



TRAINING & EMPOWERMENT CATALOGUE

FOR ENTREPRENEURS, MANAGERS & SUPERVISORS, PROJECT MANAGERS



www.iptimor.com

Colmera | Dili | Timor-Leste
T. +670 77615714 | +670 73497181
iptlooffice@gmail.com | iptimor@gmail.com

A full-page background image showing the silhouettes of five people jumping joyfully on a beach at sunset. The sun is low on the horizon, creating a bright orange and yellow glow that reflects on the water and sand. The people are in various stages of a jump, with arms raised high. The sky is filled with soft, wispy clouds.

Life is a Wonderful
Journey...

Shake it.

Re-shape it.

Embrace it.

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ENTREPRENEURSHIP



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Basic Business Management

Objectives

Owning a business requires a vision balanced with attention to detail. You need to be a generalist who understands the multiple aspects of running a business, as well as the ability to step back and see the big picture and to reach into the future. The business environment is a complex place to be. Whether you wish to work as a consultant or freelancer, establish a corporation, or set up an operation that meets a need for very particular type of customer, there is a tremendous amount of information that you need to know and to apply.

This course provides essential learning for new business owners, whether the business is just in the idea stage or you have already begun and need to fill in the gaps.

Target

Business owners, Directors, Supervisors, Business owners, Entrepreneurs and those who want to start business and potential for managers level.

Content

What Will Participants Learn?

1. How to apply the best methods for creating, leading, and managing their own business
2. Ways to establish an organizational framework through operations, finance, and leadership

3. Techniques for setting up an effective and efficient system for hiring, retaining, and succession planning
4. How to start researching and designing a strategic plan
5. How to describe the essential elements of marketing, sales, and their company brand
6. How to apply financial and accounting terms correctly

What Topics are Covered?

1. Who are you and what are you about?
2. Designing your organizational structure
3. Introduction to operations management
4. Understanding financial terms and budgeting
5. Getting the right people in place
6. Getting your product together
7. Building a corporate brand
8. Marketing and selling your product
9. Planning for the future (including succession planning, goal setting, and strategic planning)
10. Ethics 101 and leadership essentials
11. Building a strong customer care team
12. Training employees for success.





Intrapreneurship

Objectives

The purpose of this course is giving its participants the ability to implement plans and have ways to get started.

Intrapreneurship has been described as a great way to make beneficial changes to your organization. People can choose to continue with the status quo, or they can work to make a difference in the lives of themselves and others within the company.

Target

Directors, managers, supervisors and all collaborators.

Content

What Will Participants Learn?

1. Understand the importance of intrapreneurship in today's economy.
2. Identify the characteristics of an intrapreneur and assess your own strengths
3. Create an intrapreneurial team within your organization
4. Understand the process of intrapreneurship
5. Develop a new product or process idea
6. Understand the importance of a sales strategy
7. Create a start-up financial statement

What topics are covered?

1. What is intrapreneurship?
2. Why is intrapreneurship important?
3. Characteristics of intrapreneurs.
4. Picking your team.
5. Are you an intrapreneur?
6. Becoming an intrapreneur.
7. Creating and selling your ideas.
8. The implementation plan.
9. Mock innovation fair.







Entrepreneurship 101

Objectives

Wouldn't it be nice to be your own boss, work on your own schedule, and make money doing something that you're passionate about? Millions of people around the world are living that dream and running their own business. This course will teach you the basics of entrepreneurship. You'll consider if entrepreneurship is right for you and learn the basic steps of creating your own business. At the end of the course, you'll have a solid foundation to start your entrepreneurial journey.

Target

Especial target for business owners and all relevant manager's position such as Directors, Supervisors, Entrepreneurs and those who wants to start business and potential for managers level.

Content

What Will Participantes Learn?

1. Assess your own entrepreneurial capabilities
2. Outline and evaluate a business and product idea
3. Identify your target market and customers
4. Develop your value proposition
5. Understand different types of business ownership and structures
6. Evaluate franchising and business purchasing opportunities

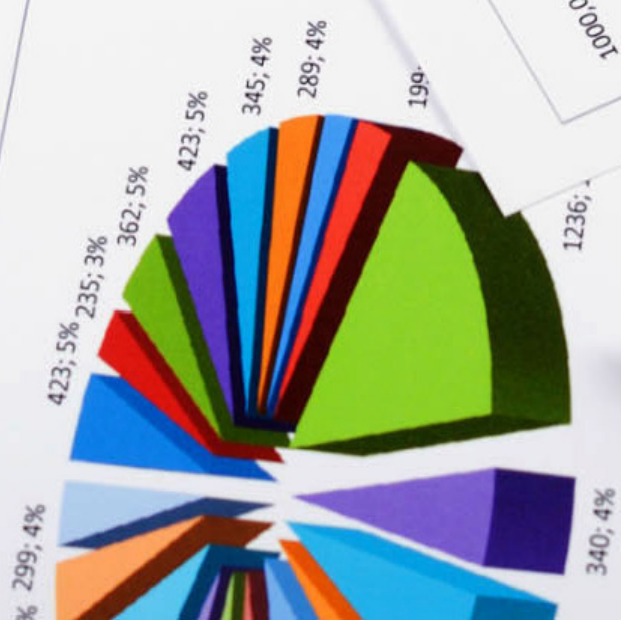
7. Create key business planning documents
8. Create financial projections for your business and gather funding
9. Create a product development plan, marketing plan, & sales strategy
10. Identify ways to protect your intellectual property
11. Describe effective ways to brand your product
12. Launch and grow your business
13. Demonstrate the behaviors of an entrepreneurial leader
14. Find appropriate resources to help you on your journey

What topics are covered?

1. What it takes to make it
2. Resources to consider
3. Laying the groundwork
4. Building on your business idea
5. Business ownership options
6. Key documents to prepare
7. Gathering funding and developing your product
8. Creating a sales and marketing strategy
9. Branding 101
10. Setting up your office
11. Launching the business
12. Keeping the business moving
13. Being an entrepreneurial leader
14. Bringing it all together



- 1 June 2008
- 1 July 2008
- 1 August 2008
- 1 September 2008
- 1 October 2008
- 1 November 2008



Communications for Small Business Owners



Communications for
Small Business Owners



Communications for Small Business Owners

Objectives

Communication between individuals is a two-way street, but communication between a small business and its customers is a multi-lane highway. Navigate this highway successfully and you increase customer numbers and profits. Set out on this highway unaware, ill-prepared, or unconvinced of its importance, and you will lose ground to your competitors.

This course to introduce and reinforce the essential components of written communication that will connect you with existing and potential customers. If you are new to the communications highway, this course will provide the foundation for future development. If your company has some communications expertise, this course will help you strengthen and polish your essential components.

Target

Business owners, potential entrepreneurs from all sectors such as and industries, agribusiness and services.

Content

What Will Participantes Learn?

1. Define the essential pieces of communication
2. Customize these essential pieces for their company
3. Identify the processes and plans needed for clear communications
4. Develop, maintain, and evolve effective content for their communications

What topics are covered?

1. Key communication components
2. Your communications plan
3. The five C's of a successful message
4. Communication strategies
5. Sharing information through media releases
6. Communicating online
7. Using stories to communicate
8. Polishers and time savers
9. Enhancing your results
10. Maintaining your message in crisis

Marketing is about getting your business known and building your position within the marketplace. Small businesses don't always have a big budget for marketing, so they have to do things a little differently than big business in order to grow their presence, increase results, and meet business goals. This workshop will help small business owners and managers develop their marketing message, create a marketing plan, and apply the right strategies

Business owners and all relevant managers' position such as Directors, Supervisors, Business owners, Entrepreneurs and those who want to start business.

What Will Participants Learn?

1. Describe the essential elements of a marketing plan, no matter the size of the business
2. Apply tools and strategy to create a marketing plan that supports the growth of their small business
3. Use six steps to create, implement, and review a marketing plan
4. Leverage the best of Internet and social media marketing

1. Marketing for small business
2. Elements of a successful marketing message
3. The marketing cycle in small business
4. Marketing strategies
5. Implementing your plan
6. Internet marketing basics



Kickstarting Your Business with Crowdsourcing

Objectives

Today's fast-paced marketplace demands that businesses think fast. Crowdsourcing can help all types of businesses keep on top of trends and stay competitive. This course will show you how to leverage all types of crowdsourcing (including microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding) to kickstart your business' growth.

Target

Project managers, young entrepreneurs, NGO's, sole traders, micro, small business owners and public in general.

Content

What Will Participants Learn?

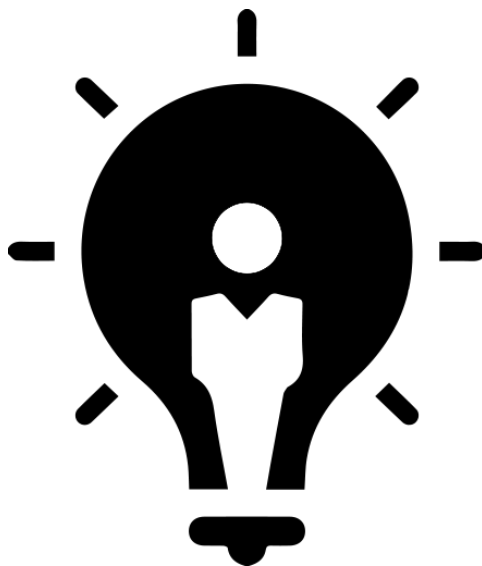
1. Define what crowdsourcing is and its value to businesses
2. Determine when crowdsourcing makes sense for a project

3. Describe the crowdsourcing process
4. Identify platforms and social media tools that can support your crowdsourcing campaigns
5. Describe the major types of crowdsourcing, including microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding
6. Attract and engage your crowd

What topics are covered?

1. What is crowdsourcing?
2. The crowdsourcing process
3. Choosing your crowdsourcing platform
4. Types of crowdsourcing (microwork, macrowork, crowdvoting, crowdcontests, crowdwisdom, and crowdfunding)
5. Social media and crowdsourcing
6. Engaging the crowd
7. Test driving

MANAGEMENT & SUPERVISION



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The ABC's of Supervising Others

Objectives

This workshop is for people who are new supervisors or who are interested in a supervisory position, as well as those who are team leads or part-time supervisors without a great deal of authority.

This course is designed to help participants overcome many of the supervisory problems that they will encounter as a workplace leader. Dealing with the problems that a new supervisor encounters isn't easy, but it doesn't have to lead to discouragement.

Target

Supervisors, Coordinators, Managers, Educators and Team Leaders.

Content

What Will Participants Learn?

1. Adjust to the supervisor's role with confidence.
2. Develop your skills in listening, asking questions, resolving conflict, and giving feedback to employees.
3. Identify key attitudes that you can develop to enhance your supervisory skills.

4. Use time management and planning techniques to maximize your success.
5. Develop a technique for giving instructions that are clear and understood.
6. Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

What topics are covered?

1. Making the transition
2. Responsibilities of a supervisor
3. Key behaviors and attitudes
4. Setting goals and planning for success
5. Active listening techniques
6. Communication skills
7. Giving feedback and instructions
8. Orders, requests, and suggestions
9. Managing conflict
10. Managing challenging situations
11. Developing relationships



The Professional Supervisor

Objectives

With a host of new challenges and responsibilities to tackle, new supervisors need training that helps them adjust to their new role. Learning how to supervise your new employees on a trial and error basis can lead to discouragement. This workshop can help you overcome many of the problems a new supervisor may encounter, and to set the groundwork for a successful change in your working life!

Target

Directors, Supervisors, Business owners, Entrepreneurs.

Content

What Will Participants Learn?

1. Clarify the scope and nature of a supervisory position.
2. Learn some ways to deal with the challenges of the role.
3. Recognize the responsibilities you have as a supervisor, to yourself, your team, and your organization.

4. Learn key techniques to help you plan and prioritize effectively.
5. Acquire a basic understanding of leadership, team building, communication, and motivation, and what part they play in effective supervision.
6. Develop strategies for motivating your team, giving feedback, and resolving conflict.

What topics are covered?

1. Adjusting to your role
2. Action-centered leadership
3. Making plans and setting goals
4. Defining leadership
5. The Situational Leadership Model®
6. What's your type? How about mine? (Velssoft Leadership Assessment)
7. Team building tips
8. Communication skills and motivating employees
9. Orientation and onboarding
10. Training tips and tricks
11. Providing feedback and doing delegation right
12. Dealing with conflict and managing discipline issues







Leadership Skills for Supervisors: Communication, Coaching, and Conflict

Objectives

Supervisors represent an important force in the economy. You have the power to turn on or turn off the productivity of the people who report to you. You are the crucial interface between the employee on the shop floor or the service desk and the managers of the organization. Although you usually have more technical experience than the employees you supervise, you may not have had a lot of leadership experience. This course will give you the skills in communication, coaching, and conflict that you need to be successful.

Target

Especial target for Team Leaders, Educators, Professors, Directors, Managers, Business owners, Entrepreneurs and those who wants to start business and potential for supervisors level.

Content

What Will Participants Learn?

1. Ways to prioritize, plan, and manage their time.
2. How to identify their primary leadership style.
3. How to develop some flexibility to use other leadership styles.
4. Ways to meet the needs of employees and co-workers through communication and coaching.
5. Ways to make conflict a powerful force for creative, well-rounded solutions to problems.

What topics are covered?

1. Pre-assignment review
2. What's your type? How about mine?
3. Understanding leadership
4. Managing your time and your energy
5. The commitment curve
6. Employee development models
7. Dealing with conflict and difficult issues
8. What successful leaders do



Business Leadership

Becoming Management Material

Objectives

This workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

Target

Directors, Supervisors, Business owners, Entrepreneurs and those who want to start business and potential for managers level.

Content

What Will Participants Learn?

1. Define your role as a manager and identify how that role differs from other roles you have had.
2. Understand the management challenge and the new functions of management.
3. Discover how you can prepare for and embrace the forces of change.

4. Identify ways to get you and your workspace organized and get a jump on the next crisis.
5. Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager.
6. Enhance your ability to communicate with others in meetings and through presentations.
7. Create an action plan for managing your career success.

What topics are covered?

1. Learning organizations
2. Peter Senge's learning disciplines
3. What leadership is and is not (including servant leadership)
4. Kouzes and Posner's five leadership practices
5. Core skills like communication, body language, delegation, meetings, and time management
6. Understanding the trust cycle and building trust
7. Managing change
8. SWOT analysis and problem solving
9. Giving effective, constructive feedback
10. Building good relationships



AK DUNI NO
RESPECTO"

ito Supervisor, klinte,
lega servis, kompania,
PELITO HAU-AN RASIK

ak halo diak ba
an nomos
ho diak no komple

BURAS"



Women and Leadership:

Owning Your Strengths and Skills

Objectives

Women have a long-standing history in the workforce, in all roles from front-line worker to visionary founder, influential behind-the-scenes patron to front-and-center CEO. As women, however, what are the influences, barriers and benefits to our leadership? Do we use or even acknowledge our strengths and skills?

This is a time of great change in the workforce, in part because of the increase in numbers and influence of women in the workplace. Flex time, daycare and caregiver support, and telecommuting are a few examples of workplace initiatives that benefit everyone, but evolved primarily due to the roles and influence of women who are often juggling multiple home, workplace, and community responsibilities. However, there are some areas in which women could still be more visible and vocal.

This course will explore the history of women in the workforce and offer personal opportunities for exploration, identification, and development of leadership strengths and skills.



Target

Team Leaders, Educators, Directors, Supervisors, Business owners, Entrepreneurs and to all women who wants to improve their leadership skills.

Content

What Will Participants Learn?

1. Understand a brief history and evolution of women and leadership
2. Recognize barriers to women's leadership and how to handle them
3. Learn how to use barriers to create benefits
4. Define Social and Emotional Intelligence and understand its importance in workplace leadership
5. Understand the importance of Self-Awareness in identifying and owning your own strengths and skills
6. Develop a basic vision and brand for your leadership
7. Understand the essential leadership skills for women
8. Examine steps and skills to good decision-making
9. Create your own Workplace Philosophy Statement and Action Plan

What topics are covered?

1. Women and the Workforce
2. Barriers and Benefits to Women's Leadership
3. Social and Emotional Intelligence
4. Self-Awareness
5. Developing Leadership Awareness and Brand
6. Leadership Skills
7. Making Good Decisions
8. Creating Your Workplace Philosophy





Writing a Business Plan

Objectives

This course is designed for business owners and entrepreneurs who are ready to create a business plan. All the essential steps are covered, including drafting the original document; identifying the audience; gathering information; researching; describing product plans; and marketing, sales, and accounting terms. Students will come away from the course energized and prepared to write their business plan.

Target

Directors, Supervisors, Business owners, Entrepreneurs and those who wants to start business and potential for managers level.

Content

What Will Participants Learn?

1. Research and analyze the individual components needed for a business plan
2. Apply skills to create a business plan for different audiences, including investors, banks, and other stakeholders
3. Explain the purpose and future of your business in easy to understand terms
4. Use accounting terms to describe the future for their business
5. Describe their marketing, sales, and planning strategies

What topics are covered?

1. What is a business plan for?
2. A general business plan framework
3. Identifying your audience
4. Gathering and analyzing information
5. Defining your company
6. Getting to work
7. Creating a marketing strategy
8. Creating the sales plan
9. Developing financial projections
10. Putting it all together





Managing Across Cultures

Objectives

Our culture defines many aspects of how we think, feel, and act. It can be challenging for managers to bridge cultural differences and bring employees together into a functioning team. This course will give supervisors and managers easy-to-use techniques for communicating across cultures, building teams, promoting multiculturalism in the organization, and leveraging the global talent pool.

Target

Especially for Business owners, Directors, Supervisors, Managers and to those who want to promote multiculturalism in any organization.

Content

What Will Participants Learn?

1. Define what culture is and how it shapes the workplace
2. Identify how stereotypes shape our perception
3. Develop useful cross-cultural attitudes
4. Communicate effectively across cultures

5. Effectively manage employees from different cultures
6. Help teams overcome cross-cultural and virtual barriers
7. Promote acceptance and awareness in your organization to help create a multicultural environment
8. Leverage the global talent pool

What topics are covered?

1. What Is Culture?
2. Communicating Effectively
3. Team Building Across Cultures
4. Managing Across Cultures
5. Building a Multicultural Organization
6. Working with the Global Talent Pool



Budgets and Managing Money

Objectives

For managers in today's business world, it's essential to have a working knowledge of finance. We all play a role in our organization's financial health, whether we realize it or not. If you don't have training or a background in finance, you may be at a disadvantage as you sit around the management table. Understanding the cycle of finance will help you figure out where you fit into your company's financial structure, and how to keep your department out of the red. This workshop will help you prepare budgets and make decisions with confidence.

Target

Non financials, Managers, Directors, Supervisors, Business owners, Entrepreneurs and those who want to start business.

Content

What Will Participants Learn?

1. Define basic financial terminology
2. Prepare a budget of any type or size
3. Get your budget approved
4. Perform basic ratio analysis
5. Make better financial decisions

What topics are covered?

1. The fundamentals of finance
2. The basics of budgeting and parts of a budget
3. The budgeting process
4. Budgeting tips and tricks
5. Monitoring and managing budgets
6. Crunching the numbers
7. Getting your budget approved
8. Comparing investment opportunities
9. ISO 9001:2008
10. In-depth case studies and analysis opportunities



Effective Planning and Scheduling

Objectives

As project managers and leads, we all know how difficult it can be to accurately determine the duration of a project, yet that is exactly what is expected of us on a regular basis. This workshop will not disclose the secret of creating an accurate schedule, because there isn't one. However, it will provide the factors and fundamental elements that you should consider and address when creating any type of schedule

Target

Team Leaders, Educators, Directors, Supervisors, Business owners and Entrepreneurs.

Content

What Will Participants Learn?

1. Define and create a Work Breakdown Structure
2. Identify and understand task relationships
3. Estimate task durations and determine project duration
4. Construct a network diagram

5. Calculate the critical path of a project
6. Use the Program Evaluation and Review Technique (PERT) to create estimates
7. Plan for risks
8. Create a communication plan
9. Effectively allocate project resources
10. Update and monitor the project schedule

What topics are covered?

1. Projects and schedules
2. The Work Breakdown Structure (WBS)
3. Estimating activity durations
4. Identifying task dependencies
5. Aligning resources with activities
6. Project Planning with network diagrams, the Critical Path Method, PERT, and Gantt charts
7. Scheduling software
8. Uncertainty and risk management
9. Communication strategies
10. Creating a viable schedule
11. Updating and monitoring the schedule



Workplace Health and Safety: The Supervisor's Role and Responsibilities

Objectives

This course aims to provide an understanding of the supervisor's role in organizational health and safety. It will explore the requirements of due diligence, the rights of workers, supervisor and worker health and safety requirements, employee competency, and the role of Health and Safety Committees. The course will also look at supervisor's roles in hazard identification and control, accident reporting and investigation and the importance of communicating health and safety information.

This course will highlight the most important aspects of the supervisor's role so that they can participate effectively in health and safety responsibilities and work towards the continual improvement of health and safety performance in their organization.

Target

Directors, Supervisors, Business owners and Entrepreneurs.

Content

What Will Participants Learn?

1. Understand the employer's responsibility to display due diligence for organizational health and safety
2. Know and understand the three rights of workers
3. Identify the responsibilities and roles of supervisors and workers in organizational health and safety
4. Realize the role of the Health and Safety Committee in organizational health and safety
5. Identify the responsibilities of supervisors and workers in hazard identification, assessment and control, safety and health inspections, and accident reporting and investigation
6. Create an employee orientation checklist
7. List the necessary health and safety training for employees
8. Understand the importance of communicating health and safety information

What topics are covered?

1. Workplace Health and Safety Experience
2. Worker Rights
3. Supervisor and Worker Health and Safety Responsibilities
4. Health and Safety Committees
5. Hazard Identification, Assessment, and Control
6. Employee Competency
7. Accident Reporting and Investigating
8. Communicating Health and Safety Information





Logistics and Supply Chain Management

Objectives

The supply chain is a crucial part of any business' success. Optimizing the flow of products and services as they are planned, sourced, made, delivered, and returned can give your business an extra competitive edge.

This course will introduce you to the basic concepts of supply chain management, including the basic flow, core models, supply chain drivers, key metrics, benchmarking techniques, and ideas for taking your supply chain to the next level.

Target

Directors, Supervisors, Business owners, Entrepreneurs and those who want to start business and potential for managers level.

Content

What Will Participants Learn?

1. Define supply chain management and logistics
2. Explain the vertical and virtual integration models
3. Understand the stages in the basic supply chain flow
4. Identify participants in the supply chain
5. Recognize supply chain drivers and ways to optimize them
6. Align supply chain strategy with business strategy
7. Determine what metrics to track and how to benchmark the related data
8. Troubleshoot basic supply chain problems
9. Identify ways to develop your supply chain, such as using third-party logistics providers, insourcing processes, developing sustainable and eco-friendly strategies, leveraging process improvement strategies, and adopting new techniques.

What topics are covered?

1. Getting Started
2. The Evolution of the Supply Chain
3. The Basic Supply Chain Structure
4. Supply Chain Drivers
5. Aligning Your Supply Chain with Business Strategy
6. Managing Supply Chain Risks
7. Tracking and Evaluating Supply Chain Data
8. Troubleshooting Supply Chain Problems
9. Sharing Supply Chain Activities
10. Sustainable Supply Chain Strategies
11. Applying Lean Techniques to the Supply Chain
12. The Future of Supply Chain Management



Coaching and Mentoring

Objectives

Coach, Mentor, Role Model, Supporter, Guide...do these words ring a bell? Being a coach involves being able to draw from several disciplines. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Mentorship is a related skill that is often a part of coaching. It's about being a guide, offering wisdom and advice when it is needed.

Knowing how and when to coach (and when to use other tools, like mentoring) is an essential skill that can benefit both you and your organization.

Target

Special target for Mentors, Professors, Directors, Team Leaders, Supervisors, Business owners and Entrepreneurs.

Content

What Will Participants Learn?

1. Understand how coaching can be used to develop your team
2. Develop the coaching and mentoring skills that help improve individual performance

3. Demonstrate the behaviors and practices of an effective coach
4. Recognize employees' strengths and give them the feedback they need to succeed
5. Identify employee problems and ways you can help to correct them

What topics are covered?

1. Defining coaching and mentoring
2. Coaching assessment review
3. Interpersonal communication skills
4. Critical coaching skills
5. Setting goals with SPIRIT
6. Learning styles and principles
7. The benefits/consequences matrix
8. Skills involved in coaching
9. The coaching model
10. Giving effective feedback
11. Coaching problems and solutions

Our Commitment.
Your Success.





Negotiating for Results

Objectives

Negotiating is about resolving differences. People who can master the process of negotiation find they can save time and money, develop a higher degree of satisfaction with outcomes at home and at work, and earn greater respect in their communities when they understand how to negotiate well.

Negotiating is a fundamental fact of life. Whether you are working on a project or fulfilling support duties, this workshop will provide you with a basic comfort level to negotiate in any situation. This interactive workshop includes techniques to promote effective communication and gives you techniques for turning face-to-face confrontation into side-by-side problem solving.

Target

Directors, Supervisors, Business owners, Entrepreneurs and to those who wants to improve their negotiation skills.

Content

What Will Participants Learn?

1. Understand how often we all negotiate and the benefits of good negotiation skills.
2. Recognize the importance of preparing for the negotiation process, regardless of the circumstances.
3. Identify the various negotiation styles and their advantages and disadvantages.
4. Develop strategies for dealing with tough or unfair tactics.
5. Gain skill in developing alternatives and recognizing options.
6. Understand basic negotiation principles, including BATNA, WATNA, WAP, and the ZOPA.



What topics are covered?

1. What is negotiation?
2. The successful negotiator
3. Preparing for negotiation
4. Making the right impression
5. Getting off to a good start
6. Exchanging information
7. The bargaining stage
8. Reaching mutual gain and moving beyond "no"
9. Dealing with negative emotions
10. Moving from bargaining to closing
11. Solution types



Inventory Management: The Nuts and Bolts

Objectives

No business can survive very long without an effective program of controls over the parts and materials that are used in producing or distributing goods and services of the firm. Like many other things that depend on human interpretation, "control" means different things to different individuals. This is an introductory workshop for you, the warehouse or stockroom manager, the person in charge of what comes in and goes out of your company. You want a smooth and cost-effective operation, with enough products on hand to satisfy needs without stockpiling too much.

This course will discuss all aspects of inventory management, including common terms, the inventory cycle, how to maintain inventory accuracy, and what some of the latest trends are.

Target

Directors, Supervisors, Business owners and Entrepreneurs.

Content

What Will Participants Learn?

1. Understand terms that are frequently used in warehouse management
2. Identify the goals and objectives of inventory management and measure your process against these goals
3. Calculate safety stock, reorder points, and order quantities
4. Evaluate inventory management systems
5. Identify the parts of the inventory cycle
6. Better maintain inventory accuracy

What topics are covered?

1. What inventory is and types of inventory
2. Setting up the warehouse
3. What makes a good inventory management system?
4. The warehouse inventory cycle
5. Identifying demand
6. The receiving process and validating inventory
7. The put-away process and maintaining accuracy
8. The outbound process and industry trends



Delegation: The Art of Delegating Effectively

Objectives

Effective delegation is one of the most valuable skills you can master. It reduces your workload and develops employee skills. Delegating prepares employees who work for you to be able to handle your responsibilities and simultaneously allows you to advance to other career opportunities within your organization.

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This workshop will explore many of the facets of delegation, including when to delegate and to whom to delegate. We will also go through the delegation process step by step and learn about techniques to overcome problems.

Target

Directors, managers, supervisors, coordinators, team managers, team leaders and those with tendency to micro-manage and monopolize all tasks.

Content

What Will Participants Learn?

1. How delegation fits into their job and how it can make them more successful
2. Different ways of delegating tasks
3. How to use an eight-step process for effective delegation
4. How to give better instructions for better delegation results
5. Common delegation pitfalls and how to avoid them
6. Ways to monitor delegation results
7. Techniques for giving effective feedback

What topics are covered?

What Topics are covered?

1. Why delegate? What is delegation?
2. Pre-assignment review
3. Picking the right person
4. The delegation meeting
5. Giving instructions
6. Monitoring delegation
7. Practicing delegation
8. Giving feedback
9. Becoming a good delegator



Team Building: Developing High Performance Teams

Objectives

Success as a manager is heavily influenced by how well your team operates and what kind of results they achieve. Is your team able to solve problems? Can they resolve conflict? Are they enthusiastic and motivated to do their best? Do they work well together?

This workshop is designed for participants who want to develop their team leadership skills and unleash the talent of their individual team members.

Target

Team Leaders, Educators, Directors, Supervisors, Business owners, Entrepreneurs and those who want to start business and potential for managers level.

Content

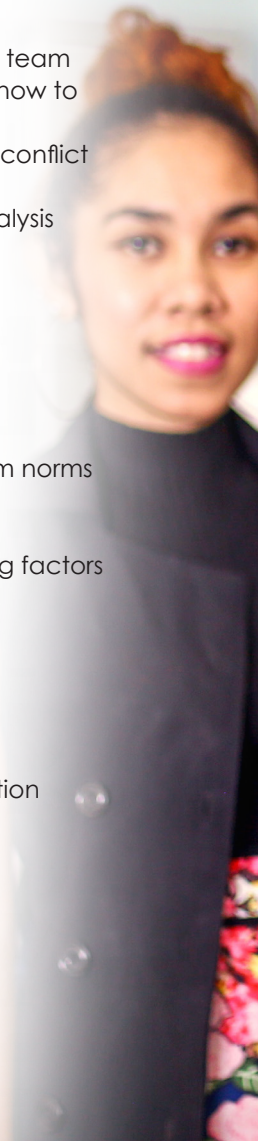
What Will Participants Learn?

1. Identify different types of teams.
2. Build teamwork by recognizing and tapping into the 12 characteristics of an effective team.
3. Promote trust and rapport by exploring your team player style and how it impacts group dynamics.

4. Recognize the key elements that move a team from involvement to empowerment and how to give these elements to your team.
5. Develop strategies for dealing with team conflict and common problems.
6. Understand how action planning and analysis tools can help your team perform better.

What topics are covered?

1. Organizations today, types of teams, team norms
2. The TORI team building model
3. Beckhart's team activities
4. Stages of team development and shaping factors
5. Parker's 12 characteristics of great teams
6. Team player types
7. The trust/relationship model
8. Creative, lateral, and vertical thinking
9. Interventions for team leaders
10. Resolving conflict and solving problems
11. SWOT analysis and developing team action plans







Human Resources Training:

HR for the Non-HR Manager

Objectives

In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, take part in interviews, or take responsibility for discipline.

This workshop will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

Target

Special target for Directors, Supervisors, Business owners, Entrepreneurs and potential to human resources level.

Content

What Will Participants Learn?

1. Discuss current issues in the human resource field and the changing role of supervisors and managers in terms of HR functions.

2. Write job specifications and identify core competencies.
3. Apply methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques.
4. Get new employees off to a good start.
5. Understand compensation and benefits.
6. Maintain healthy employee relations.
7. Make performance appraisals a cooperative process.

What topics are covered?

1. Defining human resources
2. Skills inventory and job analysis
3. Position profiles and job descriptions
4. Finding candidates and advertising guidelines
5. Preparing for and conducting the interview
6. Employee orientation and on boarding
7. Planning training and external providers
8. Performance reviews
9. Attendance management and diversity
10. Privacy issues and compensation and benefits
11. Managing disciplinary issues and termination
12. Exit interviews





Training Of Trainers: The Practical Trainer

Objectives

People who work as trainers are often put into difficult situations without much understanding of what training is or how to do it well. We know that being a good trainer is the result of developing skills to bring information to an audience.

This information will then engage, empower, and encourage continued learning and development. This course will give you the skills that you need so that your students not only learn, but also enjoy the process, retain information shared, and use their new skills back in the workplace.

Target

Team Leaders, Educators, Directors, Supervisors, Business owners and Entrepreneurs.

Content

What Will Participants Learn?

1. Recognize the importance of considering the participants and their training needs, including the different learning styles and adult learning principles.
2. Know how to write objectives and evaluate whether these objectives have been met at the end of a training session.

3. Develop an effective training style, using appropriate training aids and techniques.
4. Conduct a short group training session that incorporates these training concepts.

What topics are covered?

1. Defining a successful training program/trainer
2. Adult learning and the learning process
3. Principles of adult learning
4. Style assessment, including introvert/extrovert analysis
5. Applying the learning cycle
6. The training process (planning training, choosing methods, designing learning sequences)
7. Adding games
8. Setting the climate
9. Presentation skills
10. Dealing with difficult trainees
11. On-the-job training
12. Evaluation techniques
13. Mock training presentations for peer review



Motivation Training: Motivating Your Workforce

Objectives

It's no secret that employees who feel they are valued and recognized for the work they do are more motivated, responsible, and productive.

This workshop will help supervisors and managers create a more dynamic, loyal, and energized workplace. It is designed specifically to help busy managers and supervisors understand what employees want, and to give them a starting point for creating champions.

Target

Team Leaders, Educators, Directors, Supervisors, Business owners and Entrepreneurs.

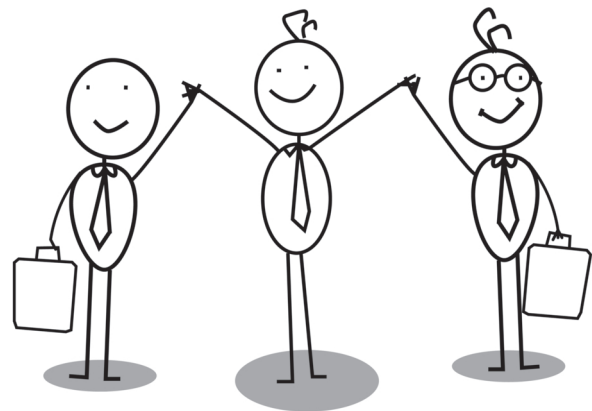
Content

What Will Participants Learn?

1. Identify what motivation is
2. Describe common motivational theories and how to apply them
3. Learn when to use different kinds of motivators
4. Create a motivational climate
5. Design a motivating job

What topics are covered?

1. What is motivation?
2. Supervising and motivation
3. Motivational theories
4. Setting goals
5. The role of values
6. Creating a motivational climate
7. Applying your skills
8. Designing motivating jobs





Quiz Answers

1. What are the three types of non-renewable energy sources?
2. What are the three types of renewable energy sources?

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Conversational Leadership

Objectives

Effective leaders understand how powerful an opportunity can be when they can tap into the intelligence, wisdom, and innovation present in their workforce.

Conversational leadership provides the space and infrastructure for knowledge sharing to take place; for employees, stakeholders, and the community to be involved in discussing big, important questions; and to generate solutions that people within the organization can take action on.

Target

Special target for Team Leaders, Educators, Directors, Supervisors, Business owners, Entrepreneurs.

Content

What Will Participants Learn?

1. Understand the wisdom inherent in encouraging conversational leadership
2. Describe the four I's of conversational leadership

3. Apply the principles of conversational leadership to improve results
4. Organize a simple World Café as an example of conversational leadership

What topics are covered?

1. What's In A Word?
2. Fundamental Elements
3. The Four-I Model of Organizational Conversation
4. The Conversational Leadership Framework
5. World Café



Managing Difficult Conversations

Objectives

We have so many interactions in the run of a day, it's reasonable to expect that some of them are going to be difficult. Whether these are conversations that you have in person, or you manage a virtual team and need to speak with someone in another city, there are things that you can do to make these conversations go smoothly.

This workshop will give you the tools to manage difficult conversations and get the best results possible out of them.

Target

Directors, Supervisors, Business owners, Entrepreneurs, to those who want to improve their interaction skills and public in general.

Content

What Will Participants Learn?

1. How to define their frame of reference
2. How to establish a positive intent and a desired outcome
3. Good communication skills
4. How to draft a script for a difficult conversation
5. Use specific steps to carry out a difficult conversation
6. How to access additional resources as required
7. How to maintain safety in a conversation

What topics are covered?

1. Choosing to have the conversation
2. Toolkit for successful conversations
3. Choosing the time and place
4. Framework for difficult conversations
5. Conversation template
6. Staying safe
7. Role play practice

**YOUR DREAM.
OUR COMMITMENT.
YOUR SUCCESS.**





Conference and Event Management

Objectives

Although it does take plenty of creativity to design an event that is memorable and meaningful, it also takes careful attention to detail, adaptability, effective delegating, and a lot of work.

This course will walk you through the process of event management, from the beginning stages of planning, to the final touches (like decorations, food, and music). While this course is specifically for corporate event planning, the elements here can also be applied to more personal event planning. Essentially, we're creating an effective and well-planned design that is ready for implementation and can be used over and over again.

Target

Special target for Public relations, Directors, Supervisors, Business owners and Entrepreneurs.

Content

1. Plan a complete corporate event, including an agenda, budget, goals, venue, audience, food, and whatever else your client needs
2. Keep your event on budget
3. Design an advertising and marketing plan that includes a comprehensive use of media, take-aways, and/or swag bags
4. Determine whether partners, sponsors, and volunteers can help to make your event unforgettable
5. Create an atmosphere of service that delegates will remember
6. Select speakers and a master of ceremonies to add impact to your event
7. Create a diversity plan
8. Evaluate the process once it's all wrapped up.

What topics are covered?

1. Event planning essentials
2. Budgeting basics and managing contracts
3. Using the committee approach
4. Connecting with partners and sponsors
5. Advertising and marketing
6. Selecting the venue
7. Feeding the masses and business etiquette
8. Celebrating diversity
9. Selecting speakers and a master of ceremonies
10. Adding the finishing touches
11. Event day roles
12. Closing the event and gathering feedback



Marketing and Sales

Objectives

A small marketing budget doesn't mean you can't meet your goals and business objectives. You just have to be more creative in your marketing tactics. This workshop will show you how to get maximum exposure at minimum cost. You will learn effective, low-cost, and non-cost strategies to improve sales, develop your company's image, and build your bottom line.

Target

Directors, Supervisors, Business owners, Entrepreneurs and Salespersons.

Content

1. Recognize what we mean by the term "marketing."
2. Discover how to use low-cost publicity to get their name known.
3. Know how to develop a marketing plan and a marketing campaign.

4. Use their time rather than their money to market their company effectively.
5. Understand how to perform a SWOT analysis.

What topics are covered?

1. Defining marketing
2. Recognizing trends
3. Doing market research
4. Strategies for success
5. Mission statements
6. Brochures
7. Trade shows
8. Developing a marketing plan
9. Increasing business
10. Saying no to new business
11. Advertising myths
12. Networking tips





Meeting Management: The Art of Making Meetings Work

Objectives

Meetings come in all shapes and sizes, from the convention to a quick huddle in an office hallway.

This workshop will be concerned with small working meetings; with groups that have a job to do requiring the energy, commitment, and talents of those who participate.

Members of such a group want to get some kind of result out of their time together: solving problems, brainstorming, or simply sharing information. At its best, such a group knows what it is about, and knows and utilizes the strengths of individual members.

Target

Directors, Supervisors, Business owners, Entrepreneurs and to those who participates often in meetings and wants to improve.

Content

What Will Participants Learn?

1. Understand the value of meetings as a management tool
2. Recognize the critical planning step that makes meeting time more effective
3. Identify process tools that can help create an open and safe forum for discussion
4. Develop and practice techniques for handling counterproductive behaviors.

What topics are covered?

1. The basics for effective meetings
2. The best and worst of meetings
3. Holding productive meetings
4. Preparing for meetings
5. Setting the place
6. Leading a meeting
7. Process and content
8. How to control a meeting
9. A plan for success



Giving Effective Feedback

Objectives

This course is designed to help workplace leaders learn how to provide feedback any time that the message is due. Whether feedback is formal or informal, and whether it is provided to employees, peers, or someone else, there are ways that it can be structured to be effective and lasting.

This course will help participants learn why the way we deliver feedback is important, how to deliver a message so that people accept it and make changes that may be needed, and how to accept feedback that we are offered.

Target

Leadership and management posts, Supervisors, Directors, Business owners and Entrepreneurs.

Content

What Will Participants Learn?

1. Explain why feedback is essential
2. Apply a framework for providing formal or informal feedback
3. Use descriptive language in delivering feedback
4. Describe six characteristics of effective feedback
5. Provide feedback in real situations

What topics are covered?

1. Feedback definitions
2. Speaking clearly
3. Communication strategies
4. Characteristics of effective feedback
5. Receiving feedback graciously
6. Testing the waters (role play practice)

PROJECT MANAGEMENT



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Understand Project Management

Objectives

In this workshop, we will walk you through the nuts and bolts of project management, from setting priorities to controlling expenses and reporting on the results. You may still have to cope with the unexpected, but you'll be better prepared.

Target

Especially target for business owners and all relevant managers position such as Directors, Supervisors, Entrepreneurs and those who want to start business and potential for managers level.

Content

What Will Participants Learn?

1. Understand what is meant by a project.
2. Recognize what steps must be taken to complete projects on time and on budget.
3. Have a better ability to sell ideas and make presentations.

4. Know simple techniques and tools for planning and tracking your project.
5. Have methods for keeping the team focused and motivated.

What topics are covered?

1. What a project is
2. Project management basics
3. How projects can help you
4. A project's life cycle
5. Selling and preparing a project
6. The role of a project manager
7. Project goals
8. Laying out a project
9. Project risks and contingency planning
10. The work breakdown structure
11. Planning tools and budgets
12. Teamwork and development
13. Communication
14. Closing out a project
15. Team meetings
16. Project presentations



Project Management Fundamentals

Objectives

Project management isn't just for construction engineers and military logistics experts anymore. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments, and to get that additional job done well, done under budget, and done on time.

This workshop is not intended to take participants from a supervisory or administrative position to that of a project manager. However, these topics will familiarize them with the most common terms and practices in terms of working on projects.

Target

Especially target for business owners and all relevant managers position such as Directors, Supervisors, Entrepreneurs and those who want to start business and potential for managers level.

Content

What Will Participants Learn?

1. Describe what is meant by a project
2. Explain what project management means
3. Identify benefits of projects
4. Identify the phases of a project's life cycle
5. Sell ideas and make presentations related to pitching a project
6. Prioritize projects
7. Begin conceptualizing your project, including goals and vision statements
8. Use project planning tools
9. Contribute to creating a Statement of Work

What topics are covered?

1. Defining projects and project management
2. The role of a project manager
3. How can projects help me?
4. A project's life cycle
5. Selling a project
6. Creating a vision
7. Project goals
8. Using a target chart
9. Preparing your project
10. Laying out the project.



Risk Management

Objectives

Risk management has long been a key part of project management and it has also become an increasingly important part of organizational best practices. Corporations have realized that effective risk management can not only reduce the negative impact of crises; it can provide real benefits and cost savings.

The risk management framework provided in this workshop is flexible enough for any organization. You can apply it to a single project, a department, or use it as a basis for an enterprise-wide risk management program.

Target

Directors, Supervisors, Business owners, Entrepreneurs and Public in general.

Content

What Will Participants Learn?

1. Define risk and risk management
2. Describe the COSO ERM cube and ISO 31000
3. Establish a risk management context
4. Describe the 7 R's and 4 T's that form the framework of risk management activities
5. Design and complete a basic risk assessment
6. Determine the appropriate response to risks and create a plan for those responses
7. Describe the key components of reporting, monitoring, and evaluation of a risk management program

What topics are covered?

1. Understanding risk
2. Risk management activities
3. Assessing risk
4. Responding to risks
5. Resourcing controls
6. Reaction planning
7. Reporting and monitoring
8. Reviewing and evaluating the framework



Intermediate Project Management

Objectives

Project management is not just restricted to certain industries, or to individuals with certification as a project manager. Lots of us are expected to complete assignments that are not a usual part of our job, and to get the job done well, within our budget, and on time.

This workshop is intended for participants who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. This course will take participants through the remaining three stages: planning, execution, and termination.

Target

Special target for Directors, Supervisors, Business owners, Entrepreneurs and project managers.



Content

What Will Participants Learn?

1. Identify your project's tasks and resources
2. Order tasks using the Work Breakdown Structure
3. Schedule tasks effectively
4. Use basic planning tools such as a Gantt chart, PERT diagram, and network diagram
5. Prepare a project budget
6. Modify the project budget and schedule to meet targets
7. Identify and manage risks
8. Prepare a final project plan
9. Execute and terminate a project
10. Develop and manage a change control process

What topics are covered?

1. What really needs to be done?
2. The Work Breakdown Structure
3. Scheduling techniques (including Gantt charts, network diagrams, flow charts, and PERT diagrams)
4. Budgeting tips and tricks
5. Assessing project risks
6. Preparing the final plan
7. Making it fit
8. The execution phase
9. Controlling changes
10. Closing out a project



Advanced Project Management

Objectives

It's easy to forget the "manager" part of your "project manager" title among the other range of activities you are responsible for. However, your management skills are an important part of your success as a project manager, so it is crucial that you grow both of those skill sets. There are also some advanced project management techniques that you can master to help bring your projects to successful completion.

This workshop presumes that participants have a thorough understanding of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.

Target

Directors, Supervisors, Business owners, Entrepreneurs and those who want to start business and potential for managers level.

Content

What Will Students Learn?

1. Think critically when choosing a project team
2. Make the best of an assigned project team
3. Help teams move through various stages to become a high-functioning unit
4. Maximize productivity at team meetings
5. Reward and motivate your team
6. Develop and execute a communication plan
7. Communicate with sponsors and executives more effectively
8. Identify strategies for working with problem team members

What topics are covered?

1. Choosing the project team
2. Building a winning team
3. Managing team meetings
4. Easy ways to reward your team
5. Developing a communication plan
6. Communicating with sponsors and executives
7. Dealing with problem team members



**“We are what we repeatedly do. Excellence,
then, is not an action, but a habit”**

- Aristotl -



TRAINING & EMPOWERMENT CATALOGUE

iptlooffice@gmail.com | iptimor@gmail.com | www.iptimor.com