

2018 SPRING PROFESSIONAL TRAINING CALENDAR

Date	Title	Price	Instructor
Mar 1*	Advanced Excel	50 Euros	Lefter Roko
Mar 6, 1:30-4:30pm	Feedback to Boost Employee Performance	50 Euros	Josh Miekley
March 17 6-8:30pm	Emotional Intelligence, Part II	50 Euros	David Turner
March 20 6-8:30pm	Emaillet Efektiv (in Albanian)	50 Euros	Anisa Prifti
March 21 1:30-4pm	Emaillet Efektiv (in Albanian)	50 Euros	Anisa Prifti
March 28-29	Project Management: Management by Results	250 Euros	Josh Miekley
April 3, 1:30-4:30	Dealing with Customer Objections	50 Euros	David Turner
April 4-5	Dynamic Presentations & Time Management	200 Euros	David Turner
April 11	Productivity & Time Management	100 Euros	Josh Miekley
April 17, 3-6:30pm	Strategic Online Marketing	60 Euros	Elvis Plaku
April 25-26	Coaching Skills for Managers	200 Euros	Josh Miekley
May 11, 9am-12pm	Emotional Intelligence at Work	50 Euros	David Turner
May 15-16	The Art of Skillful Business Conversations	200 Euros	David Turner
May 29	Change Management for Change Agents	100 Euros	David Turner
May 30	Productivity & Time Management	200 Euros	Josh Miekley
June 7-8	Win-Win Negotiations	200 Euros	David Turner
June 12, 9am-12pm	Dealing with Customer Objections	50 Euros	David Turner
June 27, 9am-12pm	Body Language & Presentations	50 Euros	Lauren Skora

Please contact info@lincoln.org.al to learn how we can customize these courses based on the needs of your organization.

Times and Location: Courses are typically held from 9am-4:30pm at the Lincoln Center Blloku location. The cost for all-day training includes lunch and coffee breaks.

*See page 4 for the extended schedule of this course.

COURSE OVERVIEWS

Full course descriptions are available upon request.

EFFECTIVE BUSINESS WRITING

Learn to use appropriate words and grammar to communicate more effectively to your intended audience.

Objectives: Following this training, participants will be able to do the following:

- Write more efficiently and coherently
- Organize a financial report fluidly
- Feel more confident when writing reports and email in English

Target Audience: Specialists that use English in written communication.

BODY LANGUAGE AND PRESENTATIONS

Learn how to present yourself professionally with body language to convey the appropriate energy to various audiences.

Objectives: Following this training, participants will:

- Look and feel more confident when presenting to a group
- Use body language to engage their audience

Target audience: Anyone that makes professional presentations in English or Albanian.

TRAIN THE TRAINER

Use skills and strategies to deliver engaging training events.

Objectives: Following this this program, participants will be able to:

- Create engaging training events by using role plays, discussions and skill practice
- Apply the learning formula components to contribute to adult learning.
- Use effective learning techniques to successfully deliver training.

Target audience: Internal and external trainers.

LEADING SUCCESSFUL PERFORMANCE REVIEWS

Lead employees through successful annual reviews to boost their performance.

Objectives:

- Give relevant and meaningful feedback to employees regarding their job effectiveness
- Assess whether employee objectives have been met
- Address situations of employee underperformance

Target Audience: Managers and team leaders

Business Email Writing / Emaillet Efektiv (in Albanian)

Learn how to communicate effectively via email. Attention is given to parts and organization of email, the use of “cc,” “bcc” and other aspects of email etiquette.

Objectives: Following this training, participants will:

- Write more clear and organized emails
- Feel more confident in professional email writing

Target audience: Professionals that use English in written communication.

INTRODUCTION TO EMOTIONAL INTELLIGENCE AT WORK

Reduce Stress, Improve Work Relationships, Make Better Business Decisions

Objectives: This course provides participants with practical tools to achieve the following benefits:

- reduced stress
- improved communication and collaboration skills
- better decision making
- creative and innovative solutions to problems

Audience: Any business professional.

ADVANCED EXCEL

Use Excel functions to analyze data and make better business decisions.

This course meets for eight 90-minute sessions with two or three sessions per week.

Objectives:

- Ensure foundation in basic excel features
- Data entry and formatting skills
- Creating and manipulating pivot tables, and templates
- Practice using advanced Excel formulas

Target Audience: Any business professional

FEEDBACK TO BOOST EMPLOYEE PERFORMANCE

Use feedback to help employees develop new skills and reduce unproductive behaviors.

Objectives: Participants will achieve the following benefits:

- Reinforce positive behaviors to motivate employees to increase performance
- Confidently give developmental feedback to reduce unproductive behavior
- Use a collaborative problem-solving approach when giving developmental feedback

Target Audience: Managers and team leaders

EMOTIONAL INTELLIGENCE AT WORK: MODULE TWO

Utilize the power of self-talk. Manage Stress. Improve Work Relationships.

Objectives:

- Increased self-management
- Use skills to communicate empathy
- Listen more effectively

Target Audience: Any business professional

PROJECT MANAGEMENT: MANAGEMENT BY RESULTS

Objectives:

- Increase project productivity and efficiency
- Secure maximum team participation and commitment
- Facilitate effective and efficient communication on the project team
- Deliver superior results and achieve success

Target Audience: Department heads and managers.

DEALING WITH CUSTOMER OBJECTIONS

This module is one of the consultative selling skills that effective sales professionals use to negotiate collaborative buying decisions with their customers.

Learning Objectives:

- Learn to move clients from low interest to high interest
- Respond effectively to objections from clients

Target Audience: Entry-level B2C and B2B sales representatives.

PRODUCTIVITY & TIME MANAGEMENT

Maintain focus, prioritize responsibilities, and decrease stress due to poor time management.

Learning Objectives:

- Improve individual and team productivity
- Boost individuals' motivation due to spending time on top priorities
- Use tools for reducing stress and reducing "time wasters"

Target Audience: Specialists in any department.

DYNAMIC PRESENTATION SKILLS

Closing a sale or energizing a team? Presentations make the difference between success and failure.

Objectives:

- Build confidence in delivering presentations
- Effectively plan and organize presentations around the audience and desired outcomes
- Observe, identify and practice physical and verbal delivery skills for maximum impact

Target Audience: Department Heads & Mid-level Managers in any sector.

STRATEGIC ONLINE MARKETING

Leverage the digital world to enhance customer experience.

Objectives: Participants will achieve the following benefits:

- Apply analytics to increase the effectiveness of email campaigns
- Increase customer engagement with tools such as Facebook
- Help customers move from product awareness to purchase

Target Audience: Specialists & Managers in Marketing and PR.

COACHING SKILLS FOR MANAGERS

Apply proven coaching skills to develop more effective employees and teams.

Objectives: Following this training, participants will be able to do the following:

- Understand the role of a coach and how managers can use coaching
- Use the GROW coaching model to effectively develop employees
- Apply listening and communication skills to coaching conversations

Target Audience: Managers whose role is to help develop employees

INTRO TO CHANGE MANAGEMENT

Manage change to sustain business success.

Objectives

- Respond effectively and responsibly to difficult or challenging circumstances
- Reduce the non-productive behaviors that often accompany change related stress
- Work more effectively with others who are resisting organizational change

Target Audience: Department Heads & Mid-level Managers in any sector.

B2B CONSULTATIVE SELLING SKILLS

Use Consultative Skills to Negotiate Collaborative Buying Decisions

Objectives:

- Apply fundamental selling skills to every sales conversation
- More confidently ask for business
- Respond effectively to objections from clients
- Establish rapport that encourages clients to openly share information about their needs

Target Audience: Business to Business sales representatives and sales managers.

BUSINESS WRITING FOR IMPACT

Use clarity to increase the impact of written communication.

Objectives:

- Focus on the main message
- Remove unnecessary information
- Preserve coherence and clarity in written communication

Target Audience: Any business professional

FRONT DESK COMMUNICATION IN ENGLISH

Create a positive image of your organization from the first conversation

Objectives: Participants will achieve the following benefits:

- Manage telephone conversations with increased accuracy and courtesy
- Ask appropriate questions to understand the needs of clients
- Minimize frustration caused by misunderstanding

Target Audience: Administrative assistants, receptionists, and other front desk employees.

MODERN BUSINESS ETIQUETTE

Apply business etiquette standards to a wide variety of typical business situations.

Objectives: Participants will achieve the following benefits:

- Introduce peers and colleagues in professional functions
- Follow appropriate etiquette in meetings, events, and daily tasks
- Display courtesy on the telephone and in written communications
- Build confidence in interpersonal skills in writing and face-to-face interactions

Target Audience: Administrative assistants and specialists

COLLABORATIVE PROBLEM SOLVING

One of the most valuable contributions employees make is analysing and solving the problems of clients, customers and stakeholders.

Objectives:

- Use a structured process for identifying and defining problems
- Apply techniques for analysing problems, their root cause and impact
- Use creative thinking techniques for identifying solutions

Audience: Any specialist involved in analysing or solving problems.

TEAMWORK & TEAM BUILDING

We work in teams because we accomplish tasks more effectively working together rather than working separately.

Objectives:

- Apply strategies for moving teams through stages of team development
- Diagnose your own team and determine strategies for continuous improvement
- Create plans to strengthen the cohesion and effectiveness of your own team

Target Audience: Specialists and supervisors of specialists.

WIN-WIN NEGOTIATIONS

Achieve mutually satisfying outcomes through negotiations with clients and other professionals.

Learning Objectives: Participants will learn to:

- Conduct tough negotiations with purchasing agents and other negotiators
- Increase profits through collaboration and alternatives to a negotiated agreement
- Focus upon interests and issues and avoid dangerous positions.

Target Audience: Department Heads & Mid-level Managers in any sector.

FULL COURSE CATALOGUE

MANAGEMENT & LEADERSHIP SERIES

Performance Management. Managers' success depends on goalsetting, providing feedback, coaching and managing underperforming colleagues.

Emotional Intelligence at Work. Reduce stress, understand others, improve relationships, and make better decisions.

Moving from Conflict to Collaboration. Apply effective communication skills to collaborate effectively and resolve conflict.

Feedback to boost performance. Help employees develop new skills and reduce unproductive behaviors.

Management Coaching Skills. Apply coaching skills to develop more effective employees and teams.

Collaborative Problem Solving. Analyze and solve problems for teams and clients.

Project Management. Deliver on time, within budget to your client's satisfaction.

Sales & Marketing Courses

Consultative Selling Skills. Use consultative skills to negotiate collaborative buying decisions.

Dealing with Customer Objections. Module one of Selling Skills.

Win-Win Negotiations. Achieve mutually satisfying outcomes through negotiations with clients and other professionals.

Strategic Online Marketing. Enhance your customers' experience on the digital world.

Communication Skills

Intercultural Communications. Overcome cultural barriers and grow business.

Business Communications. Enhance communication colleagues and clients.

Dynamic Presentation Skills. Closing a sale or energizing a team? Presentations make the difference between success and failure.

Body Language and Presentations. Present yourself and communicate with confidence in front of a group.

Business Writing Skills. Write efficiently in English in reports and emails to elicit action.

Professional Email Etiquette. Get refreshed on appropriate email formats and uses.

Modern Business Etiquette. Apply etiquette standards to a variety of business situations.

Front Desk Communication in English.

Create a positive image of your organization from the first conversation

Organizational Effectiveness

Productivity & Time Management.

Prioritize work. Reduce time wasters. Stop procrastinating. Get more done.

Intro to Business Process Improvement. In this program, managers will learn to identify ways to do work more efficiently.

Performance Management.

Set goals. Give feedback. Coach and manage underperforming colleagues.

Teamwork & Team Building. Learn to work more effectively together.

Project Management. Deliver on time, within budget to your client's satisfaction.

TRAINER BIOS

David Turner

- Taught presentations, negotiations, leadership, sales, and management in workshops to thousands of business professionals in the US, Europe and Asia.
- Contract trainer and executive coach for Forum Corporation, Clarity Consultants
- Executive for IBM, Boston Consulting Group, Thomson Corporation, Thermo Fisher

Josh Miekley

- Managed multi-cultural teams on projects in customer care and marketing
- Delivered training in communication, sales, leadership and management to banks, telecommunication firms, and government clients.
- Master's degree in education

Lauren Skora

Lauren Skora has experience as an auditor, accountant, logistics coordinator and data analyst. She has delivered writing and presentations training to bank, telecom and government clients. Ms. Skora has taught university-level Economics at University of San Francisco.

Elvis Plaku

Mr. Plaku is a digital marketing consultant with corporate, organizational and private business experience. He has served as new media trainer and lead marketer for various organizations. Mr. Plaku has transformed the customer experience for organizations and has helped to increase key numbers such as the conversion rate for retail from walk-ins to customers.

Anisa Prifti

Ms. Prifti has trained hundreds of business professionals in communication, writing, and English skills. Ms. Prifti teaches intermediate and advanced level courses at the Lincoln Center.

Lefter Roko

Mr. Roko is the VP of Finance at the Lincoln Center. He has delivered advanced Excel and other courses to clients in telecom, banking and other sectors.

Full trainer CVs are available upon request.