

2020 PROFESSIONAL TRAINING CALENDAR

Date	Title	Price	Instructor
Feb 19	Stress Reduction: High Impact Stress Management Strategies	100 Euros	David Turner
Feb 26	Roadmap to Employee Engagement	100 Euros	David Turner
March 3	How to Become an “Ironman” of Sales	100 Euros	Eneid Lika
March 10, 9am-12pm	Business Email: Get the job DONE!	50 Euros	Lauren Skora
March 17	Cultural Intelligence – Passport to International Success	145 Euros	Calvin Tiessen
March 24	Team Synergy the Max	100 Euros	Josh Miekley
March 31	Time Management & Productivity	100 Euros	Lauren Skora
April 2	HR Leader’s Role in Metrics, Analytics & Business Strategy	160 Euros	Michael Messier
April 16	Leading with Emotional Intelligence	120 Euros	David Turner & Elsa Denaj
May 4-5	Strategy: Decisions that Make a Difference	TBD	Zeke Swift & Calvin Tiessen
May 13	Crucial Conversations	140 Euros	Calvin Tiessen
May 20-21	Dynamic Presentation Skills	250 Euros	David Turner

Contact us to learn how we can customize courses based on the needs of your organization.

Registration: Contact us at info@lincoln.org.al to confirm participation for any of these events.

Deadline: The registration deadline is one week before the start of each course. The minimum number for each course is six participants. Dates are subject to change based on client requests.

Location & Duration: Courses will be delivered at the Lincoln Center, Blloku. Full-day courses last from 9am-4:30pm. The cost includes lunch and two coffee breaks.

SPRING 2020 COURSE OVERVIEWS

COMMUNICATION SKILLS FOR SALES PEOPLE

Build trust with clients and boost sales through effective communication

Objectives: Following this training, participants will be equipped to:

- Understand the essence of their role as sales people
- Solve real problems that they face in sales
- Learn what to say and not to say to customers to create better relationships
- How to make sales by focusing on clients' most significant problems

Target Audience: B2B Sales team leaders and sales managers

TIME MANAGEMENT & PRODUCTIVITY

Maintain focus, prioritize responsibilities, and help foster team synergy.

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"
- Create plans to strengthen the cohesion and effectiveness of your own team

Target Audience: Specialists in any department

ROADMAP TO BUILDING A CULTURE OF EMPLOYEE ENGAGEMENT

Improve performance by increasing employee engagement.

Objectives: Following this training, participants will be equipped to use behaviors that help their employees:

- Understand the organization's objectives.
- Know their own role.
- Work with passion and enthusiasm
- Are motivated to go above and beyond their job descriptions.

Target Audience: Managers and team leaders

TEAM SYNERGY TO THE MAX

Experience innovative team challenges and maximize the synergy on your teams.

Objectives:

- Create plans to strengthen the cohesion and effectiveness of your own team
- Diagnose your own team and determine strategies for continuous improvement

Target Audience: Managers and Team Leaders

BUSINESS EMAIL WRITING BUSINESS EMAIL: GET THE JOB DONE!

Make every email count and get the response you want

Objectives: Following this training, participants will:

- Write more clear and organized emails
- Feel more confident in professional email writing
- Correctly use “cc,” “bcc” and other aspects of email etiquette.

Target audience: Professionals that use English in written communication.

CRUCIAL CONVERSATIONS

Conversations you cannot afford to be avoid. Relationships that you must strengthen.

Overview: What do the world's leading managers of human resources know about having Crucial Conversations to reach success in our life and work?

In this training event participants will study the VitalSmarts™ Crucial Conversations model for relational effectiveness and strength. Learn to listen, to negotiate, and to succeed in your critical relationships.

Target audience: CEOs, C-Level, Division Leaders.

HR LEADER'S ROLE IN ORGANIZATIONAL & BUSINESS STRATEGY

Gain a "seat" at the table. Increase your internal credibility. And add value to the business.

Learning Objectives:

- align HR objectives with the objectives of the business
- increase knowledge of the business, products and/or services, and competition
- think more broadly about the "down stream" impact of strategy decisions
- view challenges first as business challenges and then offer HR solutions

Target Audience: HR Directors & HR Team Leaders

HR METRICS & ANALYTICS

Provide leaders with data that drive business success

Learning Objectives:

- develop an understanding of various HR analytics being used today
- understand how to determine which analytics are best suited for your company
- create the right measurements and systems to reliably capture the needed data
- determine the most effective way to display and report the data to the right audience
- learn how to interpret the results of the data

Target Audience: HR Directors, HR Team Leaders, Training & Recruiting Managers

CULTURAL INTELLIGENCE – PASSPORT TO INTERNATIONAL SUCCESS

Overview:

What's the difference between individuals and organizations that succeed in today's globalized, multicultural world and those that fail?

- The International Labour Union estimates that 70 percent of international ventures fail due to inability to manage cultural differences.
- In an in-depth survey of leading executives from 68 countries the Economist Intelligence Unit reported that 90% claimed difficulties in finding effective cross-cultural personnel.

In this training event you will be introduced to the core skills necessary for success in the global workplace.

Target Audience: CEOs, Head of Sales and Business Development. Anyone working in business internationally.

ADVANCED EXCEL

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

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

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

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.

CUSTOMER HAPPINESS EXPERTS (IN ALBANIAN)

Boost sales when every customer is happy as soon as they walk in

Objectives: Following this training, client-facing staff will be equipped to use behaviors to:

- Greet every customer with a smile
- Use body language and eye contact to create a connection
- Communicate understanding of client needs
- Offer increased value to clients.

Target Audience: Retail sales employees, cashiers, receptionists

EFFECTIVE BUSINESS WRITING SKILLS

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.

LEADING WITH EMOTIONAL INTELLIGENCE

Reduce Stress, Improve Work Relationships, Make Better Business Decisions

Objectives: This course is designed to provide participants with insights and practical tools that will be used to achieve the following benefits:

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

Audience: Any business professional.

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.

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

STRATEGY: DECISIONS THAT MAKE A DIFFERENCE

This interactive seminar presents a definition of strategy--*choices* of goals and activities that position an organization to fulfill its purpose--and a streamlined framework for making strategy decisions by answering five questions:

1. What's the goal?
2. If so, where must you engage?
3. In the areas of engagement, what must be done to succeed?
4. What capabilities will be needed?
5. What systems must be in place?

The model was popularized in the book *Playing to Win: How Strategy Really Works* by A.G. Lafley, former Chairman and CEO of Procter & Gamble, and Roger Martin, Dean of Rotman School of Management.

The seminar is designed give leadership teams a framework for making strategy decisions to increase the impact and/or profitability. Audience: CEOs, C-Level Executives, Division Leaders, and anyone involved in an enterprise's strategic planning process. It is recommended that companies--or non-profits--bring teams of three employees and a strategic issue that can be processed as a case study during the seminar.

Audience: CEOs, C-Level Executives, Division Leaders, Presidents, Directors and anyone involved in organizational strategic planning.

Lead Facilitator Bio: Zeke Swift

Zeke has over 20 years' experience in global marketing, issue management and organization design at Procter & Gamble, the world's largest consumer product company. Zeke consults with for-profit and not-for-profit organizations in the areas of strategy, organizational development and issue management, and has used the strategy development approach with more than 40 groups and organizations.

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. One module from Consultative 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.

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

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. Managers' success depends on goalsetting, providing feedback, coaching and managing 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

David Turner has held executive positions with IBM, Boston Consulting Group, Thomson Corporation, and Thermo Fisher. He has taught presentations, negotiations, leadership, sales, and management in workshops to thousands of professionals in the US, Europe and Asia.

Josh Miekley

Josh Miekley has managed multi-cultural teams on projects in customer care and marketing. He has delivered training in communication, coaching skills, leadership and management to banks, telecommunication firms, and government clients. He has a master's degree in education.

Zeke Swift

Zeke has over 20 years' experience in global marketing, issue management and organization design at Procter & Gamble, the world's largest consumer product company. Zeke consults with for-profit and not-for-profit organizations and has used the strategy development approach with more than 40 groups and organizations.

Eneid Lika

Eneid Lika previously managed a staff of over 50 employees while leading both retail and B2B sales at Vodafone as the Enterprise Business Unit Director. Eneid worked at Vodafone for over ten years. He provides consulting and delivery of training in sales, negotiations and leadership.

Michael Messier

For more than thirty years, Michael has built and led progressive, global human resources teams with companies such as Starent Networks/Cisco Systems, IBM/Rational Software, Monster Worldwide, and Progress Software.

Calvin Tiessen

Calvin Tiessen has led many organizations in Albania and abroad through the strategic planning process of clarifying mission, vision, values and strategic objectives. Calvin brings a unique blend of business experience, multicultural knowledge and excellent facilitation skills to create powerful learning events. Calvin is certified in Cultural Intelligence and is working on a PhD.

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.

Elsa Denaj

Ms Denaj works as Project Coordinator for the Berlin Center for Integrative Mediation in Tirana. She is a highly skilled trainer, moderator and project manager and has delivered training in Emotional Intelligence, Communication and Mediation. She has a background in Education and Business.

Mireda Thana

Mireda is a life and leadership coach. She has held positions in marketing and finance with Intesa SanPaolo and Polis University. Mireda who want to make a significant change in their personal/professional life. She holds a master degrees in Economics and Strategic Planning.

Elvis Plaku

Mr. Plaku is a digital marketing consultant with corporate, organizational and private business experience. Mr. Plaku has helped to increase key numbers such as the conversion rate for retail from walk-ins to customers.

Full trainer CVs are available upon request.

LINCOLN CENTER CONSULTING

COACHING

We provide the structure and trust for leadership growth and transformation to take place.

ORGANIZATIONAL DEVELOPMENT

We help organizations meet their goals by analyzing structures and processes and delivering customized learning interventions.

TRAINING

From short modules to extended programs, we equip you with skills to boost performance.

TEAMBUILDING EVENTS

We partner with you to make learning experiences impactful and enjoyable.

"Lincoln trainers have delivered training in areas such as Presentation Skills and Time Management. I highly recommend their professional training."

-Ardian Angoni, Head of HR, Credins Bank

"Lincoln consultants designed a customized leadership development program for INSTAT. I highly recommend David Turner and the Lincoln Center approach to organizational development!"

-Birgitta Mannfelt, Senior Advisor to INSTAT, Statistics Sweden