

# The Next Step

TRAINING CURRICULUM

## Gain New Clients

## Expand Existing Clients

## Retain Existing Clients

## Financial Targets

## Goals, Targets & KPI

## Communication Skills

## Learning & Growth

## Quality & Process Improvement

### Communication

1. Speak like a CEO
2. The art & heart of communicating
3. Communicating effectively through office communicating medium
4. Let's Talk: Performance Feedback
5. Conflict Resolution
6. You're Not Listening
7. Business Proposal writing JAZZ: Make your proposals sell

### Quality & Process Improvement

1. 6S- First step towards quality management
2. Lean manufacturing
3. Poka Yoke
4. Shopfloor kaizen breakthrough
5. Business Process Kaizen
6. 7 QC Tools
7. Total Quality Management
8. SPC & MSA for Shopfloor
9. Value Stream Mapping
10. ISO & TS Standards awareness & implementation

### Goal Setting

1. SMART Goals: Steps to Success
2. Personal Goal Setting: Journey to Success
3. The Goal: How-To Version
4. Charting Your Course

### Performance Management

1. Performance Alignment
2. Designing a Balance Scorecard
3. Managing top performance through KPIs & KRAs
4. Care and Candor: Making Performance Appraisals Work
5. Carrot Management: The art of reward & recognition

## Prospecting

- B2B Prospecting Series
1. Determine and Reach Key Decision Makers: Sticking to It
  2. Verify the Decision Maker and Ask for the Business: Develop the Thirst
  3. Listening and Addressing Resistance: Prepare for the Obstacles

## Selling Skills

1. Retail Selling Skills
2. UP! UP! Selling
3. Key Account Management
4. Key Account Selling
5. Cross Selling

## Customer Centric Development

1. Customer Centric Development Program
2. Customer Relationship Management

## Telephone Skills

1. Telephone Courtesy: The Royal Connection

## Budgeting

1. Managing growth and cost control through smart financial budgeting

## Taxation

1. Taxation made easy for managers & executives

## Costing

1. Effective cost control: creating competitive prices

## Leadership

- Leadership Development Series:
1. Leadership & management mindset
  2. Managing people & team
  3. Problem solving & decision making
  4. Effective interviewing skills
  5. Delegation & motivation
  6. Coaching, counselling & mentoring
  7. Performance management
  8. Finance in a nutshell

## Innovation

1. Blue Ocean Strategy
2. The Toyota Way
3. The Long Tail
4. Who Move My Cheese?
5. The Fish! Philosophy

## Selling Skills

1. Consultative Selling
2. Relationship Selling
3. Negotiation Skills
4. Presentation Jazz: Making Your Sales Presentation Sings
5. Sales 2.0
6. Starting In Sales

## Marketing

1. B2B Marketing
2. Sameness Sucks: Differentiation through Branding
3. Marketing Plan Made Easy
4. 18 Marketing Strategies

## Customer Service Skills

1. Customer Is The Boss
  2. The Art & Heart of Customer Service
  3. Exceeding Expectations
  4. Point of Impact
  5. Customer Service For Frontliners
- Customer Service Series:
1. The Royal Treatment
  2. Difficult Customer ALERT

## Finance

1. Learning The Accounting Game: The Basics
2. Finance For Non Finance Personnel
3. Enhance collection Skills
4. How to manage credit risk & reduce bad debts
5. Maximizing your growth through credits

## Training

- Train-The-Trainer Series
1. Adult Learning
  2. Needs Assessment and Objectives
  3. Planning and Designing Making Learning Stick
  4. Evaluation
  5. Presentation Skills
  6. Training with Media

## Teamwork

1. Strategic Team Alignment Retreat (STAR)
2. Teaming for Quality Results
3. Teaming for vision realization
4. Winners make it happen
5. Teaming 2 Win



This is Learnov8's Take The Next Step Training Curriculum which is designed to help business get to the next level. Select the program you want and Call Hilson at 012-572 2763 or email to [info@thelearnov8.com](mailto:info@thelearnov8.com) for more details