TRAINING X DESIGN

Customised learning solutions

Become more than you are today

TRAINING SOLUTIONS 2015

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Welcome to Training x Design's solutions - 2015

Training x Design lets you design the training solutions that are perfect for your business, and that maximise the performance of your staff.

At Training x Design we offer:
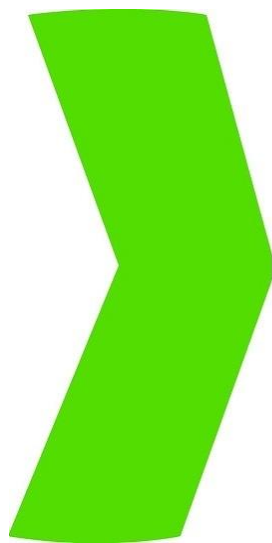
> unique solutions that you design and we deliver

> alignment of learner needs with desired business outcomes

> delivery methods that are right for you and your team

By working with Training x Design, you can expect to see:

> improved staff performance

> increased business results

> higher levels of engagement

> motivation and retention

> empowered, confident, and skilled staff.

Design Your Own:

Create a Customised Learning Solution

The learning solution best for you can be fully customised from our extensive learning outcomes. Select from one or more of our specialised areas to create exactly what you need.

unique solutions
that you design
we deliver

Step 1:   Select from one of our specialist areas

COMMUNICATION ❯

CUSTOMER SERVICE & SALES ❯

LEADERSHIP ❯

TRAINING & DEVELOPMENT ❯

Step 2:   Select your learning outcomes: Communication

COMMUNICATION

- Be Self-Aware
- Adapt to Different Communication Styles
- Build Relationships
- Encourage Conversation
- Overcome Communication Barriers
- Ask Questions
- Communicate Effectively in Conflict
- Influence and Persuade
- Be Assertive
- Deliver Professional Presentations
- Communicate Over the Telephone
- Develop Creativity and Innovation
- Give Effective Feedback
- Identifying Your Communication Style

- Create a Positive Self-Image
- Communicate with Different Generations
- Build Rapport
- Use Body Language
- Active Listening
- Manage Anger
- Use Different Conflict Resolution Styles
- Negotiate Effectively
- Maximise Meetings
- Overcome Nerves
- Communicate in Writing
- Be Sustainable
- Say No

Step 2:   Select your learning outcomes: Customer Service & Sales

CUSTOMER SERVICE & SALES

- Connect With Customers
- Impacts of Customer Service
- Influence Skilfully
- Communicate Effectively with Customers
- Use Body Language Effectively
- Negotiate Skillfully
- Handle Customer Complaints
- Overcome Objections
- Apply Basic Selling Skills
- Build Rapport
- Recommend Solutions
- Use a Range of Approaches to Customers
- Apply the Psychology of Selling

- What is Quality Customer Service
- Be Customer Focused
- Identify Opportunities to Promote Products
- Adapt to Buyer Behaviours
- Apply Customer Retention Strategies
- Deal with Challenging Customers
- Target the Customer Market
- Identify Buying Signals
- Build Customer Relationships
- Analyse Customer Needs
- Close the Sale
- Identify Your Selling Style

Step 2:   Select your learning outcomes: Leadership

LEADERSHIP

- Understand Leadership
- Develop a Personal Vision
- Apply Self Management Techniques
- Using the Situational Leadership Model
- Leading a Team – Achieve a Shared Vision
- Build Team Trust
- Set Performance Goals & Objectives
- Build Employee Engagement
- Delegate Effectively
- Lead Different Generations
- Manage Relationships
- Apply a Critical Thinking Process
- Lead Meetings
- Recognise Reactions to Change
- Use Techniques to Adapt to Change
- Deal with Resistance
- Manage Individual Performance
- Manage Performance Problems
- Define a Performance Management System
- Recognise Staff Performance
- Mentor Effectively
- Coach Through Conflict
- Deliver Difficult Conversations
- Use Creative Thinking Techniques
- Manage Stress
- Manage Diversity
- Develop & Implement Strategic Plans
- Apply Project Management Basics
- Conduct a SWOT Analysis
- Manage Sales Teams
- Promote a Positive Culture
- Mindful Leadership

- Identify Leadership skills
- Develop Emotional Intelligence
- Identify Different Leadership Styles
- Prioritise Tasks
- Develop a Performing Team
- Encourage Creativity in a Team
- Create a Motivational Climate
- Develop Relationships
- Influence Others
- Lead Different Personalities
- Make Decisions
- Lead for Sustainability
- Lead Change
- Recognise Change as Opportunity
- Describe Emotional Change Process
- Manage Team Performance
- Create Performance Development Plans
- Conduct Performance Reviews
- Plan a Performance Appraisal Interview
- Coach Effectively
- Manage Conflict
- Give Effective Feedback
- Manage Performance Counselling
- Implement Creative Ideas
- Deal with Anger
- Overcome Limitations
- Develop a Business Plan
- Build a Creative Environment
- Go from Team Member to Team Leader
- Deal with Difficult Situations
- Manage Customer Service
- Apply Positive Psychology Principles - PERMA

Step 2:   Select your learning outcomes: Training & Development

TRAINING & DEVELOPMENT

- Apply Adult Learning Principles
- Develop Personal Development Plans
- Identify Learner Needs
- Create a Skills Matrix
- Conduct a Training Needs Analysis
- Design a Training Program
- Use the 5 Senses in Learning
- Develop Assessment Tools
- Plan a Training Session – Skills
- Deliver a Skills Session
- Deliver a Training Session – One on One
- Coaching v Mentoring
- Plan & Deliver Coaching
- Facilitate Professionally
- Use Visual Aids
- Give Effective Feedback
- Evaluate & Review Training
- See Change as Essential
- Use Strategies to Accept and Implement Change
- Build a Learning Culture

- Develop Succession Plans
- Training for Sustainability
- Conduct a Job Analysis
- Conduct a Skills Audit
- Develop an Induction Program
- Adapt Training to Learner's Style
- Assess Individual Competency
- Provide On-Job Training
- Plan a Training Session – Knowledge
- Deliver a Knowledge Session
- Deliver a Training Session – Group
- Coaching & Mentoring Skills
- Plan & Deliver Mentoring
- Deliver Professional Presentations
- Deal with Difficult Learners
- Use Icebreakers & Energisers
- Adapt to Change
- Describe Emotional change Process
- Use Storytelling in Training
- What's my Learning Style?

Step 3:   Designing the training program

As a result of understanding the business and its people, Training x Design will design the training program to:

- ❯ Incorporate the needs and expectations of the people and the business into the program design and delivery
- ❯ Develop customised learning materials, resources, activities, case studies, tools and templates that are based on your unique workplace examples.
- ❯ Provide certificates of attendance, feedback surveys, attendance sheets.
- ❯ Ensure the program meets your approval, making adjustments as needed based on your response and ongoing consultation processes.

Training x Design programs are developed with behavioural change in mind.
Small groups provide a customised learning experience, being able to tailor the learning to the specific group needs.

Your customised training solution may involve a combination of any of the following:

> In-house workshops
> Facilitated discussions
> Team building activities
> On-the-job training
> Accredited courses
> Short courses
> Coaching
> Mentoring
> Training Needs Analysis
> VET qualifications

Step 4:   Application into the workplace

Research shows that training that is applied immediately back in the workplace is more likely to be retained long term and provide return on your training investment.

Training x Design's approach follows the internationally recognised *70:20:10 Workplace Learning Framework* developed by Charles Jennings.

More information at: *https://www.702010forum.com/about-702010-framework*

This framework has shown to improve the application of learned skills into the workplace by 75%, maximising the returns of the training investment.

The 70:20:10 workplace learning framework
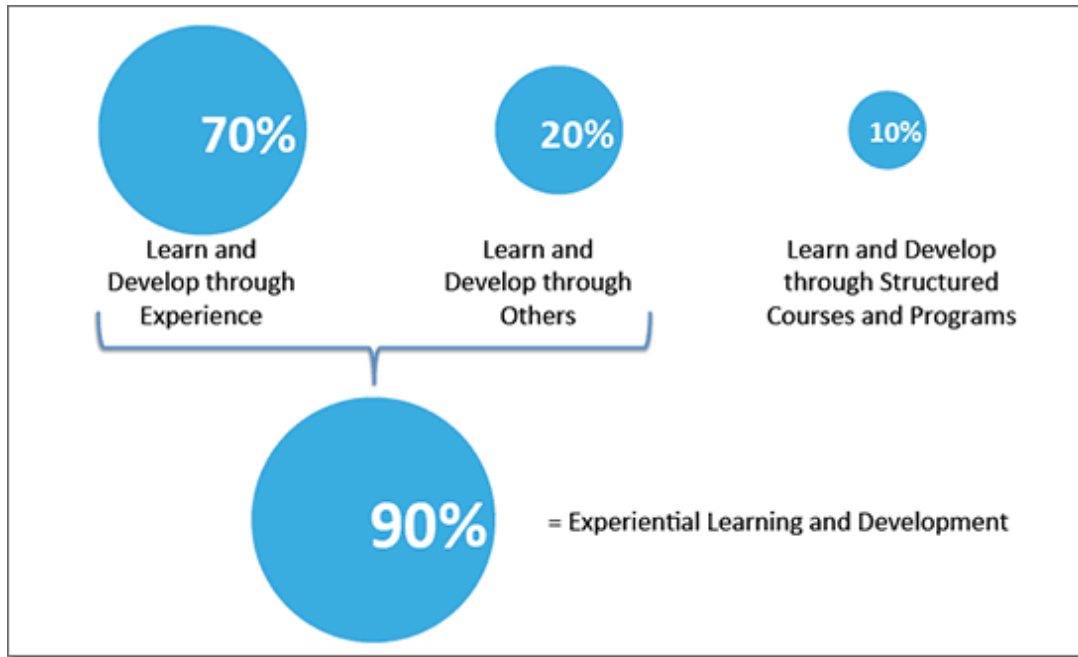
Applying the framework

10%
- Instructor led training
- Action learning
- MBA programs
- Self study modules
- eLearning
- Seminars
- Professional organization memberships

20%
- Being mentored
- Coaching
- After action reviews
- Coaching circles
- Start stop continue
- Strengths coaching
- 360 degree feedback

70%
- Taking on new projects
- Increased responsibility
- Being a mentor
- Learning new tools
- Cross functional PJs
- Networking
- On-boarding staff
- Problem solving
- Communities of practice
- Knowledge management

The Training x Design approach

10 % - Facilitated Training Workshops

❯ Instruction by an expert facilitator
❯ Customised workbook and course materials
❯ Activities and role plays that are customised to your workplace
❯ An interactive adult learning environment

20% - Learning through others

❯ Stop, Start, Continue action plans to implement into the workplace

❯ Training Review - Participant feedback gathered at 2, 4 and 12 weeks following workshop

❯ Regular 1 on 1 coaching delivered 2, 4 and 12 weeks following workshop. Methods include face-face, skype, telephone, email or instant messaging .

❯ Unlimited access to Training x Design's member's only online forum to participate in coaching circles and learn through others.
Administered by our trainers members will receive regular articles, tips and news of what's happening in Customer Service globally as well as responses to Frequently Asked Questions.
Members can post discussions/questions and receive timely responses.

70% - On job experience

❯ Tools & Templates to be used at work
❯ Implementing action plans from Coaching sessions
❯ Unlimited access to Training x Design's member's only online community
❯ Feedback gathered and provided at 2,4,an 12 weeks following workshop

Our Commitment

Training x Design is committed to providing the best solution for your training needs.

Our training specialists will design training programs that are fully customised to both learners' needs and business outcomes. A great training program is like a tailored suit: it's a perfect fit, needs no adjustments, and feels good straight away.

Training that is a perfect fit for your business makes sure that it works for you immediately

Our success over the past twenty years is due to our ability to deliver on our **Core brand promise:**

"To deliver customised training solutions that maximise retention to realise the potential of your people and your business"

Visit http://trainingxdesign.com.au/case-studies-training-x-design-in-action/ to find out about how we work, and the types of clients that we work with.

Continue the conversation: Contact

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