

SOFT SKILLS WORKSHOPS

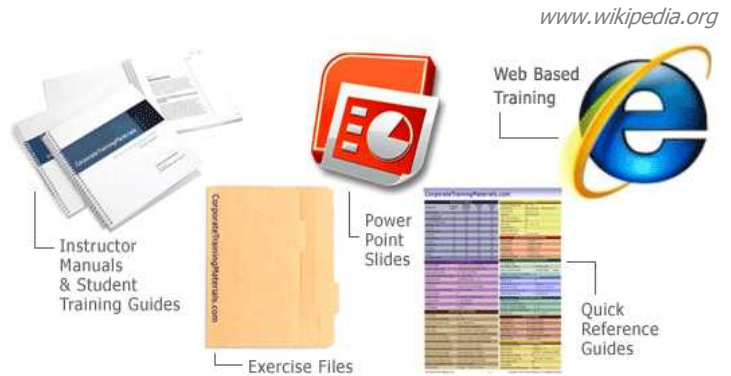
LEADERSHIP

Soft skills is a sociological term relating to a person's "EQ" (Emotional Intelligence Quotient), the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people. Soft skills complement hard skills (part of a person's IQ), which are the occupational requirements of a job and many other activities.

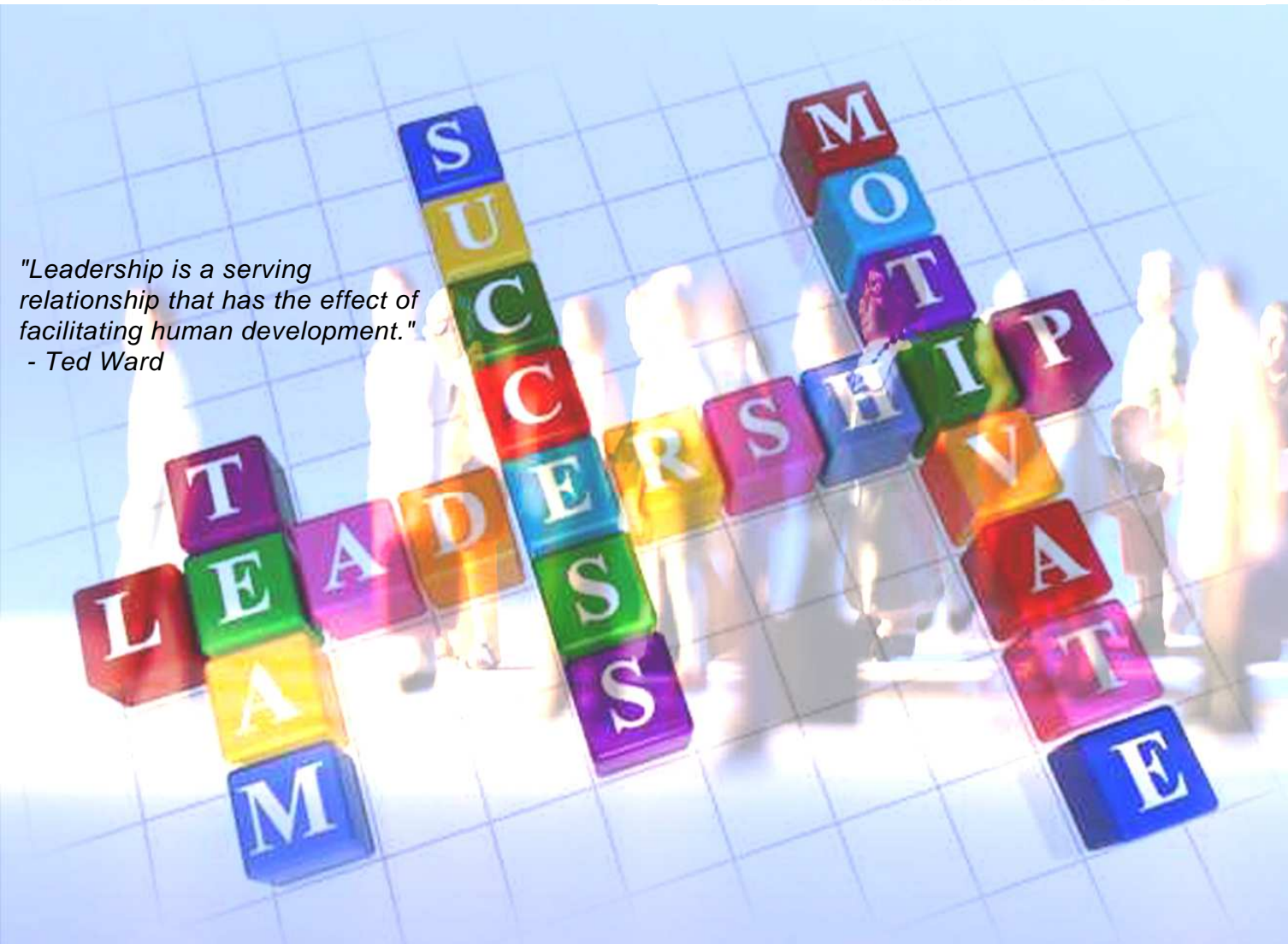
A person's soft skill EQ is an important part of their individual contribution to the success of an organization. Particularly those organizations dealing with customers face-to-face are generally more successful if they train their staff to use these skills. Screening or training for personal habits or traits such as dependability and conscientiousness can yield significant return on investment for an organization. For this reason, soft skills are increasingly sought out by employers in addition to standard qualifications.

GII's holistic approach to talent development includes the following series of two day workshops conducted by professional trainers in an ideal learning environment away from daily office routines.

The workshops include professionally developed supporting materials such as training manual, exercise files, instructor guide, lesson plans, ice breakers, activities, Powerpoint slides, quick reference sheets, & recommended reading lists, plus online training.



"Leadership is a serving relationship that has the effect of facilitating human development."
- Ted Ward



	Description
Change Management	<p>Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted.</p> <p>This workshop will also give you an understanding of how change is implemented and some tools for managing reactions to change.</p>
Coaching and Mentoring	<p>This workshop focuses on how to better coach your employees to higher performance. Coaching is a process of relationship building and setting goals. How well you coach relates directly to how well you are able to foster a great working relationship with your employees through understanding them and strategic goal setting.</p>
Conflict Resolution	<p>Wherever two or more people come together, there is bound to be conflict. This course will give you a six-step process that can be use and modify to resolve conflicts of any size. You will also learn crucial conflict resolution skills, including dealing with anger and using the Agreement Frame.</p>
Facilitation Skills	<p>Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making, facilitation can make any organization make better decisions. This workshop will you an understanding of what facilitation is all about, as well as some tools that can be use to facilitate small meetings.</p>
Human Resources Management	<p>Humans are an organization's greatest assets, without them, everyday business functions could not be completed.</p> <p>This workshop will give you understanding and importance of HR role is really about the people of the organization as well as aspects of legislation, policy, and procedures that involve human resourcing issues.</p>
Leadership and Influence	<p>Leadership is inspiring others to do what needs to be done. Leadership addresses tasks, influence addresses attitudes and awareness. Influence is the soul of leadership. Leadership potential exists within each of us which can be triggered by outside events, or it can be learned by exploring ourselves from within. This training takes the latter approach. Once you learn the techniques of true leadership, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.</p>
Motivating Employees	<p>Employee Motivation is becoming ever more important in the workplace as time goes on, and everyone agrees that a motivated workforce is far more likely to be a successful workforce. There is therefore a challenge for all employers and management in delivering the right balance between a confident, motivated workforce and a workforce which is driven to attain goals. It can be described as a mix between the pleasure of a comfortable working environment and the fear of failure, although in honesty it is more complicated than that equation suggests.</p> <p>This course is designed to show you the way to get the best out of a confident, motivated set of employees, and to show how to motivate that group.</p>
Project Management	
Stress Management	<p>Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress.</p> <p>This workshop will you a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system.</p>
Supervising Others	<p>Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.</p> <p>This workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.</p>