



# VIRTUAL CLASSROOM PROGRAM

**VOL #3**

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**“Online learning has been  
shown to increase retention of  
information, and take less  
time”**

*- World Economic Forum*

# Virtual Classroom program - Vol 3

**Virtual learning is becoming a vital driver of sustained learning and development activities with predictions that “the training paradigm will change—online training will no longer support physical and classroom training; rather, physical training will be a support for virtual training”. PeopleSmart’s latest range of high impact virtual learning offers is here with highly relevant topics and programs.**

## EMOTIONALLY INTELLIGENT LEADERSHIP

*Development program & skills based on the latest neuroscience*

### Leading with Emotional Intelligence – development journey of 6 x 90’

Boost essential leadership skills for 2020 and beyond, build critical emotional intelligence behaviours. A comprehensive learning journey for leaders, managers and human capital professionals.

- Discover emotionally intelligent leadership
- Emotionally intelligent decision making
- Create the conditions for empowerment & growth
- Build your self-awareness and authenticity
- Building resilience for self and others

*Includes Genos EI Leadership Assessment*



### Motivation and Neuroscience – 90’

Learn how to trigger intrinsic motivation understanding and applying insights into the human brain.

- Understand and apply neuroscience of motivation
- CARE model for application with teams and individuals

***‘In leadership developing emotional intelligence makes a big difference to the impact we have on others – how we motivate, inspire and develop those we lead.’***

Dr B Palmer, Genos International

## Tackling the Three-Headed Change Monster

### Vital skills for leaders and managers in transformations

**3 x 90' interactive virtual learning sessions for change leaders and managers building vital skills to lead transformations effectively, with empathy and impact. Individual or as a program learning journey.**

#### Module 1: Managing Organisational Level Change

- Understand the main challenges of leading change at an organizational level
- Craft successful change programs with proven frameworks for change management (Kotter, Beer & Nohria)

#### Module 2: Managing change in Teams

- Our Iceberg is Melting – the dynamics in teams during change
- Effective communication and the balance of empathy

#### Module 3: Managing Self Change

- Lead Change being a role model
- To make change happen you need to start small – Tiny Habits for change

#### Transitioning into Retirement

*Prepare to take control of the new stage in life*

**1x 60' + 4x 90' learning journey**

This program provides a transition to the retirement process and helps future retirees create a retirement action plan that also benefits the team they leave.

- Understand the unique challenges of this transition and prepare yourself and others around you
- Growth – strengths & strategies for lifelong learning
- Networking & Relationship building skills for continued connectedness

Future me! – Build an individual action plan



#### PowerUp Speed Learning - New!

**PowerUp – Say “No!” – serenely**

**30 'virtual power learning + 60' coaching**

Fast-paced, highly individualised learning & coaching in small groups, when new strategies for high impact and time for learning are precious. Fundamental insights combined with powerful practice & expert tips.

- Establish healthy boundaries whilst maintaining productive relationships with others.
- Fundamental insights on emotions and empathy & simple structure tool to say 'No'
- Manage communication traps & build confidence



*More PowerUps to come soon – watch this space!*

## **Mentoring for Women**

### **12 months' interactive learning journey for Mentors & Mentees**

Build up your pipeline of female talent in a cost-effective and sustainable manner.

7 x 90' interactive virtual classrooms with parallel learning paths for both mentors and mentees.

- Matching of Mentees with best-fit Mentor
- Parallel development & learning for Mentors & Mentees
- Build internal skills & development tools.

Fast track diversity & inclusion efforts to real results

## **Customer Service Excellence**

### **7 modules to build skills and mind-sets for staff and team coaches**

Cost-effectively boost people-based customer service & front-line coaching capability in your organisation. Build skills & techniques used by award-winning contact centres, practice with own examples. Modules are available individually or as part of a full program.

#### **5 Front line Staff Modules (90' each)**

Mindset, Your Voice, Advanced Rapport Skills, Effective Complaint Handling, Generating Business

#### **2 Modules for Team & Front-Line Coaches**

Coaching & Feedback Skills, AHT & CSAT know-how

## **Making an Impact**

### **Growing personal effectiveness and skills for results**

**Advanced Negotiation Skills – Get what you want from a negotiation - 4 x 90' in-depth** development program

Nourish and manage relationships with different stakeholders & achieve satisfactory results when stakes are high.

- Prepare – Stakeholder map and Structure plan
- Set your strategy, objectives and boundaries
- Create value & dealing with emotions
- Negotiation tactics and Execution

Participants use own negotiations to apply tools and concepts & prepare for their individual scenario in the program.

## **MANAGER ESSENTIALS**

*Core skills and tools for confident line management (8-12 learners)*

### **Delegation for Empowerment – 120'**

Create the right environment to grow accountability and empower for more creativity and performance.

- Understand how empowerment increases impact potential
- Learn how to use easy 3 factors & 4 requirements tools for powerful delegation

### **Making faster Decisions – Purpose and Value-based Leadership – 2 x 120'**

Enhance the sense of direction and create a climate of trust and engagement to deliver results smoothly.

- Connect a shared purpose with your organization's values.
- Learn how to deal with difficult decisions and foster business ethics to build trust

## HOW YOU WILL LEARN?

Our web sessions will be delivered using Zoom or your preferred web conferencing platform. They focus on learner engagement and transfer. They are all interactive and participative and combine different methodologies to accommodate participants' learning styles for the highest levels of learning.

We use:

- Examples and cases from own workplace
- Presentations and feedback from peers and facilitators
- Break-out activities, energizers and videos
- Pre-session tasks and follow-up activities to anchor learning

## PEOPLESMART TRAINERS experts with master skills in online-facilitation



Our team of facilitators are highly experienced in the design and delivery of virtual learning sessions and understand the fundamental differences between face-to-face and virtual learning. They are all expertly trained in handling online learning environments and create the most engaging learner experiences. All our experienced facilitators are multi-lingual. We are able to deliver all learning events in a multitude of languages.

## COLLABORATION PLATFORMS

We use digital collaboration platform technology to help learners connect and collaborate before, during and after sessions. Talk to us about a bespoke solution for your organization.

**Go virtual** – PeopleSmart is an expert at designing bespoke courses and converting existing learning arrangements into high impact virtual experiences. We can upskill your internal resources to deliver effectively too. Talk to us about a bespoke solution for your organization.



**Contact us to discuss our offer and to request more detailed session descriptions. Our offering is growing every day.**