

“THRIVE DURING THE CRISIS” 2021 MARCH- JUNE TRAINING CALENDAR

| Date | Title | Price | Instructor |
|--|--|-----------|--------------------------------|
| March 29 & 31, April 5, 6, & 7 13:45-15:15 | Master Class: Writing with Impact & Clarity- ONLINE | 180 Euros | Elizabeth Gowing |
| April 7-8 | BOOST Performance & Decrease Stress | 230 Euros | Anjeza Kelmendi |
| April 14-15 | Interviewing Skills | 230 Euros | Anjeza Kelmendi |
| April 22 09:00-10:30 am | Addressing Employee Underperformance on Remote Teams-ONLINE | 30 Euros | Calvin Tiessen |
| April 27 | Critical Thinking Skills | 130 Euros | Calvin Tiessen |
| April 27 & 28 14:00-15:30 | Building and Promoting Organization Culture in the face of a Remote and Changing Workforce during the Pandemic- ONLINE | 50 Euros | Michael Messier |
| May 4 | Leading with Emotional Intelligence during the Pandemic | 140 Euros | Anjeza Kelmendi & Josh Miekley |
| May 5, 9am-12pm | How Effective Boards Make Decisions | 80 Euros | Calvin Tiessen |
| May 6-7, 10am-12pm | Business Email Writing-ONLINE | 90 Euros | Elizabeth Gowing |
| May 10-12 | Coaching Skills in Times of Crisis-ONLINE | 250 Euros | Robert Wilton |
| May 18-19 | Win-Win Negotiations | 230 Euros | Anjeza Kelmendi |
| May 25-26 9am-12pm | Productivity during Covid-19- ONLINE | 120 Euros | Calvin Tiessen |
| May 27, 1-4pm | Strategic Online Marketing - ONLINE | 40 Euros | Elvis Plaku |

We are ready to customize any of these courses based on the needs of your organization.

Registration: Contact Irisa at ibardhi@lincoln.org.al to confirm participation for 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.

Full-day courses last from 9am-4:30pm. The cost includes lunch and two coffee breaks.

SPRING 2021 COURSE OVERVIEWS

CRITICAL THINKING SKILLS

#Work Smarter

Learning Objectives:

- Conduct mission gap analyses to think critically about work
- Sharpen skills for critical thinking in presented arguments
- Improve skills related to argumentation and negotiation

Target audience: Division Leaders. Managers.

MASTER CLASS INTRODUCTION: WRITING WITH IMPACT AND CLARITY - ONLINE

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

- Understand how to adapt their writing to the psychology of the reader, reducing reliance on abstract concepts in favour of more effective images;
- Make a clear calls to action;
- Expand their knowledge of English vocabulary and grammar where necessary.

Target Audience: Specialists. Managers. Anyone writing professionally.

BOOST PERFORMANCE & DECREASE STRESS

Care for Yourself and Your Team so you can get the job done during the Crisis!

Objectives:

- Understand what impacts managers' performance and team performance
- Discover Key Stress Management Techniques and how to use those for me and my team
- Learn skills to cope with stress and build resilience
- Increase awareness of emotions
- Address and manage the impact of the crisis on your team
- Take steps forward even when the future is not clear.

Target Audience: HR Executives. Customer Service Staff. All Levels of Managers.

INTERVIEWING SKILLS

Learning Objectives:

- Understand and develop Interview skills
- Explore and practice the methodology, tools and skills needed to have an effective hiring
- Learn how to Treat / Not Treat potential employees in job interviews
- Learn how to be the best face of your brand with potential employees

Target Audience: Managers & HR Personnel

PROMOTING & MAINTAINING ORGANIZATIONAL CULTURE IN THE FACE OF A REMOTE AND CHANGING WORKFORCE

Key Learning Objectives:

- Increase understanding of HR & Management role in promoting Organizational Culture
- Address challenges to promoting culture during the Covid pandemic and remote work
- Improve Recruiting & onboarding practices to instill organizational culture in new employees

Target Audience: HR Personnel, Department Heads, Managers

CORE CONVERSATIONS FOR MANAGERS OF REMOTE TEAMS

You Can't Afford to wait to have these Core Conversations

Learning Objectives:

- Improve communication of remote team managers
- Celebrate and motivate employees online for effective behaviors
- Address negative behaviors before your team is in crisis
- Consistently learn and get better

Target audience: Division Leaders and Manager working with online or remote teams

BUSINESS EMAIL WRITING – IN ALBANIAN

Save your Boss 10 Minutes the Next Time you Hit SEND!

Learning Objectives:

- Write more clear and organized emails
- Remove unnecessary information from emails
- Feel more confident in professional email writing
- Get more clear and timely responses from emails they send
- Reduce time wasted from excessive information and unclear emails

Target audience: Any Business Professionals

LEADING WITH EMOTIONAL INTELLIGENCE IN TIMES OF CRISIS

Improve Work Relationships & Make Business Decisions During Tough Times

Learning Objectives: Following this training, participants will:

- Be more self-aware of their emotions, particularly anger and anxiety
- Control their emotions when working with others
- Make better decisions during times of crisis
- Discover creative and innovative solutions to problems

Target Audience: Division Leaders. Managers.

HOW EFFECTIVE BOARDS MAKE DECISIONS

Don't Micromanage the Best Executive You've Ever Hired – Rather do What Great Boards Do!

Learning Objectives:

- Clearly delineate between board and CEO roles
- Reflect on decision-making and governance culture
- Improve decision-making processes

Target Audience: Board Members. C-Level Executives.

COACHING SKILLS FOR MANAGERS IN TIMES OF CRISIS

Increase employees' initiative to solve problems

Objectives:

- 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
- Improve managers' ability to equip their team to meet targets
- Help employees to increase their ability to solve problems

Target Audience: C-level executives. Department Heads. Managers.

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.

PRODUCTIVITY DURING COVID-19

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

Learning Objectives:

- Improve individual and team productivity
- Boost individuals' motivation while working online
- Use tools for reducing stress and increase focus
- Create plans to strengthen the cohesion and effectiveness of your own team

Target Audience: Specialists in any department

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.

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

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.

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.

Anjeza Kelmendi

Anjeza Kelmendi has significant experience as a business sector manager for multiple banks and the Human Resources Director for multiple organizations including the Balfin Group. At Balfin, she founded and led a training academy that provided training for over 300 managers from 30 different companies. Ms. Kelmendi provides coaching, consulting and training in Human Resources, management and other areas. She has a Masters in Business Administration.

Robert Wilton

Robert spent the last eight years leading a multi-cultural international organization in Albania. He has been an advisor to leaders of organizations and countries. Robert offers coaching courses and coaching support for individuals and teams. He has Masters degrees from Oxford and London Universities, and coaching certification from the Institute of Leadership and Management. He is fluent in Albanian.

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.

Elizabeth Gowing

Elizabeth Gowing is an author, journalist, business owner, writing consultant, and Master Class writing trainer. She has consulted for multiple organizations as they write the story of their organization. She has a Bachelor's from Oxford University and a Master's in Education Management from the University of London. She is fluent in Albanian.

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.

Full trainer CVs are available upon request.

LINCOLN BUSINESS SOLUTIONS

COACHING

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

CONSULTING

We help organizations meet their goals by analyzing structures and processes and delivering customized consulting solutions.

TRAINING

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

STAFF RETREATS & 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