at their disposal may be overrun by others.

This carefully designed course contains several step-bystep approaches to teach delegates how to increase their creativity. You can't learn creativity unless you practice it. Extensive exercises allow the trainer to guide and monitor the delegates in exercises based on the techniques discussed in the course.

- Approach creativity in a step-by step process and use proven practices to increase your inventiveness
- Use several techniques to quickly create a large number of options and alternative solutions to your problem using a systematic approach
- Use lateral thinking techniques and indirect approaches to increase your creativity
- Find the root cause of problems efficiently using a systematic approach
- Use the Six Thinking Hats technique to increase the efficiency of brainstorming sessions of any kind

Problem Solving

1-Day Course on How to Solve Problems as a Group by Brainstorming, Idea Generation and Collective Decision Making.

Audience: All Levels of Staff

Course Duration: 1 Day

Max Attendees: 20 Delegates

Training Course Description

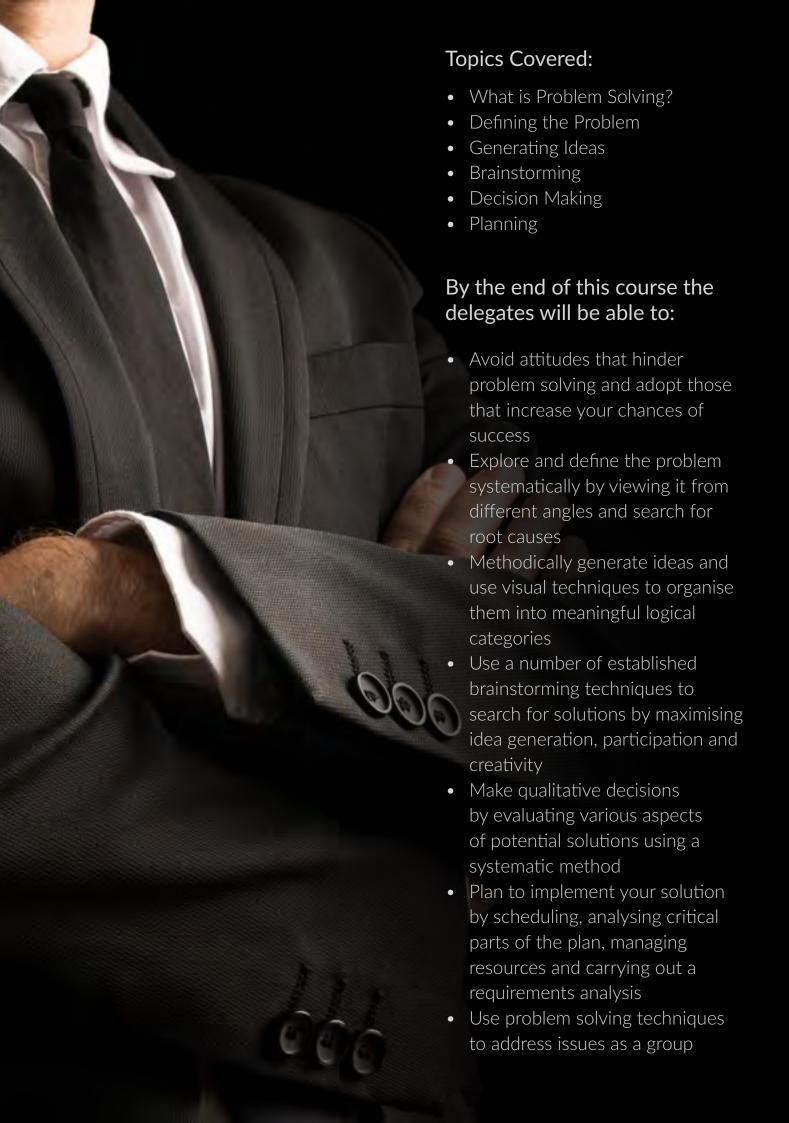
In just about any industry or any role, we are almost constantly involved in solving problems. It is what makes humanity progress forward by constantly searching for better solutions to common problems or new solutions to new problems as our societies become more complex.

As the problems have become more complex, the need to solve problems in a group has increased. Groups now contain a variety of experts looking at a problem in relation to their own respective domains. This course is ideal for groups of people who aim to solve problems collectively together.

The aim of this exercise-driven course is to get the delegate practice these techniques in a simulated environment working on smaller problems. This allows them to learn how these techniques work.

The course is also effective if

delegates are from different departments as they can focus on the details of the techniques and learn from each other's approaches or how various techniques might be used in different areas and situations.





Negotiation Skills

1 Day Course on the Art of Negotiation, Bargaining and Haggling skills

Audience: All Levels of Staff Course Duration: 1 Day

Max Attendees: 20 Delegates



Training Course Description

Negotiation is a skill that we use almost every day. However, negotiation is also one of those skills that everyone learns on the job. From early age, kids learn how to negotiate with their parents over what they want and enhance this skill as they learn from their success. However, as we grow we seem to lose that skill and become less successful in getting exactly what we want. Somehow our perspective changes and we develop bad habits. Unfortunately, most people are not trained systematically on negotiations even though this skill can be quite beneficial to them in both their personal and professional lives.

Topics Covered:

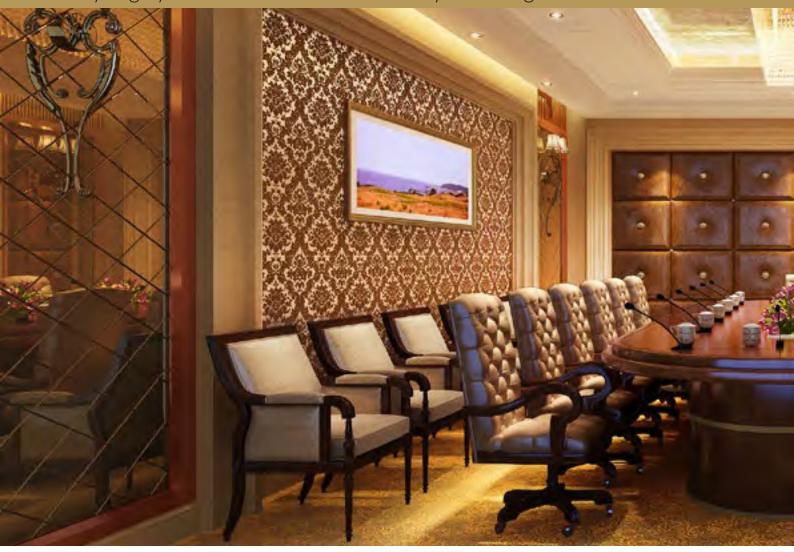
- Introduction to Negotiation
- Negotiation Strategy
- How to Negotiate
- Emotions in Negotiations
- Handling Psychological Tactics in Negotiations

By the end of this course, participants will be able to:

- Understand the underlying principles of negotiation and learn what you can do to get the best outcome
- Use a negotiation strategy that moves you closer to a win/win outcome
- Prepare for negotiation by following a step-by-step approach and set your critical limits
- Use a set of psychological tactics to explore the other side's motives and learn how to respond to tactics used by them
- Derive specific values based on your negotiation variables and use them to bargain systematically over your settlement range
- Finalise the outcome of your negotiation to get exactly what you have asked for

Coaching Skills

1 Day Highly Interactive Course with Many Coaching Practice Sessions



Training Course Description

Coaching is increasingly becoming one of the most sought after and important skills for anyone in a work environment. It is a skill that no manager can live without. The days of direct commands from managers to their employees are long gone. The importance of inspiring and guiding employees to realise their abilities and discover their power and responsibilities can no longer be ignored. This is why any successful company is now deeply interested in formal and informal coaching carried out continuously in the workplace.

Coaching is not limited to managers and team leaders. Coaching skills are essential in helping and inspiring your colleagues, friends and family. This course focuses on the latest proven methods of coaching and covers important topics such as structuring effective communications, successful questioning methods and active listening techniques, the GROW model, human behaviour, motivational conversations, giving feedback or praise and many other relevant topics.

Audience: All Levels of Staff Course Duration: 1 Day Max Attendees: 20 Delegates



By the end of this course, participants will be able to:

• Employ coaching principles in your environment and maximize others' efficiency

How to Give Feedback

- Use the GROW model to coach, question and guide a staff member
- Ask questions to maximise the efficiency of the coaching session, raise awareness and open up new possibilities
- Influence others through understanding basic human needs
- Provide effective feedback to staff members and overcome any potential resistance

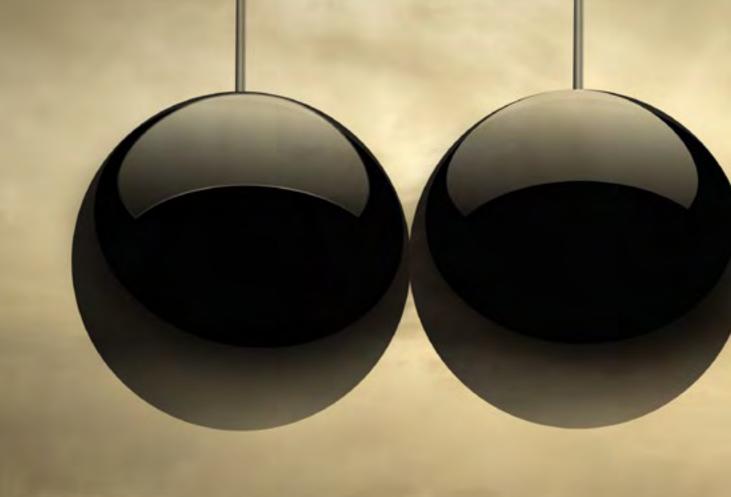
Motivation, Persuasion & Creativity

1-Day Course Covering Three Topics with Many Step-by-Step Guides

Audience: All Levels of Staff

Course Duration: 1 Day

Max Attendees: 20 Delegates



Training Course Description

What is it that we ultimately try to achieve? Our mission statement defines who we are and what we want to do in life to feel fulfilled and happy. Knowing your mission statement deserves a fair amount of time since it will lead to a lot of benefit. Research shows that most people don't have stated missions, let alone written goals.

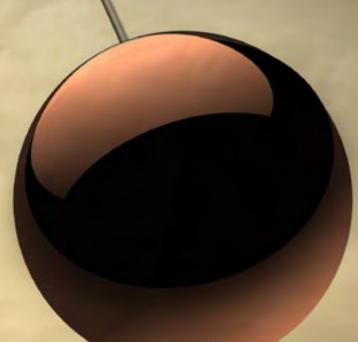
However, in order to know your mission and what you want to do in life, you need to be able to creatively think about it so you can come up with new ideas. Once you have decided what you want to do, you may need to take steps to persuade others to follow suit or ask them to help you out in your mission.

The purpose of this course is to combine these three related fields, motivation, persuasion and creativity and prepare you for your life's journey to achieve what you set about to do. If you have staff that you suspect are bored or don't quite know what they want in life, this course can greatly help them to systematically analyse their life and feel excited about it which will increase their throughput.

This course teaches a set of step-by-step guides and provides tools that delegates can use to increase their knowledge about themselves and others systematically.

Topics Covered:

- Goal Setting
- Motivation
- Persuasion
- Creativity



By the end of this course, participants will be able to:

- Draw up your mission statement and know what you want in life
- Avoid putting aside a task and get it done, finally!
- Use tools and methods to become more creative
- Maintain the correct mentality with long term strategic thinking when interacting with others
- Convince others of your ideas or products comfortably & systematically

Delegation Skills

1-Day Course on How to Delegate to Others and Get More Done



Training Course Description

Time is of essence. We all know that the recent advances in technology have made us far more accessible than before. The newfound productivity in the workplace has put a lot more demand on what we need to produce. It is natural for most people to feel overwhelmed by how much they have to do in the time available. Filtering tasks that are irrelevant and implementing time management techniques can only get you so far. Eventually, the only way to scale up and get more done in this world is by delegating tasks to others.

This course is designed to help participants master the art of delegation by overcoming the fears that prevent people from engaging in this activity and make the process as simple and straightforward as possible. Many people know the benefits of delegation but are afraid to use it. The systematic approach presented in this course, along with the benefits, ideal strategies, do's and don'ts, can help anyone to scale up and become instantly more productive by delegating. This course contains several exercises that help participants examine their own mentality towards delegation and steadily build up their confidence.

By the end of this course the delegates will be able to:

Appreciate the importance of delegating to others as a way to offload work and get more done in your busy life

- Face your fear of delegation and learn to think positively of delegating tasks to others
- Adopt an appropriate strategy to delegate the right task to the right people at the right time and in the right way
- Use a systematic step-by-step approach to brief people on what you want to delegate to them
- Follow a number of important guidelines to monitor the performance of the team member as well as your own performance when delegating
- Coach and empower others to perform at their peak and help them grow while completing a delegated task

Event Management

1 Day Course on Managing an Event, Project Management, Budgeting, Venue Selection and Planning

Topics Covered:

- Managing Events
- Define Your Objectives
- Planning and Budgeting
- Timing and Risk Management
- Venue
- Strategic Planning
- Promoting the Event

Audience: All Levels of Staff

Course Duration: 1 Day

Max Attendees: 20 Delegates

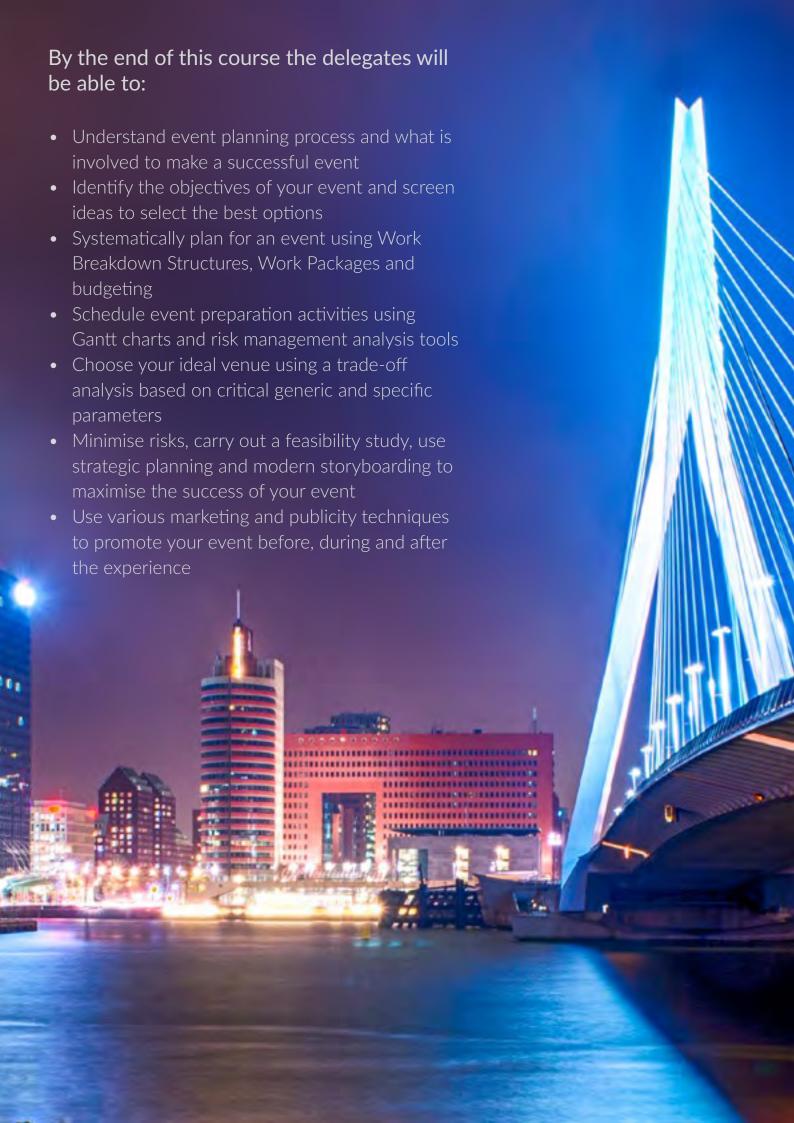


Training Course Description

The event industry is growing rapidly. Today we have more events to attend than ever before. Art galleries, music tours, cultural festivals, sports of all kinds, corporate events, product launches, conferences, exhibitions and so on. The list is endless. This growth has led to a competitive market where each an event is competing for our attention against other events and activities. This competition has put pressure on event organisers to simultaneously produce more elaborate events while cutting the admission and running costs. This requires a systematic event management process while constantly thinking of creative ideas that can make your event stands out from the competition.

The course covers fundamental project management techniques as well as providing useful guidelines and tips on strategic management, handing event operational issues, choosing venues and scheduling. Throughout the course, examples and case studies are provided so delegates can understand the nature and complexity of various parts of event management better. Numerous exercises are also provided to help delegates immediately apply the techniques to a particular event that they plan to manage.

The course is suitable for those who are new to the field or those who have some event management experience, but look forward to a more structured training.



Motivating People

1-Day Course on How to Motivate Your Team or Staff

Audience: All Levels of Staff

Course Duration: 1 Day

Max Attendees: 20 Delegates

Training Course Description

What makes a job interesting? How can you motivate people to do more? How can you keep your team happy? These are the questions that anyone in a leading role asks. What motivates people is a question that has intrigued humanity for a long time.

The course is full of case studies and examples. Many principles are presented along with a report of representative or significant studies that support them. The aim is to help people memorise the practical guidelines in this course using association. The studies also show why the topic on motivation is quite complex. At times, certain established practices on motivating people sound fine until of course a significant study uncovers what really happens when that technique is used; sometimes leading to surprising and very interesting results.

This course is based on the latest research in psychology and sociology and provides useful guidelines to implement the findings from these studies and apply it to people you want to lead and motivate.



Topics Covered:

- What is Motivation About?
- What Are Humans' Needs?
- Accountability and Responsibility
- What Motivates People?
- Types of Rewards
- Thoughts Become Things
- Helping Others Set Goals



By the end of this course the delegates will be able to:

- Understand why motivation matters and how people view motivation when it is applied to them or when they apply it to others
- Use a structured approach to analyse human needs and determine the root causes of people's behaviour
- Use the power of accountability to motivate individuals and learn how to formulate expectations
- Evaluate what motivates people based on a number of established theories on human behaviour and motivation
- Focus on the right type of motivators as opposed to common ineffective rewards
- Use the power of positive thinking to motivate yourself and learn powerful strategies that help you reach your goals
- Use a series of proven strategies to help people set goals and become motivated



