



Transforming Leaders to Impact the Nation!

FALL TRAINING CALENDAR

Date	Title	Price	Instructor
Sept 2	Success in Sales	90 Euros	Denis Gafuri
Sept 21	Leading with Emotional Intelligence	110 Euros	Josh Miekley & Elona Prroj
Oct 7, 12, 14, 21* 10:00-11:30	Business Email Writing	140 Euros	Elizabeth Gowing
Oct 7	Customer Happiness Experts	100 Euros	Brunilda Isaj & Kozma Seferaj
Oct 15	Addressing Employee Underperformance	50 Euros	Calvin Tiessen
Oct 20-21	Coaching Skills for Managers	220 Euros	Robert Wilton
Oct 19, 26, Nov 9* 10:00-11:30	Strategic Writing for PR & Marketing	160 Euros	Elizabeth Gowing
Nov, Dates TBD	Strategy: Decisions that Make a Difference	250 Euros	Zeke Swift
Nov 16-18*	Promoting and Maintaining Organizational Culture in the face of Remote and Changing Workforce- ONLINE	120 Euros	Michael Messier

CONSULTING, COACHING & TEAM RETREATS

We are ready to customize any of the training courses and coaching, consulting and team retreat solutions 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, unless otherwise noted.

* These courses will be offered online.

FALL 2021 COURSE OVERVIEWS

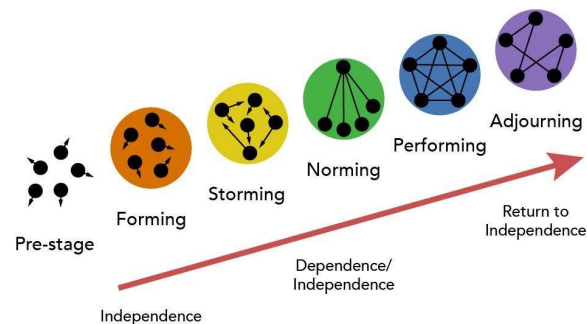
TEAMING: BUILDING AN EFFECTIVE TEAM

Boost Team Synergy – Get the most out Your Team

Learning Objectives:

- Clarify your values so you live according to them.
- Adapt how you lead based on what the team needs –situational leadership
- Build effective team roles
- Create an environment where synergy and connectedness flourishes

Target audience: Team Leaders, Managers, Supervisors



B2B EFFECTIVE SELLING SKILLS – GET THE COMPETITIVE ADVANTAGE

Learning Objectives:

- Apply the practices of top-performing sales representatives
- Consistently meet achievable sales targets
- Break down larger targets into manageable time frames
- Use a “winning mindset” for achieving goals
- Understand the difference between simply doing work and effective work

Target audience: Sales people. Sales representatives.

LEADING WITH EMOTIONAL INTELLIGENCE

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.

SUCCESS IN SALES

Sales methods from giants like Grant Cardone “e pershtatur” for the Albanian context.

Learning Objectives:

Following this training, participants will:

- Gain awareness about the selling process
- Be aware of new approaches to sales and its methods
- Know when/how to use body language during a sales conversation
- Be more motivated to meet sales targets

Target Audience: Every sales person who wants to become a Super Man or Super Woman in the company.

BUSINESS EMAIL WRITING

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

CUSTOMER HAPPINESS EXPERTS

Make your store the FAVORITE place for customers to be!

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

COACHING SKILLS FOR MANAGERS IN TIMES OF CRISIS

“Teach them to Fish” - 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.

STRATEGIC WRITING FOR PR & MARKETING

Objectives:

- Tell the story of the impact the organization has had on client
- Use testimonials effectively
- Grab readers’ attention with the senses and direct speech
- Integrate photos and graphics
- Effectively “show” rather than “tell” your readers about products & services

Target Audience: Employees in PR, Marketing and Communication.

STRATEGY: DECISIONS THAT MAKE A DIFFERENCE

This interactive workshop 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 the five questions below:

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?

This course is delivered by a former Proctor & Gamble executive and is based on A.J. Lafley's model popularized in the book *Playing to Win: How Strategy Really Works*.

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

Lead Facilitator: Zeke Swift has over 20 years' experience with Proctor & Gamble in global marketing, issue management and organization design. 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.

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

Lead Facilitator: 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 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.

CONSULTANT & TRAINER SHORT BIOS

Josh Miekley

Josh Miekley manages Lincoln Business Solutions. He has delivered training, consulting and coaching to teams in banking, telecom, and government. He has a master's degree in education.

Calvin Tiessen

Calvin Tiessen has led organizations in Albania and abroad through the strategic planning process. Calvin brings a blend of business experience, multicultural knowledge and facilitation skills to create powerful learning events. Calvin is working on a PhD.

Denis Gafuri

Denis is sales trainer. He has trained local and international companies in Albania and Kosovo. Denis has written a book on sales and leads an annual sales convention. He inspires and equips individuals and teams to have "Success in Sales."

Robert Wilton

Robert previously led a multi-cultural international organization in Albania. Robert offers coaching courses and coaching support for individuals and teams. He has Masters degrees from Oxford and London Universities. 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 a Bachelor's from Oxford University and a Master's in Education Management from the University of London. She is fluent in Albanian.

Elona Prroj

Elona Prroj is facilitator and trainer. She has a Masters and PhD in Psychology.

Brunilda Isaj

Brunilda Isaj has a background in sales, management and retail banking at multiple banks in Albania. She is currently the secretary general of the Albanian Microfinance Association.

Kozma Seferaj

Kozma Seferaj is co-owner of Maxbrand Albania. He has a background in B2B and retail sales.



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