

## **ACBM WORKSHOP/CAPABILITY DEVELOPMENT MODULES (CDMs)**

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ACBM WORKSHOP MODULES are international quality, self-contained training Modules which can be studied individually, as Distance Learning programs, and/or taken in interactive face to face Workshops delivered by ACBM professional Trainers.

**On average**, each Module requires 4-5 hours of applied study by the Participant in order to gain maximum advantage.

We emphasize '**on average**' since some Modules are more involved and are delivered as full day sessions while others are more straightforward and Participants may complete them in less than 4 hours.

Each ACBM Module has a comprehensive Training Manual & Study Guide supplied to the participant.

The Manuals specify the Workshop Objectives which are the focus of individual Modules and the Study Guide provides supplementary exercises, tasks and activities which ensure Objectives are attained.

Completion of each Module is also **recognized by an ACBM Statement of Participation in the designated Module(s) which is awarded upon completion of the program.**

ALL ACBM MODULES are focused on developing your capabilities – your confidence, effectiveness and efficiency as a person; or your capabilities as a valued team member and employee; or as a skillful, balanced, effective executive or senior executive!

Each and every ACBM Module delivers a personal and/or professional pay-off which will enhance your capabilities, your self-esteem – and your marketability!

The following section lists ACBM Modules according to their broad classification and target group and later Sections outline in some detail the Contents of each Module.

**A. GENERAL/ PERSONAL CAPABILITY DEVELOPMENT**

**MODULE NUMBER:**

- **Assertiveness & Self-confidence ..... 1**
- **Time Management ..... 2**
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- **Presentation Skills..... 4**
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- **Communication Strategies ..... 6**
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**B. EMPLOYEE DEVELOPMENT**

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**C. EXECUTIVE DEVELOPMENT**

- **Leadership & Influence.....16**
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**D: SENIOR EXECUTIVE DEVELOPMENT**

**MODULE NUMBER:**

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**E: SPECIALIST MODULES**

In addition to the Library of programs listed above, ACBM also offers more specialist capability developing Modules such as: Administrative Support, Anger Management, Basic Bookkeeping, Conflict Resolution, Lean Process and Six Sigma, Media & Public Relations, Train the Trainer, Sales Fundamentals, Supply Chain Management, Talent Management, Workplace Harassment and Violence and many others.

***For a full listing of our short course training offerings, please enquire through the Marketing/Administration contact points detailed below.***

# ABOUT ACBM MODULES

## A: GENERAL/ PERSONAL CAPABILITY DEVELOPMENT MODULES

### Module 1: Assertiveness & Self Confidence Workshop

Self-confidence and assertiveness are two skills that are crucial for success in life. If you don't feel worthy, and/or you don't know how to express your self-worth when communicating with others, life can be very painful. These skills will provide opportunities and benefits to participants in their professional and personal lives.

*The Assertiveness and Self-Confidence* workshop will give participants an understanding of what assertiveness and self-confidence each mean (in general and to them personally) and how to develop those feelings in their day-to-day lives. These skills will encompass many aspects of participant's lives and activities and will have a positive effect on all of them.

#### Workshop Objectives:

- Define assertiveness and self-confidence, and list the four styles of communication
- Describe the types of negative thinking, and how one can overcome negative thoughts
- Explain the difference between listening and hearing.
- Define the importance of goal setting, and practice setting SMART goals for assertive behavior
- Utilize methodologies for understanding your worth -- and the use of positive self-talk
- List reasons why a pleasing appearance and body language are critical for creating a strong first impression
- Practice sending positive communications phrased as "I-Messages"
- Practice strategies for gaining positive outcomes in difficult interpersonal situations.

### Module 2: Time Management Workshop

Personal time management skills are essential for professional success in any workplace. Those able to successfully implement time management strategies are able to control their workload rather than spend each day in a frenzy of activity reacting to crisis after crisis - stress declines and personal productivity soars! These highly effective individuals are able to focus on the tasks with the greatest impact to them and their organization.

The *Time Management* workshop will cover strategies to help participants learn these crucial

strategies. Participants will be given a skill set that include personal motivation, delegation skills, organization tools, and crisis management. We'll cover all this and more during this workshop.

### **Workshop Objectives:**

- Plan and prioritize each day's activities in a more efficient, productive manner
- Overcome procrastination quickly and easily
- Handle crises effectively and quickly
- Organize your workspace and workflow to make better use of time
- Delegate more efficiently
- Use rituals to make your life run smoother
- Plan meetings more appropriately and effectively

## **Module 3: Personal Productivity Workshop**

Most people find that they wish they had more time in a day. This workshop will show participants how to organize their lives and find those hidden moments. Participants will learn how to establish routines, set goals, create an efficient environment, and use time-honored planning and organizational tools to maximize their personal productivity.

**Personal Productivity** is a goal most of us have. Through this workshop participants will be on the right track in achieving that goal. Some people blame everything that goes wrong in their life on something or someone else, but through this workshop participants will learn to take ownership and begin to lead a more productive life.

### **Workshop Objectives:**

- Set and evaluate SMART goals
- Use routines to maximize their productivity
- Use scheduling tools to make the most of their time
- Stay on top of their to-do list
- Start new tasks and projects on the right foot
- Use basic project management techniques
- Organize their physical and virtual workspaces for maximum efficiency
- Take back time from e-mail and handheld devices
- Beat procrastination

## Module 4: Presentation Skills Workshop

Many studies have found that public speaking is the number one fear amongst most people, outranking flying, snakes, insects, and even death. Ironically, it is also one of the skills that can make or break a person's career. Participants will be provided a strong set of skills that will complement their current presentation skill set.

The **Presentation Skills** workshop will give participants some presentation skills that will make speaking in public less terrifying and more enjoyable. This workshop includes topics that participants can look forward to including: creating a compelling program, using various types of visual aids, and engaging the audience.

### Workshop Objectives:

- Perform a needs analysis and prepare an outline
- Select presentation delivery methods
- Practice verbal and non-verbal communication skills
- Knock down nervousness
- Develop and use flip charts with color
- Create targeted PowerPoint presentations
- Utilize white boarding for reinforcement
- Describe how video and audio enhance a presentation and list criteria for determining what types to use
- Enrich the learning experience with humor, questions, and discussion.

## Module 5: Emotional Intelligence Workshop

*Emotional intelligence* describes the ability to understand one's own feelings, and that of groups, and how these emotions can influence motivation and behavior. Various concepts of Emotional Intelligence have been around since at least the 1900's, but the term (and its significance) has become widely recognized since the mid-1980's.

As a result of the growing acknowledgement by professionals of the importance and relevance of emotions to work outcomes, the research on the topic continued to gain momentum, but it wasn't until the publication of Daniel Goleman's best seller *Emotional Intelligence: Why It Can Matter More Than IQ* that the term became widely accepted by mainstream media.

### **Workshop Objectives:**

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage your emotions.
- Verbally communicate with others.
- Successfully communicate with others in a non-verbal manner.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Balance optimism and pessimism.
- Effectively impact others.

## **Module 6: Communication Strategies Workshop**

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The ***Communication Strategies*** workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

### **Workshop Objectives:**

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and para-verbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others

- Identify and mitigate precipitating factors
- Establish common ground with others

## **Module 7: Body Language Basics Skills Workshop**

Can you tell if someone is telling the truth just by looking at them? It is a skill that a lot of people do not have. Through Body Language Basics you will be given a set of tools to use to your advantage. These tools can be utilized in the office and at home. Understanding Body Language will provide you a great advantage in your daily communications.

**Body Language Basics** will provide you with a great set of skills to understand that what is not said is just as important as – and maybe more important than - what is said. It will also give you the ability to see and understand how your own Body Language is being seen. You will be able to adjust and improve the way you communicate through non-verbal communications.

### **Workshop Objectives:**

- Define body language.
- Understand the benefits and purpose of interpreting body language.
- Learn to interpret basic body language movements.
- Recognize common mistakes when interpreting body language.
- Understand your own body language and what you are communicating.
- Practice your body language skills.

## **Module 8: Stress Management Workshop**

Positive and negative stress is a constant influence on all of our lives. The trick is to maximize the positive stress and to minimize the negative stress. Participants will be shown how stress can be positive and negative, and we'll look at the Triple A approach that will form the basis of this workshop.

The **Stress Management** workshop will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

### **Workshop Objectives:**

- Identify the best approach to a stressful situation (Alter, Avoid, or Accept)
- Understand what lifestyle elements you can change to reduce stress
- Use routines to reduce stress
- Use environmental and physical relaxation techniques
- Better cope with major events
- Use a stress log to identify stressors and create a plan to reduce or eliminate them

## **Module 9: Job Search Skills Workshop**

Searching for a job can be intimidating. How do you know what job you're best suited for? How do you build a winning resume and cover letter? Where can you find job leads? How do you network without feeling nervous? What happens when you land an interview? And most importantly, where do you find help when you need it?

The **Job Search Skills** workshop will give you the answers to all these questions, plus a plan to get you to a new job within a month. After completing this program, you'll be more than ready to start your search for your perfect job. Identifying the purpose for working and the assessment of skills can help determine the types of jobs your participants should apply for.

### **Workshop Objectives:**

- Define your objectives and purpose in your search for employment.
- Help you establish SMART goals in the job-hunting process.
- Assist you in developing a first month plan of action for your job search.
- Craft an effective resume.
- Form an attractive cover letter.
- Develop and present a portfolio of your prior work.
- Learn networking skills in finding leads for jobs.
- Efficiently get interviews and thrive in the interview process.

## **B: EMPLOYEE DEVELOPMENT MODULES**

### **Module 10: Customer Service Workshop**

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the front lines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers.

The **Customer Service** workshop will look at all types of customers and how we can serve them better and improve ourselves in the process. Participants will be provided with a strong skillset including in-person and over the phone techniques, dealing with difficult customers, and generating return business.

#### **Workshop Objectives:**

- State what customer service means in relation to all your customers, both internal and external
- Recognize how your attitude affects customer service
- Identify your customers' needs
- Use outstanding customer service to generate return business
- Build good will through in-person customer service
- Provide outstanding customer service over the phone
- Connect with customers through online tools
- Deal with difficult customers

### **Module 11: Safety in the Workplace Workshop**

Workplace safety is the responsibility of everyone in an organization. Companies have legal obligations to meet certain safety requirements, but many go further than the minimum obligations. Safety standards and procedures must be put in place, and everyone needs to follow the standards in order for them to be effective.

Our **Safety In the Workplace** course will be instrumental in reviewing common hazards, safety techniques and after completion, participants will have the tools to help them create a Safety policy for your work place. By identifying and anticipating hazards, employers can prevent injuries and keep employees safe.

### **Workshop Objectives:**

- Define workplace safety.
- Understand legal responsibilities associated with a safe work environment.
- Create a safety plan and identify hazards.
- Recognize the role of management.
- Develop training procedures.
- Learn how to implement a safety plan.

## **Module 12: Teamwork & Team Building Workshop**

For most of us, teamwork is a part of everyday life. Whether it's at home, in the community, or at work, we are often expected to be a functional part of a performing team. Having a strong team will benefit any organization and will lead to more successes than not.

The ***Teamwork & Team Building*** workshop will encourage participants to explore the different aspects of a team, as well as ways that they can become a top-notch team performer. Participants will be given the details and concepts of what makes up a team and the techniques to use in creating a successful team and encouraging effective participation by team members.

### **Workshop Objectives:**

- Describe the concept of a team, and its factors for success
- Explain the four phases of the Tuckman team development model and define their characteristics
- List the three types of teams
- Describe actions to take as a leader – and as a follower for each of the four phases (Forming, Storming, Norming and Performing)
- Discuss the uses, benefits and disadvantages of various team-building activities
- Describe several team-building activities that you can use, and in what settings
- Follow strategies for setting and leading team meetings
- Detail problem-solving strategies using the Six Thinking Hats model -- and one consensus-building approach to solving team problems
- List actions to do -- and those to avoid -- when encouraging teamwork

## Module 13: Supervising Others Workshop

Supervising others can be a tough job. Between managing your own time and projects, helping your team members solve problems and complete tasks, and helping other supervisors, your day can fill up before you know it.

The ***Supervising Others*** workshop will help supervisors become more efficient and proficient, with information on delegating, managing time, setting goals and expectations (for themselves and others), providing feedback, resolving conflict, and administering discipline.

### Workshop Objectives:

- Define requirements for particular tasks
- Set expectations for your staff
- Set SMART goals for yourself
- Help your staff set SMART goals
- Assign work and delegate appropriately
- Provide effective, appropriate feedback to your staff
- Manage your time more efficiently
- Help your team resolve conflicts
- Understand how to manage effectively in particular situations
- Understand what a new supervisor needs to do to get started on the right path

## Module 14: Business Writing Workshop

Writing is a key method of communication for most people, and it's one that many people struggle with. Writing and communication skills have degraded with more and more people communicating through email and text messaging. Developing writing skills is still important in the business world as creating proper documents (such as proposals, reports, and agendas), giving you that extra edge in the workplace.

The ***Business Writing*** workshop will give participants a refresher on basic writing concepts (such as spelling, grammar, and punctuation), and an overview of the most common business documents. These basic skills will provide your participants with that extra benefit in the business world that a lot of people are losing.

## Workshop Objectives

- Gain better awareness of common spelling and grammar issues in business writing.
- Review basic concepts in sentence and paragraph construction.
- Know the basic structure of agendas, email messages, business letters, business proposals, and business reports.
- Know tips and techniques to use when deciding the most appropriate format to use for agendas, email messages, business letters, business proposals, and business reports.
- Know tips and techniques in writing agendas, email messages, business letters, business proposals, and business reports.
- Gain an overview of Request for Proposals, Projections, Executive Summaries, and Business Cases.
- Define proofreading and understand techniques in improving proofreading skills.
- Define peer review and list ways peer review can help improve business writing skills.
- List guidelines in printing and publishing business writing.

## Module 15: Budgets and Financial Reports Workshop

Money matters can be intimidating for even the smartest people. However, having a solid understanding of basic financial terms and methods is crucial to your career. When terms like ROI, EBIT, GAAP, and extrapolation join the conversation, you'll want to know what people are talking about, and you'll want to be able to participate in the discussion.

The ***Budgets and Financial Reports*** workshop will give you a solid foundation in finance. We'll cover topics like commonly used terms, financial statements, budgets, forecasting, purchasing decisions, and financial legislation.

### Workshop Objectives:

- Identify financial terminology
- Understand financial statements
- Identify how to analyze financial statements
- Understand budgets
- How to make budgeting easy
- Understand advanced forecasting techniques
- Understand how to manage the budget

- Identify How to make smart purchasing decisions
- Identify the legal aspects of finances

## **C: EXECUTIVE DEVELOPMENT MODULES**

### **Module 16: Leadership & Influence Workshop**

They say that leaders are born, not made. While it is true that some people are born leaders, some leaders are born in the midst of adversity. Often, simple people who have never had a leadership role will stand up and take the lead when a situation they care about requires it. A simple example is parenting. When a child arrives, many parents discover leadership abilities they never knew existed in order to guide and protect their offspring.

Once you learn the techniques of true *Leadership & Influence*, you will be able to build the confidence it takes to take the lead. The more experience you have acting as a genuine leader, the easier it will be for you. It is never easy to take the lead, as you will need to make decisions and face challenges, but it can become natural and rewarding.

#### **Workshop Objectives:**

- Define “leadership”
- Explain the Great Man Theory
- Explain the Trait Theory
- Understand Transformational Leadership
- Understand the people you lead and how to adapt your leadership styles
- Explain leading by Directing
- Explain leading by Participating
- Explain leading by Delegating
- Kouzes and Posner
- Conduct a personal inventory
- Create an action plan
- Establish personal goals

## Module 17: Negotiation Skills Workshop

Although people often think of boardrooms, suits, and million dollar deals when they hear the word *negotiation*, the truth is that we negotiate all the time. Through this workshop participants will be able to understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating.

The ***Negotiation Skills*** workshop will give participants a sense of understanding their opponent and have the confidence to not settle for less than they feel is fair. Your participants will learn that an atmosphere of respect is essential, as uneven negotiations can lead to problems in the future.

### Workshop Objectives:

- Understand the basic types of negotiations, the phases of negotiations, and the skills needed for successful negotiating
- Understand and apply basic negotiating concepts: WATNA, BATNA, WAP, and ZOPA
- Lay the groundwork for negotiation
- Identify what information to share and what to keep to yourself
- Understand basic bargaining techniques
- Apply strategies for identifying mutual gain
- Understand how to reach consensus and set the terms of agreement
- Deal with personal attacks and other difficult issues
- Use the negotiating process to solve everyday problems
- Negotiate on behalf of someone else

## Module 18: Project Management Workshop

In the past few decades, organizations have discovered something incredible: the principles that have been used to create enormous successes in large projects can be applied to projects of any size to create amazing success. As a result, many employees are expected to understand project management techniques and how to apply them to projects of any size.

The ***Project Management*** workshop will give participants an overview of the entire project management process, as well as key project management tools that they can use every day. Working with project planning documents, such as needs assessments, risk management plan, and a communication plan will provide benefits throughout your organization.

### **Workshop Objectives:**

- Define projects, project management, and project managers
- Identify the five process groups and nine knowledge areas as defined by the PMI
- Describe the triple constraint
- Perform a project needs assessment and write goals, requirements, and deliverables
- Create key project documents.
- Build a project schedule by estimating time, costs, and resources
- Understand and use the work breakdown structure
- Create project planning documents, such as a schedule, risk management plan, and communication plan
- Use planning tools, including the Gantt chart, network diagram, and RACI chart
- Establish and use baselines
- Monitor and maintain the project
- Perform basic management tasks, including leading status meetings and ensuring all documents are complete at the end of the project

## **Module 19: Change Management Workshop**

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop.

The ***Change Management*** workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

### **Workshop Objectives:**

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies

- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency and flexibility in the context of change.

## **Module 20: Work-Life Balance Workshop**

Having a balance between work and home life can be a challenge. With this challenge come great rewards when it is done successfully. By balancing a career with home life it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career wise.

With a ***Work-Life Balance*** you will be managing your time better. Better time management will benefit all aspects of life; you will be working less and producing more. This workshop will show how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

### **Workshop Objectives:**

- Explain the benefits of work life balance.
- Recognize the signs of an unbalanced life.
- Identify employer resources for a balanced lifestyle.
- Improve time management and goal setting.
- Use the most effective work methods for you.
- Create balance at work and at home.
- Manage stress.

## Module 21: Employee Motivation Workshop

When you think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life. The truth is, no matter what we offer people, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that you have a motivated workforce.

The **Employee Motivation** workshop will give participants several types of tools to become a great motivator, including goal setting and influencing skills. Participants will also learn about five of the most popular motivational models, and how to bring and how to bring them together to create a custom program.

### Workshop Objectives:

- Defining motivation, an employer's role in it and how the employee can play a part
- Identifying the importance of Employee Motivation
- Identifying methods of Employee Motivation
- Describing the theories which pertain to Employee Motivation – with particular reference to psychology
- Identifying personality types and how they fit into a plan for Employee Motivation.
- Setting clear and defined goals.
- Identifying specific issues in the field, and addressing these issues and how to maintain this going forward.

## Module 22: Meeting Management Workshop

This workshop is designed to give participants the basic tools they need to initiate and manage their meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the attendees and leave a positive and lasting impression. Through this workshop your participants will learn the needed skills in planning and implementing a successful meeting.

The **Meeting Management** workshop will explore how to reduce waste and make meetings more efficient. This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their meeting management skills.

## **Workshop Objectives:**

- Planning and Preparing
- Identifying the Participants
- How to choose the time and place
- How to create the agenda
- How to set up the meeting space
- How to incorporate your electronic options
- Meeting Roles and Responsibilities
- Use an agenda
- Chairing a Meeting
- How to deal with disruptions
- How to professionally deal with personality conflicts
- How to take minutes
- How to make the most of your meeting using games, activities and prizes

## **D: SENIOR EXECUTIVE DEVELOPMENT**

### **Module 23: Critical Thinking Skills Workshop**

We live in a knowledge based society, and the more critically you think the better your knowledge will be. Critical Thinking provides you with the skills to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it. It provides the best chance of making the correct decision, and minimizes damages if a mistake does occur.

***Critical Thinking*** will lead to being a more rational and disciplined thinker. It will reduce your prejudice and bias which will provide you a better understanding of your environment. This workshop will provide you the skills to evaluate, identify, and distinguish between relevant and irrelevant information. It will lead you to be more productive in your career, and provide a great skill in your everyday life.

### **Workshop Objectives:**

- Understand the components of critical thinking
- Utilize non-linear thinking
- Use logical thinking
- Recognize what it means to be a critical thinker
- Evaluate information using critical thinking skills
- Identify the benefits of critical thinking
- Revise perspective, when necessary
- Comprehend problem solving abilities

## **Module 24: Delivering Constructive Criticism Workshop**

Delivering Constructive Criticism is one of the most challenging things for anyone. Through this workshop participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action that requires feedback or criticism it needs to be handled in a very specific way.

***Constructive Criticism*** if done correctly will provide great benefits to your organization. It provides the ability for management to nullify problematic behaviors and develop well rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

### **Workshop Objectives:**

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

## Module 25: Creative Problem Solving Workshop

In the past few decades, psychologists and business people alike have discovered that successful problem solvers tend to use the same type of process to identify and implement the solutions to their problems. This process works for any kind of problem, large or small.

The ***Creative Problem Solving*** workshop will give participants an overview of the entire creative problem solving process, as well as key problem solving tools that they can use every day. Skills such as brainstorming, information gathering, analyzing data, and identifying resources will be covered throughout the workshop.

### Workshop Objectives:

- Understand problems and the creative problem solving process
- Identify types of information to gather and key questions to ask in problem solving
- Identify the importance of defining a problem correctly
- Identify and use four different problem definition tools
- Write concrete problem statements
- Use basic brainstorming tools to generate ideas for solutions
- Evaluate potential solutions against criteria, including cost/benefit analysis and group voting
- Perform a final analysis to select a solution
- Understand the roles that fact and intuition play in selecting a solution
- Understand the need to refine the shortlist and redefine it
- Understand how to identify the tasks and resources necessary to implement solutions
- Evaluate and adapt solutions to reality

## Module 26: Attention Management Skills Workshop

A distracted employee is a less effective employee. Employees who do not pay attention to their work can waste valuable time and make careless mistakes. Participants will be more efficient at their job, make fewer mistakes, and overall be more productive.

***Attention Management*** is a useful skill that allows managers to connect with their employees on an emotional level and motivate them to focus on their work and how to reach their personal and company goals. Your participants will gain valuable insight and strategies into what it takes to be more attentive and vigilant.

### **Workshop Objectives:**

- Define and understand attention management.
- Identify different types of attention.
- Create strategies for goals and SMART goals.
- Be familiar with methods that focus attention.
- Put an end to procrastination.
- Learn how to prioritize time.
- Increased productivity
- Increased job satisfaction

### **Module 27: Business Etiquette Workshop**

This course examines the basics of business etiquette. It focuses on the most important consideration (to be considerate of others), as well as dress/appearance, the workplace versus social situations, business meetings, proper introductions and 'the handshake', conversation skills/small talk, cultural differences affecting international business opportunities, dealing with interruptions, and proper business email and telephone etiquette. Have you ever been in a situation where:

- You met someone important and had no idea what to say or do?
- You spilled soup all over yourself at an important business event?
- You showed up at an important meeting under or overdressed?

Let's face it: we've all had those embarrassing etiquette gaffes. Our ***Business Etiquette*** workshop will help participants look and sound their best no matter what the situation.

### **Workshop Objectives:**

- Define etiquette and provide an example of how etiquette can be of value to a company or organization.
- Understand the guidelines on how to make effective introductions.
- Identify the 3 C's of a good impression.
- Understand how to use a business card effectively.
- Identify and practice at least one way to remember names.

- Identify the 3 steps in giving a handshake. Enumerate the four levels of conversation and provide an example for each.
- Understand place settings, napkin etiquette and basic table manners.
- Understand the meaning of colors in dressing for success.
- Differentiate among the dressy casual, semi-formal, formal and black tie dress code.

## Module 28: Business Ethics Skills Workshop

A company's ethics will determine its reputation. Good business ethics are essential for the long-term success of an organization. Implementing an ethical program will foster a successful company culture and increase profitability. Developing a **Business Ethics** program takes time and effort, but doing so will do more than improve business, it will change lives.

A company's ethics will have an influence on all levels of business. It will influence all who interact with the company including customers, employees, suppliers, competitors, etc. All of these groups will have an effect on the way a company's ethics are developed. It is a two-way street; the influence goes both ways, which makes understanding ethics a very important part of doing business today. Ethics is very important, as news can now spread faster and farther than ever before.

### Workshop Objectives:

- Define and understand ethics.
- Understand the benefits of ethics.
- Create strategies to implement ethics at work.
- Recognize social and business responsibility.
- Identify ethical and unethical behavior.
- Learn how to make ethical decisions and lead with integrity.

## Module 29: Public Speaking Workshop

According to a 1973 survey by the Sunday Times of London, 41% of people list public speaking as their biggest fear. Forget small spaces, darkness, and spiders, standing up in front of a crowd and talking is far more terrifying for most people. Through this workshop participants will become more confident and relaxed in front of an audience which will translate into a successful speaking event.

However, mastering this fear and getting comfortable speaking in public can be a great ego booster, not to mention a huge benefit to your career. The **Public Speaking** workshop will give participants

some basic public speaking skills, including in-depth information on developing an engaging program and delivering their presentation with power.

### **Workshop Objectives:**

- Identify their audience
- Create a basic outline
- Organize their ideas
- Flesh out their presentation
- Find the right words
- Prepare all the details
- Overcome nervousness
- Deliver a polished, professional speech
- Handle questions and comments effectively

## **Module 30: Knowledge Management Workshop**

The Encarta Dictionary defines knowledge management as *the organization of intellectual resources and information systems within a business environment*. Sounds pretty simple, right? Take a moment, though, and think about all the information that each person has in their brain. That's a lot of knowledge!

The **Knowledge Management** workshop will give participants the tools that they will need to begin implementing knowledge management in your organization, no matter what the size of the company or the budget. Wherever there are humans working together for one goal, there is knowledge to be harvested, stored, and dispensed as needed.

### **Workshop Objectives:**

- Understand the basic concept of knowledge management (KM)
- Identify the do's and don'ts of KM
- Identify the KM live cycle
- Identify the new KM paradigm
- Identify the KM models
- Understand how to build a KM rational for your company

- Understand how to customize KM definitions
- Identify the steps to implementing KM in your organization
- Identify tips for success
- Understand the advance topics in KM.

## **ENROLLING IN ACBM MODULES & DELIVERY OPTIONS**

ACBM WORKSHOP MODULES are available for enrollment in a variety of ways.

- *You can enroll at any time for the self-study, self-paced distance education offerings which are continuously open for enrollment, or*
- *Enquire about the Timetable for our regular intensive Workshops delivered at our training centers or, for corporate and government group bookings, at your workplace.*

## **TRAINING NEEDS ANALYSIS**

For organization clients, ACBM is pleased to offer a Training Needs Analysis (TNA) service. This joint review will allow us to define requirements more clearly and then tailor a customized training package accordingly.

## **FURTHER INFORMATION**

Contact:.....

