

# Virtual Classroom Program – Vol 3

**“Online learning has been shown to increase retention of information, and take less time” – World Economic Forum**

Virtual learning is becoming a vital driver of sustained learning and development activities with predictions that “the training paradigm will change—online training will no longer support physical and classroom training; rather, physical training will be a support for virtual training”<sup>[1]</sup>. PeopleSmart’s latest range of high impact virtual learning offers is here with highly relevant topics and programs.



## Emotionally Intelligent Leadership – development program & skills based on latest neuroscience

### Leading with Emotional Intelligence – development journey of 6 x 90’

Boost essential leadership skills for 2020 and beyond, build critical emotional intelligence behaviours. Comprehensive learning journey for leaders, managers and human capital professionals.

- ✓ Discover emotionally intelligent leadership
- ✓ Emotionally intelligent decision making
- ✓ Create the conditions for empowerment & growth
- ✓ Build your self-awareness and authenticity
- ✓ Building resilience for self and others
- ✓ Includes Genos EI Leadership Assessment

### Motivation with Neuroscience – 90’

Learn how to trigger intrinsic motivation understanding and applying insights into the human brain.



- ✓ Understand and apply neuroscience of motivation
- ✓ CARE model for application with teams and individuals

*‘In leadership developing emotional intelligence makes a big difference to the impact we have on others – how we motivate, inspire and develop those we lead.’ Dr B Palmer, Genos International*

## Tackling the Three Headed Change Monster – Vital skills for leaders and managers in transformations

**3 x 90’ interactive virtual learning sessions** for change leaders and managers building vital skills to lead transformations effectively, with empathy and impact. Individual or as a program learning journey.

### Module 1: Managing Organisational Level Change

- ✓ Understand the main challenges of leading change at organizational level
- ✓ Craft successful change programs with proven frameworks for change management (Kotter, Beer & Nohria)

### Module 2: Managing change in Teams

- ✓ Our Iceberg is Melting – the dynamics in teams during change
- ✓ Effective communication and the balance of empathy

### Module 3: Managing Self Change

- ✓ Lead Change being a role model
- ✓ To make change happen you need to start small – Tiny Habits for change



## Transitioning into Retirement – prepare to take control of the new stage in life

This program provides a transition to retirement process and helps future retirees create a retirement action plan that also benefits the team they leave. **1x 60’ + 4x 90’ learning journey** for 8-12 learners.

- ✓ Understand the unique challenges of this transition and prepare yourself and others around you
- ✓ Growth – strengths & strategies for life long learning
- ✓ Networking & Relationship building skills for continued connectedness
- ✓ Future me! – Build an individual action plan

## New!-PowerUp Speed Learning – 30 ‘virtual power learning + 60’ coaching

Fast paced, highly individualised learning & coaching in small groups, when new strategies for high impact and time for learning are precious. Fundamental insights combined with powerful practice & expert tips.

### PowerUp – Say “No!” – serenely

Establish healthy boundaries whilst maintaining productive relationships with others.

- ✓ Fundamental insights on emotions and empathy & simple structure tool to say ‘No’
- ✓ Manage communication traps & build confidence

*More PowerUps to come soon – watch this space!*



## Mentoring for Women – 12 months' interactive learning journey for Mentors & Mentees

Build up your pipeline of female talent in a cost-effective and sustainable manner.

7 x 90' interactive virtual classrooms with parallel learning paths for both mentors and mentees.

- ✓ **Matching** of Mentees with best fit Mentor
- ✓ **Build internal skills & development** tools.
- ✓ **Parallel development & learning** for Mentors & Mentees
- ✓ **Fast track diversity & inclusion** efforts to real results

## Customer Service Excellence – 7 modules to build skills and mind-sets for staff and team coaches

Cost-effectively boost people-based customer service & front-line coaching capability in your organisation. Build skills & techniques used by award-winning contact centres, practice with own examples. Modules available individual or as a full program.

### 5 Front line Staff Modules (90' each)

- ✓ Mindset
- ✓ Your Voice
- ✓ Advanced Rapport Skills

- ✓ Effective Complaint Handling
- ✓ Generating Business

### 2 Modules for Team & Front-Line Coaches

- ✓ Coaching & Feedback Skills, AHT & CSAT know-how



## Manager Essentials – core skills and tools for confident line management (8-12 learners)

### Delegation for Empowerment – 120'

Create the right environment to grow accountability and empower for more creativity and performance.

- ✓ Understand how empowerment increases impact potential
- ✓ Learn how to use easy 3 factors & 4 requirements tools for powerful delegation

### Making faster Decisions – Purpose and Value based Leadership – 2 x 120'

Enhance sense of direction and create a climate of trust and engagement to deliver results smoothly.

- ✓ Connect a shared purpose with your organization's values.
- ✓ Learn how to deal with difficult decisions and foster business ethics to build trust

## Making an Impact – Growing personal effectiveness and skills for results

### Advanced Negotiation Skills – Get what you want from a negotiation 4 x 90' in depth development program

Nourish and manage relationships with different stakeholders & achieve satisfactory results when stakes are high.

- ✓ Prepare – Stakeholder map and Structure plan
- ✓ Create value & dealing with emotions
- ✓ Set your strategy, objectives and boundaries
- ✓ Negotiation tactics and Execution

Participants use own negotiations to apply tools and concepts & prepare for their individual scenario in the program.

## How you will learn?

Our web-sessions will be delivered using Zoom or your preferred virtual conferencing platform. They focus on learner engagement and transfer and are all interactive and participative, combining different methodologies to accommodate participants' learning styles for highest levels of learning. We use

- Examples and cases from own workplace
- Presentations & feedback from peers and facilitators
- Break-out activities, energizers and videos
- Pre-work tasks & follow-ups to anchor learning

## PeopleSmart trainers – experts with master skills in online-facilitation

Our team of facilitators are *highly experienced* in the design and delivery of virtual learning sessions and understand the fundamental difference between face-to-face and virtual learning. They are all *expertly trained* in handling online learning environments and create the most engaging learner experiences. All our experienced facilitators are *multi-lingual* and we can deliver all learning events in a multitude of languages.

### Investment

90' virtual learning sessions are **965€** (excl. of VAT), 120' sessions are **1195€** (excl. of VAT) and include full session set-up, delivery and production services. Prices for bespoke durations and program packages vary.

Contact us to discuss our offer and to request more detailed session descriptions. Our offering is growing every day.

*Go virtual – PeopleSmart are experts at designing bespoke courses and converting existing learning arrangements into high impact virtual experiences. We can upskill your internal resources to deliver effectively too. Talk to us about a bespoke solution for you!*

