



Executive Coaching & Facilitation

...Success through skilled and motivated people



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SDL No. L720737529

List of services and client references

Training Courses, Workshops and Conferences offered by Executive Coaching and Facilitation.

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How to Lead Others in Business (Team Leader /Team manager)

- After these three life changing days the course participants will come back to the office with the following skills:
 - How to establish your credibility as a leader
 - How to create a motivational work environment
 - How to give recognition
 - How to develop people
 - How to deal with mistakes
 - How to solve conflict
 - How to solve problems and brainstorm for solutions
 - How to delegate work
 - How to conduct and lead meetings

Coaching and Giving Feedback:

This course is for anyone who plays a role in the development of someone else.

- Powerful skills learners will master:
 - Isolating key issues
 - Demonstrating understanding
 - Recognising feelings
 - Maintaining and enhancing self esteem
 - Exploring possible solutions
 - Focusing on areas of high leverage
 - Imparting skills
 - Agreeing on areas that need attention
 - Following up to maintain new performance standards
 - Giving specific and balanced feedback

Influencing and Persuading for Co-operation:

Flattened business structures have made it essential for anyone to master these little known strategies for gaining co-operation.

- What will the learner be able to do:
 - Anticipating opportunities and challenges in situations requiring co-operation (e.g. meeting delivery dates, required standards, completed work, etc.)
 - Comparing and applying 14 different Influencing and Persuasion approaches
 - Identifying actions which kill co-operation
 - Listening deeply and responding to signals
 - Contracting to achieve non-intrusive follow up
 - Applying six conflict-composure approaches
 - Practicing the ADESC assertiveness skills

Process Facilitation Skills

This course is very helpful to anyone who works with others to achieve goals, outcomes, improvements, solutions to problems

Learners who complete this course will be proficient at:

- Connecting authentically and credibly with any group that the facilitator will be working with
- Essential Do's and Don'ts for Facilitators
- Establishing a deep democracy
- Completing a situational assessment
- Jointly forming structures
- Setting up group policies and procedures
- Using special behaviour to foster new levels of openness
- Thinking, mapping, analysing and measuring processes
- Mastering the basic language and attitude needed for any negotiations
- Using the PILOT skill for individual non-performance/conflict
- Handling conflict and anger
- Moving groups forward
- Creating impact when bringing in new knowledge
- Ensuring individual accountability
- Nominal group technique for narrowing the focus
- Recognising and rewarding skills to sustain excellence
- Skills Tryout with feedback

Depending in the level of skill and experience existent in a particular group, the outline and content could change towards more complex information or even to more basic information.

Facilitation skills:

Facilitators are essential for the training and development of staff; effective, results-orientated running of meetings; the harnessing of the maximum of a group's potential.

- What will the learner be able to do:
 - Identifying the differences between teaching and the facilitation of learning
 - Techniques for integrating reality into learning environments
 - The constructing and using of questions as a discovery mechanism
 - Structuring information into memorable modules
 - Summarising progress
 - Managing the process of group advancement
 - Using media: Flip Chart, OHP, White Board, Video, Other
 - Using the voice for impact and credibility
 - Clarifying confusion, deep listening, responding
 - Maintaining learner self esteem

Time Management:

"How to have TIME for Everything Without burning the candle at both ends"

- Seminar Objectives:
 - Identifying what is strategic for you!
 - The "can't fail" way to get off to an early, upbeat start each day
 - How to rule over the important, rather than react to the urgent
 - Goal and priority focused planning for a day, a week, a month and a year
 - Applying an amazing time saver that works while you sleep!
 - The 11 key management time savers you can apply immediately
 - How to manage the telephone effectively to save time
 - Courteous and creative ways to shorten the time spent with visitors
 - Reducing unproductiveness at meetings
 - Everything you need to know about saying "no" (a power- time-saver)
 - Here's how to get others to help you save time
 - What to do when you are so busy you don't know what to do next
 - The fun way of building youthful energy and zest
 - Coping with very large projects that take weeks
 - Avoiding time wasting misunderstandings and mistakes
 - Read more, at greater speed!

Free: A practical down to earth list: *“Now! Research shows you the 50 most common time wasters anyone can start eliminating immediately!”*

How to Master the Art of Selling by Phone:

- If you want to hear “Sure, I do have a minute...” more often,
- If you never want to hear: “Well actually I don’t make that decision,” again...
- If you want to close more sales...
- If you want to feel more confident making outbound calls
- If you want to close far more inbound calls....

Executive Coaching & Facilitation has ways and the experience to enable you to do this.

- This course pays itself off over and over:
 - A Golden voice- pleasing, professional and persuading
 - Introducing yourself in a variety of ways that impact favourably on clients
 - Creating rapport and blending with clients in a way that causes co-operation
 - Making attention grabbing statements
 - Getting through screeners
 - Opening up a conversation with clients
 - Overcoming typical objections
 - Understanding what makes people buy
 - Including buying motivators when speaking with clients
 - Developing your questioning style
 - Presenting product features in an appealing way
 - Listening at a deeper level and responding appropriately
 - Five attitudes towards handling telephone rejection
 - Drawing clients into the wonder of what the products do
 - Recognising and responding to buying signals
 - Closing naturally and powerfully
 - Wrapping up to ensure perfect understanding and secure business

Communication and Interpersonal Skills:

The essential skills that liberate anyone at any level to speak.

- Powerful skills learners will master:
 - Understanding the relevance and importance of good communication
 - Consequences – what happens when communication is poor
 - Changing the way you say things to lead to more win-win, harmonious relationships
 - Trust & Empathy – building emotionally intelligent elements into everyday communication
 - 3 communication styles – Differentiating between assertive and aggressive and passive communication
 - “Noise” in communication

- Substantiation – making a point clearly
- Non verbal communication and body language
- Setting limits to ensure fairness
- Dealing calmly with conflict

How to do Better Business by Phone: Telephone etiquette and customer care skills by phone: This is an important course for anyone who works on the phone. Clients feel comfortable and perceive a professional modern and organised company.

Towards: National Certificate in Contact Centre Support - **NQF 2**

- A person who has completed this course will have mastered the following:

- How you can enjoy super self confidence in your telephone work, every day:
 - Communication styles
- Taking on the special phone language used by today's world-class companies.
- Developing the professional attitude and voice skills required by clients today.
- Professional telephone skills:
 - Greeting
 - Getting quality information
 - Securing agreement to transfer the client's call
 - Responding to the client when the other side does not answer
 - Responding to the client when the other person is not available
 - Taking your message effectively
 - Showing empathy, acknowledging the client's feelings
- How to deal with clients who are not satisfied, and retain their loyalty
- Dealing with clients who behave abusively
- Working with clients to find creative solutions to problems
- How to win others' helpfulness and co-operation

Professional Selling Skills: The essential skills needed for any person who sells as a profession.

- Powerful skills learners will master:
 - Discovering and using the 6 triggers that motivate people to buy
 - Representing products and their features in an appealing way
 - Ways to sell without having to reduce the price
 - Developing questions that uncover client needs
 - Recognising and responding to buyers' signals
 - Matching your selling style to your buyer's personality
 - Joint problem solving with clients to make the deal
 - Closing more sales, naturally
 - Post-sale communicating to keep clients and draw their friends

Presenting information and ideas to get the response you desire: This must have information is essential for anyone who needs to convey information to others. (e.g. presenting fund information to trustees with the objective of being reappointed)

- What will the learner be able to do:
 - Building rapport, earning "buy in"
 - Using structure for confidence and liberty
 - Incorporating features that make presentations memorable
 - Professional use of media and visuals
 - Communicating jointly and actively with the audience
 - Achieving the presentation's desired objective

Using and Understanding Common Financial and Investment Language:

This course is seen as an absolute gift to anyone who needs to be orientated toward the financial and investment environment.

This wide-ranging course, crammed with brilliant information never ceases to amaze participants at how much knowledge they can gain in 1½ days!

- **Delegates will master the following skills**
 - A global perspective: Pointing out various role players in the economy and their inter relationships to each
 - Describing alternatives to raising business finance
 - Describing terms and meanings in financial statements
 - Describing the basic workings of the Stock Exchange
 - Participating in an investment instrument conversation with a broker
 - Interpreting information from a financial page in a newspaper
 - Explaining the meaning of a wide range of financial and investment terms
 - Describing and illustrating how Unit Trusts work

Change Management: A Seminar based on Spencer Johnson's bestseller: "Who Moved My Cheese?"

- **What's so amazing about this video and workshop:**
 - It is presented at either a staff or management level
 - It recognises emotions and anxieties around change
 - The issues of change and adaptation are put into a context, which is malleable and easy to work with.
 - People who participate in this workshop gain a new perspective about change and this perspective helps them stop resisting change
 - It looks at why some people can move on while others can't seem to cut it
 - It triggers a change in attitude away from blame and injustice to personal adaptability and responsibility
 - It points out that the benefits of change are good, and can be enjoyable
 - It helps people adopt a focus of looking ahead

Mentoring Programmes: Personalised programmes for any company that has experienced members who need to impart their knowledge and skills to others.

Achieving Breakthrough Client Service: For Anyone who deals with a company's hard won clients

- **What will the learner be able to do:**
 - Explaining all the interdependent components of client service

- Calculating the estimated lifetime value of a client
- Self management and assertiveness
- Knowledge of ones own company
- Listening with empathy and understanding
- Speaking and living “client service”

Developing NQF based Learning Materials

How to write competency based training courses

This learner directed course covers all the essential skills for the development of competency based training material. During the course the learners produce their first outcomes based training course in a field relevant to them or their company.

Maximised Individual Growth: The must have information for anyone who wants to move on and feels they’re struggling to get it all together.

- Powerful skills learners will master:
 - Being productive in daily life
 - Creating a personal values-based life vision
 - Developing an easy to follow Person Development Plan
 - Demonstrating a win-win approach in a competitive situation
 - Understanding other viewpoints first before demanding to be understood
 - Participating *synergistically* with others to solve problems
 - Renewing one’s self physically, spiritually, intellectually and socially

Other courses:

Team Building

The team is taken out of the office for a tough day. Certain events and exercises are designed draw out a team’s unique strengths and idiosyncrasies.

At a braai at the end of the day, a facilitator poses questions to the team. As they discuss these questions, they achieve a renewed understanding of their dynamics. The discussion ends with a team conversation about a *new way forward*.

The team-building day is arranged in such a way that new, lasting bonds are developed within the team, as each person gets to know his/her colleague in a whole new way.

Participants complete the day feeling exhausted though triumphant, elated and strong as a team. Photos from the day serve as reminders of the team’s new unity.

Notifier

(How to carry out restructuring with sensitivity and legally)

- **Modules**
 - Change - a world-wide reality
 - Acknowledgement of emotions and answers to questions
 - Responding to notification letters. Three Important things you need to prepare before you address your staff
 - How to conduct meetings in order to reach consensus
 - How to apply selection criteria
 - The complete termination of service interview

Company Orientation – custom made courses designed specifically for individual companies

These courses are custom made for companies. We have recently designed one for the Sanlam Head Office in Bellville. It has been very successful and motivational aspect of all new employees. These orientation employees settle in quickly, saving you time and money spent on “learning the ropes”, and “feeling your way around.”

Survivor – Adapting to the new world of work after restructuring FOR THOSE WHO STAYED BEHIND AND WILL CARRY ON WITHOUT THEIR COLLEAGUES

- **Objectives**
 - Participants consciously identify their feelings, articulate them and can explain why restructuring affected them as it may have. Participants find it is OK to feel the way they do about the restructuring experience they had.
 - Participants take steps that lead to closure for themselves about colleagues and ex colleagues whose situations changed adversely by restructuring.
 - Participants will learn to distinguish between the old world of work and the new world of work. Participants write their own “new contract” and take steps toward breaking an unhealthy dependency relationship upon an employer.
 - Participants identify in which areas to look for to find meaning in their work.
 - Participants are given the opportunity to decide upon and to commit what they will contribute towards the morale and spirit of their work team.

Whenever I have facilitated this workshop, I have found it to be a cathartic session, which many people refer to afterwards as a turning point they experienced.

What Learners Say About These Courses

- 100% relevant to my work!
- I feel that this is the most beneficial workshop I have attended in a very long time.

- ... A brilliant way of learning
- I'm amazed at how much I can remember - probably due to the learning techniques used.
- It did not feel like a course - just a great learning experience.

What Managers Say

Feedback from managers about staff members who have gone through Executive Coaching's training include words and concepts such as: "More responsible, emerging as a leader, setting new standards, achieving, happier, more positive, has been promoted, etc."

Venues

Open to discussion.

Helping you develop your training material

We offer this service to companies who conduct their own training. We have ways to help you put your valuable training into excellent workbooks that are interesting, engaging and set for maximal learning.

We set, design, brand, convert to outcomes based learning...and we deliver.

All it takes is a couple of conversations (face-to-face or by phone) and a few emails and we'll deliver your material to you (wherever you are), ready for the next training session.

One-to-one coaching

As you can see, we provide an extensive range of skills. We do one-to-one coaching for personal training needs that may be noted in your comprehensive employee training needs analysis. Please feel relaxed to call and enquire about what we can do for your staff's personal training needs.

Assessment

Execoach's qualified assessors will be happy to consult with you for designing assessment tools and also for carrying out assessment.

Dates

In order to secure your chosen dates please get back to me as soon as possible to make the necessary arrangements.

Thank you and kind regards