

Contact Us

Phone: 00201284100004
Mail: info@think-egy.com

Affiliates



Learning through experience
SIMULATION TRAINING SYSTEMS

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American Management Association

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think

Learn, Perform and Life



Think Training and Consultancy

Well Learning. Superior Performance. Better Life

Think is a trusted company of soft-skills learning solutions that help to improve the performance of individuals, teams, and organizations. We offer a wide range of resources and services, from ready-to-train assessments and hands-on games, custom development, and more. Our primary audience includes corporate trainers, human resource professionals, educational institutions, and independent consultants who look to us for research-based solutions to develop key skills such as leadership, communication, coaching, and team building. At Think, we believe an experiential approach is the best catalyst for adult learning. Our unique Experiential Learning Model has been the core of what we do for more than 11 years in MENA.

Think provides employees of all levels with the best in human resource training, soft-skills training, workshops, games, videos, and simulations for both instructor-led classrooms and customize e-learning if needed.

It's been proven students learn better by doing, and that's why our human resource management training materials are accessible, experience-based, and capable of bolstering everything from a small business' team work to improving existing corporate training materials. The foundation of our innovative human resources training is the research-based Experiential Learning Model, which was designed to create educational experiences that instill real growth and change for individuals, teams, and organizations.

EXPERIENCE COUNTS

We understand that placing people in situations where they can both learn and practice new skills increases the likeliness of successfully transferring and adapting those skills to their workplace. It's all about the experience Well Learning. Superior Performance. Better Life.

Philosophy:

Initiates and inspires lasting change.

For additional information about this publication, contact the Think Client Solutions

Team at:

Tel: +201224100004

+201284100004

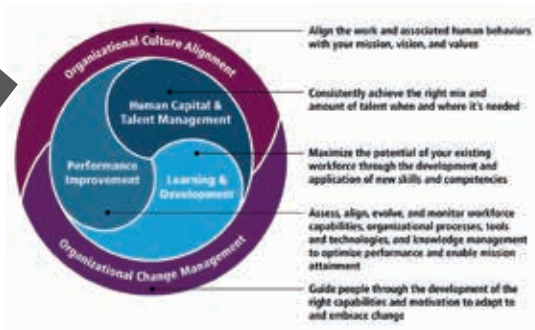
Web: www.think-egy.com

Email: info@think-egy.com

CUSTOMIZATION

The trainer will hold a meeting with HR team in the organization to customize the content and flow of the program. This will allow to better fit the examples/cases/role plays to the exact needs/situations faced by managers in real life.

This will result in a final out line for the Program.



Who are we?!

More detailed information about above ask for comprehensive proposal.
info@think-egy.com
 +201284100004

Training Library

- Accountability
- Change Management
- Coaching Skills
- Communication Skills
- Conflict Management
- Creativity & Innovation
- Customer Service
- Decision Making
- Diversity & Respect
- Emotional Intelligence
- Evaluation & Trainers Resources
- Leadership Skills
- Mentoring
- Negotiation Skills
- Personality Style
- Problem Solving
- Project Management
- Selling Skills
- Supervisory Skills
- Team Building Exercises

Training Simulations

- Team Alignment.
- Decision Making & Planning
- Customer Care.
- Power of Leadership.

Games Training Insight

- Leadership and Collaboration
- Teamwork
- Happiness at Work
- Communication Divide
- Team Building
- Negotiating Skills
- Supervisory Skills
- Coaching
- Creativity & Innovation
- Personality Style
- Leadership.
- Project Management.



Accountability

Individuals who go through accountability training are better able to develop positive relationships, feel a sense of accomplishment and improve personal productivity, all with less stress. They will also develop skills to hold others accountable for agreements in a way that minimizes conflict and encourages improved results.

Leadership Accountability leads to organizations in which there is crystal-clear clarity about what's expected to happen, how, and when. Managers and supervisors learn to encourage employee accountability at all levels, leading to increased engagement and a decrease in the gap between expectation and delivery.

Learning Objectives

- Understand the benefits of an accountable environment
- Define responsibility, empowerment, and accountability
- Discover one's personal skill levels
- Recognize barriers to accountability
- Identify appropriate tools to address accountability challenges
- Practice skills associated with declining, negotiating, and holding others accountable
- Develop a plan to enhance on-the-job accountability

HOW? IT WORKS!

The Accountability Experience is appropriate for individuals, managers, and is a useful refresher for senior executives.

The Accountability Experience combines a self-assessment and customized report to allow employees to feel more in control of outcomes and improve key work relationships. The self-assessment is designed to gauge how an employee's current mindset puts accountability, responsibility, and empowerment into practice.

Administered in advance of the workshop, the -73item self-assessment measures an individual's mindset in four dimensions of accountability: Personal Responsibility, Personal Accountability, Team Empowerment, and Perception of Organizational Culture.

During the Two days' workshop, participants are introduced to the three phases of the Accountability Cycle:

Responsibility: Claiming ownership of a task

Self-Empowerment: Taking personal action to complete the task

Accountability: Answering for the outcome

Basic duration: 2 Days

Change Management

Nothing is constant except change, says one of the great quotes; and it's abundantly true. The people assigned with the task of delegating and leading the way through times of change are generally the top executives. But that doesn't mean the rest don't need to know how to navigate through changing times. Ensuring that employees at every level LEARN HOW TO DEAL WITH CHANGE at every level of an organization is crucial to maintain optimal performance.

With the PROPER TOOLS to guide you through the process, you can help your audience progress through the organizational change management process, understand their personal reactions, and find positive strategies to survive organizational change. Everyone has a reaction to change, whether it's organization-wide or specific to departments or even individual employees. The more we know about the process of change, along with incorporating change management training the better equipped we are to take steps to adapt to it in our work and our lives.

Contents

- Assessment
- Pressure-sensitive response form
- Interpretive information
- Action planning

HOW? IT WORKS!

Mastering the Change Curve is based upon years of research, experience, and the Kubler-Ross grief model. Using a current change initiative as a frame of reference, individuals respond to a series of 24 statements that describe responses to change, choosing from a five-point scale of Almost Totally True to Almost Totally Untrue. The soft-skills assessment identifies which change phase the individual is currently experiencing, and it also provides subscores in each of the dimensions.

Four Phases of Change, the Change Curve Model, optional activities, alternative training designs, and a professional Microsoft PowerPoint presentation.

Learning Outcomes

Pinpoint one's current stage in the change management assessment process

Learn the four phases of change

Understand the Change Curve Model

Identify productive and nonproductive change behaviors

Develop a strategy for mastering change

Basic duration: 2 days



Coaching Skills



There's no doubt that coaching is one of the most effective ways to develop employee potential. But once managers have been given the responsibility of coaching, they need a fitness regimen of their own. Show managers how to delegate with skill, implement development plans, and improve employee performance with this selection of assessments, activities, and programs.

Get Fit For Coaching Assessment

Effective coaches equate to stronger leaders, more motivated employees, improved morale, and better communication in the workplace. So what does it take to become great?

While there are many skills and attributes of an effective coach, Get Fit for Coaching identifies and assesses areas of strength and improvement based on 5 critical skills found in research and literature: Building Rapport, Observing and Analyzing, Questioning and Listening, Providing Feedback, and Facilitating Learning.

Learning Outcomes

- Identify areas of strength and areas for improvement
- Provoke critical thinking on what it takes to be an effective coach
- Learn how to apply their new knowledge on the job

Theory

Based on a review of literature and the available research on coaching, Research and Development Team has identified 5 distinct skills associated with successful coaching. These 5 skills constitute the 5 competencies measured in the Get Fit for Coaching self-assessment. The Coaching Process Model shows the open flow of communication back and forth between the coach and the person being coached. At the center of the model are the 5 Coaching Competencies:

- Building Rapport
- Observing and Analyzing
- Questioning and Listening
- Providing Feedback
- Facilitating Learning

Uses for Get Fit for Coaching

Get Fit for Coaching is appropriate for managers, supervisors, and team leaders at all levels. It can be used as:

- A stand-alone assessment or debrief
- An icebreaker for new coaches or individuals new to management
- Part of a comprehensive training program on leadership development

The Get Fit For Coaching 180 Feedback component enables individuals to see how they are perceived by their peers. Combining the results of the self-assessment and the feedback provides individuals with an in-depth understanding of their coaching tendencies.

Basic duration : 2 days

Communication Skills Training

Having people in your organization with great communication skills is critical in today's business landscape. Communications skills enable people to engage in dialogue with others and establish a rapport that is crucial to your business.

Think offers various tools to enhance your workforce's communication skills.

You know that there's a lot more to communication than just talking and listening, and we've got the tools to transform your audience into world-class communicators. Utilize our communication assessment tools to give you an idea as to where people stand with respect to their conversational skills. By investing in communication skills training, people in your enterprise will be equipped with assertiveness, rapport development skills and poise. Communication skills activities ensure that your staff delivers feedback with confidence.

Influence is a daily part of everyday work life, from resolving misunderstandings with colleagues to negotiating complex deals and leading project teams. And while there are several different styles of interpersonal influence, research shows that assertive behavior has the greatest impact on individual success and organizational performance. The good news is that influence is a learned skill. With the right training, some self-discovery, and a healthy dose of practice, people can develop their ability to be assertive. The Interpersonal Influence Inventory is an eye-opening learning tool that reveals a preference for one of four dominant styles: Openly Aggressive Behavior, Concealed Aggressive Behavior, Passive Behavior, or Assertive Behavior.

Learning Outcomes

- Identify their preference for one of 4 personal influence styles: Passive, Assertive, Openly Aggressive, or Concealed Aggressive
- Learn why assertive behavior is the one style that always yields positive results
- Understand how other influence styles can hamper interpersonal communication
- Discover the behavioral cues that signal each style

HOW? IT WORKS!

Individuals respond to 40 statements, choosing one of five options they believe to be most characteristic of their behavior. The assessment reveals scores in each of the four interpersonal influence styles as well as a dominant style. It takes approximately 20 minutes to complete and score. We recommend you allow up to an hour for the interpretation of results, debrief, and action planning.

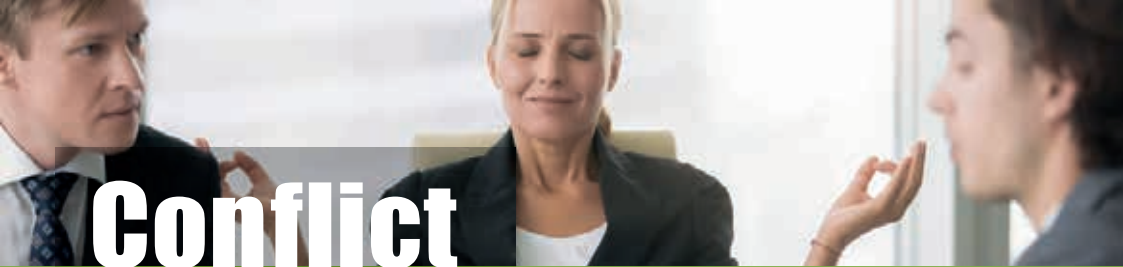
Uses and Applications

The assessment is effective as a:

- Tool to develop assertiveness skills.
- Centerpiece of a communication workshop.
- Component of a leadership development program.
- Diagnostic tool for one-on-one coaching.

The Interpersonal Influence Inventory can be used as a stand-alone promotion instrument or part of a more comprehensive training program.

Basic duration: 2 days



Conflict & Stress

Are the people in your organization suffering from conflict and stress? Look no further for the resources you need to turn negative experiences into powerful catalysts for change and improvement.

Conflict Management Strategies & Inventory

A combination self-assessment, workbook, and classroom workshop, the Conflict Strategies Inventory improves an individual's ability to successfully handle workplace conflict. Based on more than 35 years of research, this training tool explores five different strategies: Integrating, Compromising, Competing, Smoothing, and Avoiding. Most importantly, the Conflict Strategies Inventory accurately identifies one's typical reaction to conflict, examines the potential outcomes associated with each strategy, encourages the use of more effective tactics, and provides skill practice in resolving day-to-day issues. Extensively updated and enhanced, the third edition features a fully revised, full-color, comprehensive participant workbook, new online assessment options for virtual administration or self-study learning, support materials, and so much more. Packed with extensive interpretive information, hands-on activities, skill development, and action planning, there isn't a better way to equip individuals with the knowledge and insight they need to address conflict in any situation.

Learning Outcomes

- Pinpoint one's preferred strategy for managing conflict
- Discover the five different ways people respond to conflict
- Understand how and when to utilize the Integrating strategy
- Learn and practice when to use alternative strategies
- Create a development plan to put the learning into action

HOW? IT WORKS!

The Conflict Strategies Inventory is based upon the well-known Blake and Mouton Styles Grid as well as the works of many other respected researchers in the field of conflict management. Presented with ten common workplace situations, individuals identify a preference for one of five basic conflict strategies: Integrating, Avoiding, Smoothing, Competing, and Compromising. Scores reveal a personal Conflict Strategies Profile. The self-assessment takes approximately 25 minutes to complete, and we recommend allowing up to an hour for the interpretation of results, debrief, and action planning.

Uses and Applications

The Conflict Strategies Inventory is most appropriate for people in the midst of workplace conflict, but all individuals, from frontline employees to team members and managers, will find this tool immensely helpful. It can be used as a stand-alone learning instrument, the centerpiece of a more comprehensive curriculum, or a tool to:

- Develop new approaches and solutions
- Tackle recurrent conflict issues
- Inspire interest and creativity
- Introduce conflict management skills to teams

Basic duration: 2 days

Creativity & Innovation

Personal Development Training

We've got the tools you need to help individuals identify their creative talents, develop team creativity, and improve organizational innovation.



Personal Creativity Assessment

Are you creative? You probably are, everyone is capable of creative thinking at some level. However, it is revealing to look closely at the barriers and enablers of creativity and to see which ones relate to you. By doing this you can not only gauge how creative your workplace behavior is right now, but you can also identify how to make it more creative. Creativity is what brings energy and excitement to the workplace. It's also what increases productivity, innovation, and gives organizations a strategic edge. And according to a recent IBM survey, more than 1500 Chief Executive Officers from 33 industries identify creativity as the skill most needed to be successful in today's business world. That's why it's not only important but essential to teach people how to think creatively.

The Creative Style Profile is an assessment and workshop that helps people to improve their understanding of creativity and innovation and provides the means to build more powerful, collaborative relationships. The profile identifies a personal preference for one of five creative styles:

Connector

Perceptive-oriented, playful, observant, and light-hearted

Dreamer

Receptive-oriented, instinctual, imaginative, and insightful

Innovator

Goal-oriented, entrepreneurial, adaptable, and motivated

Builder

Visually-oriented, artistic, detailed, and resourceful

Explorer

Action-oriented, adventurous, risk-taking, and unconventional

Learning Outcomes

- Discover one's personal creative style
 - Learn how to enhance and utilize creative thinking
 - Understand how communication is affected by creative thinking styles
 - Recognize how creative styles influence teamwork
 - Learn how to collaborate with people who have different creative styles
- The Creative Style Profile can help anyone better understand creativity and develop the skills needed to achieve greater personal and professional success. It equips people to see old things in new ways, increase the skills that lead to innovation, improve productivity, and build collaborative relationships.

How It Works

The Creative Style Profile can be used for both classroom training and for promotion needed. It can also be used to determine a team's creativity profile.

Basic duration: 2 days

Breakthrough Creativity Profile



It's not IF you're creative - it's HOW you're creative. What do you picture when you envision someone who is creative? Perhaps an artist or inventor? Sure, these people are visibly creative. But the fact is everyone is creative. Just as there are multiple styles of intelligence, there are multiple styles of creativity that produce different yet equally valuable results.

Organizations that integrate creativity into their DNA can achieve significant benefits, including better team performance, increased flexibility, greater retention rates, creative problem solving - and a competitive advantage in the marketplace.

New from creativity expert Dr. Lynne Levesque, the Breakthrough Creativity Profile, Second Edition, is the tool you need to uncover creative talents in the workplace. Based on Carl Jung's well-known personality theory, this learning instrument identifies dominant and auxiliary preferences from eight creative styles: Adventurer, Diplomat, Explorer, Inventor, Navigator, Pilot, Poet, and Visionary.

Learning Outcomes

- **Understand** creativity and the impact of creative talent differences
- **Identify** one's creative talents and recognize the contributions of each style
- **Improve** problem-solving and inventive thinking capabilities
- **Assess** team member creative talents and construct a team profile
- **Create** an action plan for individuals and teams to become more creative.

HOW? IT WORKS!

The Breakthrough Creativity Profile presents a series of 16 incomplete statements. Individuals are asked to assign points to four possible endings based upon how they would typically behave in the given situation. Scores reveal preferences across both Data Collecting and Decision Making creative talents. One's dominant or auxiliary creative preference is identified as a Data Collecting talent and the other is identified as a Decision Making talent.

Data Collecting creative talents:

- Adventurer
- Navigator
- Explorer
- Visionary

Decision Making creative talents:

- Diplomat
- Inventor
- Pilot
- Poet

This comprehensive profile provides individuals with an in-depth understanding of their creative talents as well as the associated strengths and challenges. It can also be used to create a team profile that provides a better understanding of the impact individual talents have on the team's creative results, enables the team to explore gaps and challenges, and develop an action plan to become more creative as a team.

The assessment takes approximately 30 minutes to complete and score. We recommend allowing an additional 40 minutes to an hour for the interpretation of results, debrief, and action planning.

Uses and Applications

The Breakthrough Creativity Profile is effective as a stand-alone learning instrument or part of a more comprehensive training program for individuals and teams. It can be used as a:

- Centerpiece of a creative talents workshop.
- Foundation for a leadership development program.
- Diagnostic tool to develop a creative talents profile for teams.
- Module in a creative problem-solving workshop.
- Starting point for the development of products and solutions.
- Tool to build self-confidence, employee morale, and collaboration.

Internal Customer Service Assessment

How well are you meeting the challenges of providing service within your organization? Because internal service providers have a bond with their customers that external vendors simply do not share, they need to judge their behavior by a new standard.

Unlike any other assessment on the market today, the Internal Customer Service Assessment illustrates the real differences between internal and external service. This -30item assessment is designed to help internal service providers evaluate how well they are practicing the behaviors that constitute excellent internal service — and then assists them through action planning to improve those behaviors.

Learning Outcomes

- Evaluate how well an individual meets the challenges of providing service within the organization
- Learn which behaviors are effective in improving internal service
- Develop more effective service behaviors

HOW? IT WORKS!

The assessment presents 30 statements about customer service. Individuals transfer their assessment scores to a chart, creating an Internal Customer Service Profile. This visual profile depicts strengths and areas of improvement in each of the 6 dimensions of internal service. The Participant Guides provide for both individual and group action planning and discussion.

Theory

The Internal Customer Service Assessment is based on relevant internal service literature and consulting experience. At the center of the assessment, the Internal Customer Service Model combines both aspects of the internal service provider's job. The Model illustrates the dual focus on what is happening both inside and outside the organization.

Basic duration: 2 days





Problem Solving & Decision Making

In today's ultra-competitive work atmosphere, professionals must have great decision making skills. Coupled with this, the ability to solve complex problems, extract solutions and simplify them is key in the modern business climate. Because these are continuously evolving skillsets, various tools and resources are available to sharpen PROBLEM SOLVING SKILLS. Another key aspect is how you think and reason. For this, CRITICAL THINKING AND REASONING is an area where employees need to have adequate exposure.

Decision-Making Style Inventory

The Decision-Making Style Inventory is an assessment for management development training. It identifies one's preference for one of four decision-making styles and then helps individuals learn how to use their style to communicate most effectively with others.

Recent research into decision making suggests that the most effective leaders are those who are able to adapt their decision-making style over time as their roles and responsibilities change.

The Decision-Making Style Inventory is a proven, easy-to-understand way to assess decision-making style. It identifies a personal preference for one of four styles: Systematic-Internal, Systematic-External, Spontaneous-Internal, or Spontaneous-External. What makes The Decision-Making Style Inventory different is that it doesn't measure who is smart or dumb, right or wrong. Rather, it's about how individuals differ in the way they gather information, organize, and then process it.

The assessment is a powerful tool that has many applications, including leadership training, coaching, and performance appraisals.

Learning Outcomes

- Define the four primary decision-making styles
- Identify one's preferred style of decision making
- Understand the strengths and liabilities of each style
- Learn how to develop the ability to flex one's decision-making style

Theory and Development

Detailed research shows that success or failure with executive managers is in large part a function of their ability to change their decision-making styles as they progress in their careers. The Decision-Making Style Inventory provides individuals with an understanding of four unique and empirically validated decision-making styles that emerged from hundreds of interviews with people facing career choice decisions. The styles complement most traditional organization development styles such as the Campbell Leadership Descriptor and the Social Styles Profile. The assessment approaches decision-making style on a two dimensional scale that includes two structural styles and two processing styles. Structural style refers to how a person seeks, organizes, and weighs information. A person's structural style can be either Systematic or Spontaneous. Processing style refers to how people make sense of information. A person's processing style can be either Internal or External.

Four very different decision-making styles result when the two dimensions are combined:

- Systematic-Internal
- Systematic-External
- Spontaneous-Internal
- Spontaneous-External

Uses for the Assessment

The Decision-Making Style Inventory can be used as a self-study tool, a standalone assessment, or as part of a larger training initiative.



If you are planning to use The Decision-Making Style Inventory in a classroom training session, we recommend you allow approximately one hour for interpretation of scores, topic discussion, debriefing, and action planning. Optionally



25 Problem Solving & Decision Making Activities

Problem solving and decision making are two of the most challenging and complex, yet vitally important skills required of individuals and teams in organizations. From well-known authors Dave Francis and Mike Woodcock, 25 Problem-Solving & Decision-Making Activities provides the tools to enhance these skills, using a variety of self-analysis assessments, survey instruments, structured experiences, and teaching resources.

Theory

Rooted in experiential principles and linked to real-world situations, the activity collection is based upon a systematic, 8-step method of problem solving and decision making:

- Tuning in
- Objective setting
- Success measures
- Information collection
- Decision making
- Planning
- Action
- Reviewing to improve

Uses for 25 Problem-Solving & Decision-Making Activities

The activities can be run independently or in a sequence, but are most beneficial as part of a more comprehensive training program.

Basic duration: 2 days



Diversity & Respect Training

Promote Diversity in the Workplace

Diversity in the workplace is key to encouraging innovation and creativity. Successful organizations know that incredible challenges can be overcome when people from different backgrounds join together in collaboration. Diversity training is vital if a business expects to harness the power of a culturally diverse workforce. It is especially effective for remote teams that must learn to communicate effectively across language and cultural barriers.

Cross-Cultural Adaptability Inventory Overview

The Cross Cultural Adaptability Inventory (CCAI) workshop is a powerful experience that helps participants identify their personal areas of low cultural understanding and provides examples of ways to improve them. Participants will identify their individual strengths and weaknesses in four skill areas that are fundamental to effective cross-cultural communication and interaction: Emotional Resilience, Flexibility/Openness, Perceptual Acuity, and Personal Autonomy.

In direct response to needs expressed by cross-cultural trainers and teachers for a well-constructed and easily obtainable self-assessment training instrument on cross-cultural adaptability, this Inventory was created. It was designed to respond to several needs and practical concerns which are expressed by culturally-diverse and cross-culturally orientated populations and by the trainers and professionals who work with them.

HOW? IT WORKS!

The CCAI is designed for multi-national corporations, pre-departure training, and diversity programs. CCAI's insights into successfully adapting to new situations, people and customs can be used for:

- Promoting multi-cultural discussions in a training setting
- Assisting individual self-selection for international business assignments
- Developing readiness for travel or study abroad
- Counseling individuals considering life changes involving other cultures
- Improving the effectiveness of intercultural virtual teams and work groups
- Selecting and training global leaders
- Building and sustaining a corporate culture that values and embraces cultural diversity

The CCAI SELF-ASSESSMENT compares an individual's scores on the four CCAI dimensions and will help identify strengths and weaknesses when it comes to interacting with other cultures. The purpose of this inventory is to help assess an individual's adaptability to living in another culture and to interact effectively with people of other cultures. Awareness of our own cultural identities and experiences is the first step in becoming more effective cross-culturally. The CCAI Self-Assessment compares an individual's scores on the four CCAI dimensions and will help identify strengths and weaknesses when it comes to interacting with other cultures.

Emotional Intelligence Assessment



TEAM

Emotional Intelligence (EQ) is the ability to comprehend your emotions and manage them effectively. Research shows that people who show high levels of emotional intelligence skills are stronger leaders, better decision makers, foster better relationships, and increase team efficiency in the workplace. It also suggests that EQ is a more accurate predictor of success at work and in life than the more traditional IQ test.

Those who utilize Emotional Intelligence skills are able to manage their emotions to achieve goals, build relationships, and influence others. When bright people fail in the workplace, it's usually caused by a lack of Emotional Intelligence (EQ). The good news is that emotional intelligence skills can be developed and improved. When you're ready to implement an emotional intelligence assessment program in your organization, tap into the best tools available, including the EMOTIONAL INTELLIGENCE SKILLS ASSESSMENT (EISA), CREATING AN EMOTIONALLY INTELLIGENT WORLD, and INCREASING YOUR EMOTIONAL INTELLIGENCE.



Emotional Intelligence Skills Assessment

Going steps beyond traditional emotional intelligence assessments, the EiSA combines a self-assessment with a workbook and workshop to quickly identify emotional intelligence levels and provide a framework for discussion and growth. From new hires to senior managers, this tool can help anyone develop their emotional intelligence and improve their performance. It's more than a measure of potential and performance; it's a tool for true personal development.

Learning Outcomes

- Discover the major components of emotional intelligence
- Recognize the behaviors and characteristics of an emotionally intelligent person
- Identify areas where emotional intelligence skills can be applied
- Evaluate personal strengths and growth opportunities
- Generate action steps to improve emotional intelligence and success

HOW? IT WORKS!

Unlike some emotional intelligence assessments, EiSA is built on a proven, scientifically verified framework that is easy to use and requires no professional certification. First, the self-assessment accurately measures emotional intelligence on 5 scales: Perceiving, Managing, Decision Making, Achieving, and Influencing.

If you are planning to use the EiSA in a classroom training session, we recommend you allow approximately 1 hour for interpretation of scores, topic discussion, debriefing, and action planning.

Theory and Development

The emotional intelligence assessment was developed using a thorough test process to ensure its effectiveness as a tool for personal and professional growth. The EiSA derives its theoretical roots from the vast amount of EI literature and research in the EI and training communities. The EiSA measures and addresses emotional intelligence on 5 key scales:

Perceiving

The ability to accurately recognize, attend to, and understand emotion.

Managing

The ability to effectively manage, control, and express emotion.

Decision Making

The application of emotion to manage change and solve problems.

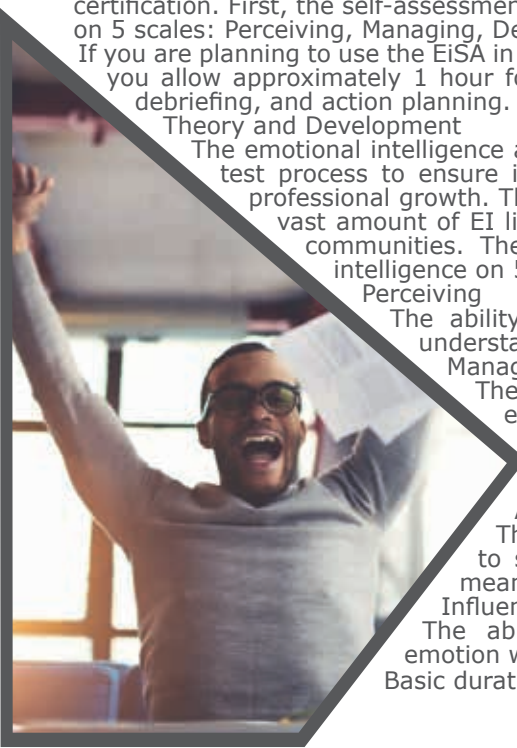
Achieving

The ability to generate the necessary emotions to self-motivate in the pursuit of realistic and meaningful objectives.

Influencing

The ability to recognize, manages, and evokes emotion within oneself and others to promote change.

Basic duration: 2 days



Leadership

Studies show that %40 of new leaders fail within the first 18 months. The good news is that leadership failure can be predicted - and even prevented - when managers are given the right resources. Think has the tools managers need to take their teams to the next level.

Our leadership assessments and strengthening tools can help your organization develop strong leadership skills. Whether it's the Leadership Unlimited Profile- an eye-opening set of leadership assessment tools- or the Matrix Manager Inventory- a situational leadership questionnaire and training workshop- Think can help lead your business to successful new heights.

Leadership is a lifelong endeavor you can never stop improving upon. There's no such thing as being too good of a leader, and the skills required translate seamlessly from your professional career into your personal life.

Think offers a host of activities to boost, identify, and discover leadership abilities. Whether the leaders in your audience are newly-minted or seasoned professionals, they'll benefit tremendously from our leadership development tools.

WHAT'S MY LEADERSHIP STYLE?

In order for you to improve your leadership, you first have to understand the varied strengths and weaknesses within your own abilities. Leadership style is someone's unique way of influencing others to work towards specific goals. The most effective leaders have the flexibility to adapt their leadership styles to meet the requirements of individual people and different situations. In What's My Leadership Style?, you'll learn how to identify your own personal leadership style (including Direct, Spirited, Considerate, and Systematic), discover how to utilize your own personal qualities, and explore how to use your talents to adapt to critical situations.

HOW? IT WORKS!

What's My Leadership Style? starts with a leadership style assessment in which individuals are given 20 pairs of actions relating to leadership behavior. With a limit of 5 points, assessment-takers distribute points between the two actions in each pair - indicating the degree to which they prefer either action when acting as a leader. The result of scoring the assessment is the identification of one's preferred leadership style: Direct, Spirited, Considerate, or Systematic. Completing the assessment requires approximately 10 minutes.

After the leadership style assessment has been scored, we recommend you allow approximately 1 hour for interpretation of scores, topic discussion, debrief, and action planning.

Learning Outcomes

- Identify personal leadership style
- Learn how to capitalize on style strengths
- Discover how to minimize style trouble spots
- Learn how to "flex" personal style to interact most effectively with others

Basic duration: 2 days



Mentoring In The Moment



It used to be that mentors and mentees could set aside their work for regularly scheduled mentoring meetings. But given the time demands that most of us face, scheduling such "extracurricular" time has become tough - or just plain impossible. Today's mentors need to take advantage of everyday work situations as opportunities to mentor.

Mentoring in the Moment addresses this modern trend by providing a framework that mentors can use to identify and respond to mentoring opportunities. This 20-item instrument describes mentoring as a journey with specific phases that unfold over time, each requiring a different type of mentoring behavior. The art of mentoring "in the moment" lies in accurately gauging where mentees are in their developmental journey, and then altering your responses accordingly.

Mentees progress through a sequence of 4 developmental phases:

- I - Identification: Idealizing the mentor and asking for guidance.
- II - Growth: Sensing strengths and experimenting with behaviors.
- III - Separation: Wanting an independent identity.
- IV - Mutuality: Seeking and sharing experiences as an equal.

Mentors will:

- Understand the four phases of the mentoring journey.
- Measure their effectiveness as a mentor in each of the four phases.
- Discover three types of mentoring responses.
- Learn how to recognize and respond to a mentee's specific developmental signals.

Mentoring In The Moment - Self Assessment

Self-Assessment Table of Contents:

- 20-item assessment with pressure-sensitive response form
- Interpretive Guide
- Support, Challenge, and Vision
- The Mentor's Job
- Phases of the Mentoring Journey
- Developmental Signals
- Checklist of Effective Mentor Behaviors
- Scoring the Assessment
- Creating Your Mentoring Profile
- Interpreting Your Scores
- Action Planning
- Activity 1#
- Activity 2#
- References

Basic duration: 2 days

Negotiating Skills Training

Negotiating is a key aspect of an individual's skillset. If you want your employee to be successful on the negotiating table you need to teach them how to negotiate and how to be great at it. The tools you need to learn how to be a successful negotiator are available with us, at Think. These tools cover a wide range - from skill building and practice to comprehensive programs on negotiation skills training.

We make it easy for you to measure negotiating preferences with our assessments, and practice using new skill sets with strategic negotiation training simulations. Every program offers just the right mix of interactive tools, helping participants learn compelling concepts, reflect on relevant experiences, and practice new skills.

Negotiating Style Profile

The goal isn't to crush the opponent.

Everybody negotiates. And whether people are striving to hit their monthly sales quota, campaigning for a deadline extension, or pitching ideas to a team, the same principles apply. There's more to effective negotiating than the outcome alone. In fact, building productive relationships is equally important. Skillful negotiators know this is the key to their success - and it's what sets them apart from the rest.

As a trainer, you can help individuals to develop their collaborative negotiating styles through thought, preparation, and skill practice. Based on Ury and Fisher's collaborative win-win model, and heavily influenced by the highly-respected Thomas-Kilmann conflict resolution model, the Negotiating Style Profile offers a simple framework for determining one's negotiating style and the likely effect it has in negotiating situations.

A powerful combination of self-assessment, 180 peer feedback, and classroom training, the Negotiating Style Profile identifies a preference for one of five negotiating styles: Defeating, Accommodating, Collaborating, Withdrawing, or Compromising.

Learning Outcomes

- Learn five negotiating styles
- Identify personal negotiating style
- Discover why a win-win approach is most effective
- Learn how one's negotiation style is perceived by others
- Develop an action plan to improve negotiation style strengths

The Negotiating Style Profile has been a trainer favorite for more than 30 years. It's an excellent starting point for anyone in your organization, from front-line employees to management team members and everyone in between.

HOW? IT WORKS!

The Negotiating Style Profile self-assessment presents individuals with 30 statements. Their task is to choose one of seven possible responses, ranging from Completely Characteristic to Completely Uncharacteristic. Scores reveal a preference for one of five negotiation styles: Defeating, Accommodating, Collaborating, Withdrawing, or Compromising.

The Negotiating Style Profile also offers a °180 feedback component that enables individuals to see how they are perceived by their peers. Combining the results of the self-assessment and the feedback provides individuals with an in-depth understanding of their natural tendencies as well as a starting point for improvement. Both pieces take approximately 20 minutes to complete, and we recommend you allow approximately one hour for the interpretation of results, debrief, and goal setting.

- Gain awareness of their current negotiating behavior.
- Prepare for an upcoming negotiation.
- Improve the planning and communication skills needed to be an effective negotiator.
- Practice negotiating with people who have different negotiation styles.
- Improve reasoning skills.

Basic duration: 2 days

Personality Style

The Negotiating Style Profile self-assessment presents individuals with 30 statements. Their task is to choose one of seven possible responses, ranging from Completely Characteristic to Completely Uncharacteristic. Scores reveal a preference for one of five negotiation styles: Defeating, Accommodating, Collaborating, Withdrawing, or Compromising.

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- Gain awareness of their current negotiating behavior.
- Prepare for an upcoming negotiation.
- Improve the planning and communication skills needed to be an effective negotiator.
- Practice negotiating with people who have different negotiation styles.
- Improve reasoning skills.

Basic duration: 2 days

The New Personality Style Assessment

A cursory internet search will reveal dozens of assessments and instruments for helping people understand the fundamental traits and characteristics of their personality. Indeed, the continued and widespread use of personality assessments stresses their significance as tools for learning and development. While knowing your personality is important—it's also just one piece of the development puzzle. Assessments that spell out a little more than a horoscope of traits and tendencies or a maze of acronyms and labels do not effect lasting change. It is important to learn how to put that knowledge to use in order to form a complete picture of yourself—results that lead to this level of perception call for precise and refined self-evaluation.

Personality Style at Work (PSAW) is HRDQ's latest and most statistically accurate assessment. It's a simple, but highly effective tool that measures both the core behaviors that make-up an individual's style and the lens through which they choose to navigate their world.

At the foundation of each of the four personality styles—Direct, Considerate, Spirited, and Systematic—is a set of three drivers that guide our actions, decisions, and general life approach. Delving even deeper into the framework of personality is a look at the lens of expressiveness and assertiveness—the learned behaviors that we use as a means of coping with the demands and expectations placed upon us and which help to explain how we can appear to have one personality at work and another in our personal life.

PSAW includes a detailed, and highly personalized, feedback report, the Core Profile, which indicates an individual's primary personality style, strength of preference for using each of the drivers associated with their style, and strength of preference for using the assertive and expressive behaviors.

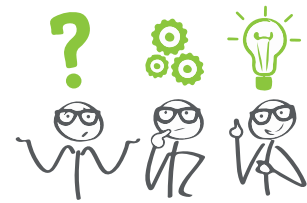
Lacking the complicated code at the basis of other personality-focused assessments, PSAW'S simplistic language and presentation make it easy for participants to retain the knowledge of their style and to use that knowledge to better understand their strengths and to highlight and pinpoint areas for development.



HOW? IT WORKS!



Problem Solving & Decision Making



ProblemSolved!

With the wide range of problems you face at work, it's the small, everyday problems - the ones that need quick but effective solutions - that really take a chunk out of your day. So how do you solve these problems and still leave time for the more complex issues at hand?

Problem Solved! is a -25item assessment providing participants with an easy-to-use, -5step problem-solving process. By using this process, individuals can identify and monitor their skill level at each step.

Learning Outcomes

- Learn an effective way to solve everyday problems
- Identify strengths and weaknesses at each step of the process
- Create action plans for improvement

Theory

Problem Solved! is based on a process of 5 steps (The Problem Solved! Process). The instrument takes the perspective that a systematic method of problem solving followed and practiced on a regular basis yields rapid and efficient problem solving (Hesselberth, 1994). Drawing on the work of Sternberg (1986) and Klubnik & Greenwood (1994), the Problem Solved! Process is based on the most common and most sensible steps.

HOW? IT WORKS!

With a recent problem in mind, participants respond to 25 behavior-related statements, indicating the extent to which they practiced the behavior. By scoring and charting results, they create a visual depiction of their comfort level with each of the 5 problem-solving steps. Participants learn about the -5step Problem Solved! Process, discuss everyday problem solving, apply the Problem Solved! Process to a current problem, and make action plans.

Uses for Problem Solved!

Problem Solved! is best used with participants who require a quick problem-solving method. Other instruments (e.g., the Force Field Problem Solving Model) can be used for working with in-depth problems. Effective when used as a stand-alone tool as well as part of a larger program, Problem Solved! is particularly helpful for individuals or groups who:

- Face repeated short-term problems
- Must engage in problem solving daily or weekly
- Need to solve problems within a short period of time (e.g., one hour)
- Need a standard method for problem solving that can be applied universally
- Tend to spend too long solving everyday problems

Self-Assessment Table of Contents:

- 21item assessment with pressure-sensitive response form
- Introduction
- Scoring Directions
- Charting Directions
- Interpretation
- Step 1: Define the Problem
- Step 2: Analyze the Causes
- Step 3: Identify and Choose Solutions
- Step 4: Plan Actions
- Step 1: Monitor Results

Basic duration: 2 days

Personality Style at Work is accessible through Think assessment portal (account required). A version for individual use is also available. The assessment takes approximately 15 - 10 minutes to complete. Individuals respond to 94 different items designed to help them identify their behavioral preferences, shedding light on how they react to and interact with the world around them. Most statements ask them to respond by indicating the frequency with which they approach, think about, or act in the way described. Each response is scored and used to generate a Core Profile identifying an individual's personality style and the implications of this style when completing tasks, working with others, and most importantly, how others are to likely see them. Included in the Core Profile are numerous tips and techniques for building rapport, and optimizing relationships and interactions with other styles. The report concludes with a section on using the information in PSAW to create a personal action and development plan.

A separate CORE PROFILE PLUS is also available for those who are purchasing the assessment for one or more participants and would like additional help in guiding the client through the process of interpreting and understanding their results in greater depth. It is presented in the form of a detailed PDF and customized for each individual client. The report contains feedback and questions for the coach that help drive the client/coach discussion.

Learning Outcomes

- Identify a preference for one of four primary personality styles.
- Reveal the degree to which you practice the three drivers or motivators of each style.
- Discover the effects of assertiveness and expressiveness on your style.
- Learn the core preferences and behaviors of all four styles
- Understand how to flex or adapt your style to meet the preferences of others.

Personality Style at Work is, at its core, a developmental tool and is suitable for anyone interested in understanding how their behaviors affect their own performance and interactions with others. As such it has applications in leadership development, management and supervisory training, team culture, team building, communication, and career development.

Basic duration: 2 days



Project Management

In terms of organizational efficiency, project management is one of the most important things. Even if you're not a manager in a leadership capacity, it's still a very relevant skill. The amount of skill-sets that you can inculcate within yourselves is immense. As a result, the importance of project management training and PROJECT MANAGEMENT LEARNING TOOLS is more important than ever.

These tools will help you build a skill-set that will enable you to give your audience in project management within a safe environment that they can take with them into their daily work-life. Hence, a PROJECT MANAGEMENT SIMULATION TOOL will enable you to learn more and try for yourself various strategies that will be of great use.

Project Leadership Assessment

Project leadership isn't just about logistics. It's also about the ability of the project leader to motivate the project team, build relationships, and sustain the performance of the team throughout the life of the project.

The Project Leadership Assessment is an innovative learning instrument that focuses on the necessary "people skills" by evaluating behavior in five vital skill areas. This learning tool is perfect for anyone who has project management responsibilities, regardless of their title or reporting relationship to the project team.

Learning Outcomes

- Identify project leadership strengths and areas for improvement
- Understand five interpersonal skills critical to effective project leadership
- Learn how to enable team members to complete their project work successfully
- Apply leadership skills at each project phase
- Develop action steps for leading projects



Theory

Project management is now becoming a mainstay of organizational life. And, just as it has evolved, so has the role of the project leader. The literature and research on project management identifies numerous skills that a project manager or leader should possess – both technical skills (such as planning, organizing, scheduling, etc.), and "people skills." The focus of the PLA is on the five important interpersonal skills for project leadership. These five skills are:

- Encouraging Open Communication
- Inspiring a Positive Outlook
- Influencing Effectively
- Managing Conflict
- Developing the Team

The successful project leader uses both technical and interpersonal skills to guide the efforts of the project team. Both sets of skills are needed to work through the Project Life Cycle, which consists of planning, managing the process, and wrap-up.



HOW?
IT WORKS!



THINK

Using a current project as a mental reference, participants respond candidly to 25 statements. The PLA also includes a Feedback component. The Feedback Form provides participants with another perspective on their project leadership skills. Used in tandem, this combination creates the most accurate picture of a project leader's effectiveness. Finally, a scenario activity and action planning enables project leaders to identify actions for building on their strengths and improving less-developed skills.

- 25item assessment
- Pressure-sensitive scoring form
- Definition of project leadership
- Five vital project leadership skills
- Quick reference guide
- Mini case study
- Action planning

Basic duration: 2 days

Selling Skills Training

Are your sales people struggling to develop business and cultivate relationships? These resources will help your reps how to ask for business, look for creative solutions, listen attentively, and close the deal. As a sales person whose job is to sell a commodity or a product, you need to possess excellent communication skills. If you don't you may struggle to develop business and cultivate relationships. In the era of wholesale shopping and now, in the day and age of online shopping, your marketing plan and overall outlook on marketing needs to be one aspect of your SELLING STRATEGY. In addition, the most important things are the way you communicate and the way you showcase the product you're trying to sell.

Selling Skills Inventory

Teach your salespeople the basics of smart, collaborative selling with the revised and expanded Selling Skills Inventory. Not only does this instrument measure aptitude, it also outlines a collaborative, step-by-step sales model your reps can put to immediate use.

Learning Outcomes

- Identify selling skills strengths and weaknesses
- Understand and utilize a model for collaborative selling
- Learn how to be viewed by customers as a partner, not a manipulator

HOW? IT WORKS!

The instrument begins with 18 selling situations - the type your sales reps are most likely to encounter during a sales call. Each scenario is followed by 4 alternative courses of action. By choosing the actions they would most likely take, individuals generate a profile of how well they use the skills required to sell successfully. Sub scores measure effectiveness in each of the 6 steps of the Collaborative Selling Process. Participants then learn about The Collaborative Selling Process Model.

Uses for the Selling Skills Inventory

The Selling Skills Inventory is perfect for selling situations in which building long-term customer relationships is critical to the selling process. Appropriate for use with individual sales reps, a group of sales reps in a regional office, or all the sales reps in an entire organization. The Inventory can also be used for individuals who have expressed interest in the area of sales. It may be used by any internal or external sales training consultant, sales training manager, or sales manager with sales rep development responsibilities. Some of the ways in which the Selling Skills Inventory can be used include:

- As a part of a program to train sales reps in face-to-face selling skills
- As a development tool used by a sales manager to coach sales reps in conducting sales calls using a collaborative sales approach
- As an individual assessment tool to help a sales rep identify his or her own selling skills strengths and improvement needs
- As a tool to help sales reps gain insight into how to conduct successful, face-to-face sales calls using a collaborative sales approach

Basic duration: 2 days

Supervisory Skills

Are your supervisors struggling with the transition from employee to supervisor? Supervisors are the vital link between your organization and its work groups. If you need to get them up to speed quickly, put your trust in our supervisory training products. We've got a wide range of self-assessments, interactive games, and instructor-led programs that target every aspect of effective supervision.

Our assessments offer excellent supervision training for supervisors to develop the skills and the ability to balance the sometimes opposing demands of management and employees. Our supervision training tools enable both your managers and your organization to achieve success.

Best Boss Inventory

Why help a boss become a "best boss?" One study found that 50 percent of work-life satisfaction is determined by the relationship an employee has with his or her immediate boss. And, a 1999 Gallup poll determined that employees leave bosses, not organizations.

Help reduce turnover and foster better boss-employee relationships with the Best Boss Inventory. The instrument provides a model for emulating the traits of "best" bosses, giving individuals insights into their behaviors in leading, motivating, and inspiring their employees. The Best Boss Inventory assesses 6 key skills, including Connecting People with Purpose, Encouraging Ownership, Focusing Efforts on Smart Work, Building Competence, Recognizing Achievements, and Respecting the Individual.

Learning Outcomes

- Learn about the behaviors that are linked to "best" bosses
- Determine strengths and areas of improvement in 6 best boss categories
- Expand and enhance best boss skills

Theory

The underlying premise for the Best Boss Inventory is that really good bosses are the ones who understand what people want from work and provide the environment for success. The Best Boss Model consists of 6 categories, or Best Boss Indicators:

- Connecting People with Purpose
- Encouraging Ownership
- Focusing Efforts on Smart Work
- Building Competence
- Recognizing Achievements
- Respecting the Individual

The extent to which bosses demonstrate these 6 skills is the extent to which they are effective at leading people, offering employees the opportunity to pursue both professional and personal goals, and creating an enjoyable workplace that is rich in trust, respect, and fairness.

HOW? IT WORKS!

The Best Boss Inventory is a self-administered learning instrument that yields an Overall Boss Score, as well as separate scores for each of the 6 Best Boss Indicators. The Best Boss Inventory includes a feedback component that is particularly helpful, as it allows bosses to compare and clarify perceptions, and develop a clearer picture of how their actions and behaviors are perceived by others.

Uses for the Best Boss Inventory

The Best Boss Inventory is appropriate for new leaders, managers, and supervisors as well as those who need refresher training. It can be used as a stand-alone instrument or as a component in a larger training program focusing on supervisory skills or leadership.

- 36item assessment
- Pressure-sensitive scoring form
- Interpretive information
- Description of the Best Boss Model
- Tips for Bosses
- Discussion Starters
- Action planning

Basic duration: 2 days

Team Building

Team Building Exercises, Activities & Games for Adults at work

Effective Team Member Profile

Organizations are finding that they can accomplish their goals and reach new heights of performance by harnessing the collective energy of teams. But arriving at these results is not easy, nor does it happen overnight. Creating a team-based environment takes a lot of effort and coordination. We know that a team is only as good as the sum of its parts, so what makes an effective team member?

The Effective Team Member Profile helps individuals understand what it takes to be a viable and potent member of a team - and how their behavior clearly indicates the extent to which they are (or aren't) effective.

The -36item profile focuses on 6 "Effectiveness Factors":

1. Understanding Team Direction
2. Clarifying Team Roles
3. Showing Commitment
4. Encouraging Open Communication
5. Learning Continuously
6. Sharing Leadership Responsibilities

Learning Outcomes

- Recognize the importance of individual contributions to team success
 - Gain insight into one's effectiveness
 - Learn ways to improve performance in 6 important areas
 - Develop a plan to become more effective

Theory

The Effective Team Member Profile focuses on 6 key elements of effectiveness. The concepts underlying the 6 Effectiveness Factors are derived from a compilation of research including Larson and LaFasto (1989), Parker (1996), Riechmann (1998), Redding (2000), and Rees (1997) among others.

HOW? IT WORKS!

Each individual creates two profiles. The first is based on the individual's own perceptions of his or her effectiveness. The second is created from feedback given by other team members. Finally, action planning assists team members in transferring what they have learned to their day-to-day efforts. Teams may also discuss their collective effectiveness and identify ways to improve overall team performance.

Basic duration: 2 days

Simulations

Silega

Business simulations present real-life business situations in a controlled environment where learners can experiment with different scenarios and see the consequences of their actions. Simulations are an active way of teaching, providing greater involvement than conventional training sessions. Participants receive immediate feedback as well as practical, easy-to-apply business ideas.

Silega's simulations are based on the Experiential Learning System™ model, which guarantees maximum impact and sustainable results.

Our simulations last from four hours to two days and can simulate up to eight years of business operations.



Positive boost for your sales results.



Ensure the best decisions for your organization



Grow leaders who create sustainable impact.



Help people understand the whole picture when making complex decisions.



Build a strong and effective culture that empowers people to do their best.



Ensure smooth transitions in turbulent times.



Improve productivity and stay competitive in changing times.



Create loyal customers and a unique service experience.



Communicate through impact and credibility.



Achieve better team productivity and trust.



Silega Cold War™

Team Alignment

Motivation

According to a recent study, %15 of an employee's career success depends on technical skills and knowledge. The remaining %85 depends on teamwork-related factors, including communication skills and the ability to relate to others, work upon shared vision, be part of a common purpose, be part of a team process, and build strong relationships.

General information

Format:	Business Simulation
Number of participants:	25
Participants:	All members of an ongoing team or members of various teams that work together, entire organization.
Duration:	2 days
Competencies:	Conflict management, managing others, listening, negotiating, organizing, peer relationships, process management, drive for results, building an effective team, understanding others

The experience:

"Create conditions for better teamwork"

Every organization, as well as every country, has internal and external policies for success. Both should be equally strong, although organizations usually invest most of their resources on their external strength – conquering new markets, developing new products, growing sales, and beating the competition. An imbalance between internal and external strength can cause misalignment, internal conflicts, and struggles for resources and power within the organization.

Silega Cold War™ is a business simulation in which participants experience the most common obstacles to team work and inter-departmental alignment. During the six simulation months they must deal with lack of trust, lack of alignment, ambitious goals, poor communication, conflicts caused by egos, and all the resulting negative impacts on organizational productivity.

This program simulates the war between two alliances – the North and the South. There are twelve countries represented, each with different resources (petroleum, food and machines) and different military capacity (uranium, arms). Through negotiations participants have to balance their country's needs with the demands of participating in the military alliance. If some countries don't accomplish their mission, war will be declared. As the simulation progresses, participants discover practical ways to improve team performance and increase levels of trust and resource sharing.

This program teaches team members how internal strength and alignment define the external strength of the organization.

Main objectives:

- Improve team and interdepartmental alignment
- Resolve conflicts and their causes
- Improve team productivity and minimize wasted resources
- Achieve better distribution of roles and power
- Improve team and organizational communication

Key lessons:

In order to be successful in the simulation, as well as in real life, participants will learn how to:

- Create a clear common purpose
- Empower team members
- Reinforce positive interpersonal relationships
- Manage information effectively
- Distribute resources according to priorities
- Improve team strategy and align it with organizational strategy
- Create an effective team process



Silega Care™

Customer Service

Motivation

Companies spend millions of dollars advertising their brands, but the customer experience is what defines success. Although most managers understand service concepts, they have a difficult time applying them at their level of the organization.

General information

Format:	Business Simulation
Number of participants:	Up to 20
Participants:	Frontline customer service staff, customer service managers and directors, sales force and sales managers, areas that have interactions with customers.
Duration:	2 Days
Versions:	Retail, B2B, services, financial, pharmaceutical
Competencies:	Conflict management, customer focus, timely decision making, ethics and values, listening, motivating others, negotiating, patience, presentation skills, problem solving, understanding others

The experience:

Silega Care™ consists of two parts – the first one is focused on the service attitude, and the second one on specific behaviors to boost customer service culture.

It's the annual gathering of the successors of eight ancient tribes. Every four years they gather to repeat an ancient custom and to determine the strongest leader. This ancient tradition makes people wiser and more successful. This is your first chance to participate in the competition. The winner receives the ancient honorary Owl Wisdom Medal that enhances the success of its possessor. The simulation time is six days, each day lasting for approximately 15 minutes. In order to be successful, participants must apply specific customer service key behaviors such as understanding others' needs, acting according to those needs, communicating flawlessly, and creating trust.

Participants take part in an engaging, high-impact business simulation designed to help them discover and implement key factors for creating an outstanding customer experience. They must deal with common pressures and obstacles, resolve conflicts, create trust, and achieve measurable results. Together, they discover the relationship between different service elements and how to implement them in the real world environment.

During the second part of the simulation, participants will have to resolve specific work-related customer service situations and maximize their positive impact with customers.

Main objectives:

- Transform the culture of service and boost results
- Develop a better understanding of explicit and implicit customer needs
- Improve internal communication
- Help people see their individual role in servicing customers
- Create alignment across the organization towards better service
- Establish a common vision of service excellence
- Implement a unified approach to creating memorable service experiences
- Increase customer satisfaction and loyalty by handling requests more efficiently
- Create a proactive and positive attitude when servicing customers
- Build trust and loyalty in suspicious times

Key lessons:

Silega Care™ is a business simulation and a repeatable service system that guarantees better customer engagement.

Participants learn:

- How to evaluate the cost of poor service and the rewards of outstanding service
- The key elements of outstanding customer service
- How to better listen and understand the customer's real concerns
- How to truly appreciate customers and their importance to business success
- How to handle problematic situations with customers and regain trust
- The key components of effective communication and how to avoid misunderstanding
- How to measure and grow the level of relationships with customers
- Practical ways to improve both internal and external service
- How to improve productivity and save costs when dealing with customers
- Ways to positively surprise customers and exceed expectations



Silega Expedition™

Decision Making and Planning

Format:	Business Simulation
Number of participants:	20+
Participant:	Employees from all levels
Duration:	2 Days
Versions:	Manufacturing, services, pharmaceutical, education, government, and NGO
Competencies:	Results-oriented. Decision making, managing and measuring, productivity, planning, priority setting, problem solving, strategic agility, time management, managing vision and purpose, motivating others

The experience:

Silega Expedition™ is a business simulation that places participants in a challenging and inspiring experience of climbing Mount Everest in order to win a prize offered by an eccentric millionaire. Time is crucial; they must reach their goal in just a month. Participants work and compete in teams of 5 or 6.

Together they have to make decisions about how to work together, how to use their personal strengths, which route to take, what equipment to use, and what risks to run. This program includes an enhanced multimedia experience with original video footage from the mountain and special effects.

Everest has always been the supreme symbol of man's personal struggle to achieve excellence, no matter the conditions. Succeeding on Everest depends totally on spirit, discipline, and will. And as in real life, there are only two possible results: success or failure.

Main objectives:

- Inspire and mobilize people to achieve outstanding results in tough times and show them what they are really capable of
- Help people use all available resources in the best possible way
- Improve business planning and strategy
- Capitalize and mobilize the power of the team and intangible assets
- Reflect on the kind of leadership required in order to survive and thrive in tough business conditions

Key lessons:

- Create a common vision for success and align employees
- Evaluate and implement a business strategy
- Analyze risks and plan for contingencies
- Cultivate discipline in order to survive and thrive in difficult times
- Focus on efficiency and orientation towards results
- Manage tangible and intangible assets
- Improve interpersonal and inter-group communication skills
- Work and make decisions under stress and tight time constraints
- Achieve a flawless execution



Power of Leadership

The Power of Leadership

is a business simulation that helps participants understand the challenges they face when they are given power to accomplish a task. Even though power is a taboo topic for many people, it is what sets the leader apart from others in the organization. Studies show that effective leaders understand and have a need to have power. More important they know how to use it to accomplish their goals. But using power effectively is not an easy task. There are many challenges that, if not met, will create disastrous results for individuals and the organization.

This simulation teaches leaders how to:

- Use power to resolve conflicts.
- Communicate effectively.
- Situational Leadership Assessment
- Solve problems, and manage positive change in the corporate culture.

It helps participants understand why the decisions, behavior, and attitudes of leaders are often misperceived by their followers.

It helps participants who are power averse understand what they must do to improve their effectiveness and helps those who are power prone understand what discipline they must employ to use their power effectively.