



Transforming Leaders to Impact the Nation!

2022 SPRING TRAINING CALENDAR

Date	Title	Price	Instructor
Feb 8-9	Behavioral Interviewing Skills	200 Euro	Anjeza Kelmendi
Feb 16	Leading with Emotional Intelligence	110 Euro	Josh Miekley & Elona Prroj
Feb 22-23	Effective Performance Management for Supervisors	200 Euro	Anjeza Kelmendi
March 2-3, 9-15:30	Successful Recruitment and Selection Process	200 Euro	Anjeza Kelmendi
March 9	Business Email Writing	100 Euro	Calvin Tiessen
March 10	Inspiring Independent Insight	30 Euro	Robert Wilton
March 15-16	Project Management	220 Euro	Calvin Tiessen &
March 30-31	Essentials of Management	200 Euro	Calvin Tiessen
April 5-6	Coaching Skills for Managers	200 Euro	Robert Wilton
April 12-13	Strategy: Decisions that Make a Difference	250 Euro	Calvin Tiessen & Anjeza Kelmendi
April 19,20	The HR Leader's Role in Organizational and Business Strategy	80 Euro	Michael Messier
May *	Time Management: Manage Energy not Time!	100 Euro	Calvin Tiessen

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

Registration: Contact Antonela at info@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.

* See dates, times and more info below. Some dates are yet to be determined

SPRING 2022 COURSE OVERVIEWS

BOOST PERFORMANCE & DECREASE STRESS

Care for Yourself and Your team to get the job done!

Objectives: - Following this training, you will be equipped to:

- Understand what impacts managers' performance and team performance
- Learn a Key Stress Management Technique and how to use it for yourself and your team to build resilience
- Increase awareness of emotions

Target Audience: Managers & Customer Service Staff

Lead Facilitator: Anjeza Kelmendi

PREPARING FOR PRODUCTIVE PERFORMANCE REVIEWS

"The best performance reviews leave employees feeling motivated and valued."

Objectives: - Following this training, you will be equipped to:

- Use review conversations to foster development & engagement
- Increase the clarity of performance review conversations
- Prepare effectively for conversations that need to take place ahead of the review meeting

Target Audience: Directors and Managers

Lead Facilitator: Calvin Tiessen & Anjeza Kelmendi

SUCCESS IN SALES

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

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.

Lead Facilitator: Denis Gafuri

PROJECT MANAGEMENT

Objectives:

- Define and understand productivity in the context of project management
- Structure projects to maximize efficiency and productivity
- Secure maximum team participation and commitment
- Maintain focus on delivering clearly communicated objectives and results
- Facilitate effective and efficient communication on the project team
- Manage teammates from various departments with varying interests
- Deliver superior results

Target Audience: Division Leaders, Department Heads, Project Managers

Lead Facilitators: Calvin Tiessen & Nevila Luzi

LEADING WITH EMOTIONAL INTELLIGENCE

Improve Work Relationships & Make Business Decisions During Difficult Times

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.

Facilitators: Josh Miekley & Elona Prroj

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.

Lead Facilitator: Robert Wilton

PROBLEM SOLVING

The ability to solve problems is one of the most critical skills in the workplace.

Objectives:

- See the opportunities in every problem
- Clearly articulate the nature of a problem, its root cause and impact
- Use creative thinking techniques for identifying solutions
- Assess solutions based on feasibility, impact and risk

Target Audience: Specialists

Lead Facilitator: Calvin Tiessen

BUSINESS EMAIL WRITING

Dates: March 10, 15, 24 and 29 at 10:00-11:30

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

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

Lead Facilitator: Calvin Tiessen



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

Facilitators: Brunilda Isaj & Kozma Seferaj

DATES: To Be Determined

ESSENTIALS OF MANAGEMENT

Objectives:

- Improve managers' ability to equip their team to meet targets
- Set clear, attainable, dynamic goals with employees
- Improve communication between managers and employees
- Motivate and coach effective employees
- Provide feedback and address situations of employee underperformance
- Develop trust on teams and address dysfunctions of a team

Target Audience: Supervisors, Managers, Department Heads

Lead Facilitator: Calvin Tiessen

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:

Objectives:

- What's the goal?
- If so, where must you engage?
- In the areas of engagement, what must be done to succeed?
- What capabilities will be needed?
- 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: Calvin Tiessen & Anjeza Kelmendi

DATES: To Be Determined

THE HR LEADER'S ROLE IN ORGANISATIONAL AND BUSINESS STRATEGY

Objectives - Following this training, you will be equipped to:

- Align HR objectives with the objectives of the business
- Build rapport with business leaders across all functions of the organization
- View challenges first as business challenges and then offer HR solutions

Target Audience: HR Team Leaders, HR Directors, and other Senior HR personnel

Lead Facilitator: Michael Messier

DATES: To Be Determined

INSPIRING INDEPENDENT INSIGHT

Unusual times are putting unusual pressures on organizations and on managers.

Objectives - Following this training, you will be equipped to:

- Use review conversations to foster development & engagement
- Have coaching – style conversations with staff.
- Use active listening and constructive questions to empower staff.
- Strengthen motivation and commitment by making them part of the solution.

Target Audience: Managing Directors, Department Heads, Managers

Lead Facilitator: Robert Wilton

DATES: To Be Determined

TIME MANAGEMENT: MANAGE ENERGY NOT TIME!

Maintaining focus, prioritizing responsibilities and managing time in meetings and projects can be a major challenge to success

Objectives:

- Improves individual and team productivity
- Boosts individual's fulfillment due to spending time on top priorities
- Improves individual's ability to map work activities to organizational goals
- Helps individual manage time in meetings and on projects
- Provides individuals with tools for reducing stress and "time wasters"

Lead Facilitator: Calvin Tiessen

DATES: To Be Determined



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.

Nevila Luzi

Nevila is a business management consultant. Ms. Luzi has strategic and operations leadership experience including C-level experience in the media and entertainment industry. At Lincoln She provides training and consulting in Project Management.

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.

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. Ms. Kelmendi provides coaching, consulting and training in Human Resources, management and other areas. She has a Masters in Business Administration.

Full trainer CVs are available upon request.

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.

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