



# VIRTUAL CLASSROOM CATALOGUE

---

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

*- World Economic Forum*

**According to the World Economic Forum 'research suggests that online learning has been shown to increase retention of information, and take less time' so the trend towards flexible online learning solutions is here to stay. PeopleSmart offer virtual classrooms that are**

- **Engaging and based on the latest insights**
- **Easy to set up; flexible to deploy**
- **Highly interactive and learner-centred**
- **Enjoyable to attend and transfer focused**

## **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

## **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.

## **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.



## OUR BEST VIRTUAL WORKSHOPS

for 8-12 learners



### Exploring Emotional Intelligence – 90'

The World Economic Forum defines emotional intelligence as 1 of the top 10 skills in tomorrow's future world of increasing digitalisation, automation and the virtual world of work. You learn

- Fundamentals on E.I. behaviours
- EI impact on performance and well-being
- Confidence and competence to demonstrate more EI in your everyday work & personal life

### GENOS EI Leadership

The GENOS E.I. competency model is a brilliant tool to help Leaders grow awareness of their personal strengths as well as areas for further growth and development in regard to their emotional intelligence.



### Time Management for productivity and personal effectiveness – 90'

Practical strategies to create a time management plan, deal with the main time-wasters and acquire positive habits for continued good time management practice.

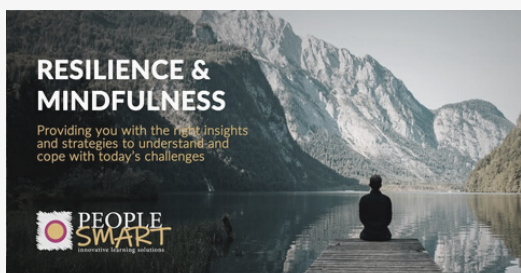
- Gain awareness of individual beliefs
- Learn tools to plan and prioritize effectively
- Manage main time-killers
- Measure own effectiveness



### Succinct Writing – 90'

Effective written communication is essential in our business whether it be an email, internal, external documentation or press release

- Know how to create “reader-friendly content” with impact
- Be more aware of how to leverage attitude and perspective



### Resilience & Mindfulness – 90'

This webinar provides insights and suggests steps you can take to maintain and increase your personal well-being when faced with adversity.

- Understand the biology of stress & emotions
- Know yourself & personal stress levels
- Respond effectively to strong emotions and improve your impulse control



## OUR BEST VIRTUAL WORKSHOPS

for 8-12 learners

### Speaking on point- 90'

In this session, you will dive into powerful and easy to apply tips in order to communicate your messages clearly and succinctly

- Increase engagement and credibility with your target audience(s)
- Be more focused on your intonation, prosody and pace when speaking



### Managing Conflicts - 90'

Conflict is one of the most difficult challenges facing managers. Successful leaders know that conflicts cannot be avoided so learn to address and resolve them effectively.

- Understand the dynamic of conflict
- Understand your own reaction to conflict
- Foster constructive responses to conflict
- Inspiration for a competent conflict culture

### Work-life integration - 60'

A range of practical tips and tricks on how to make working from home productive whilst looking after your personal well-being. You will learn a series of tools and tips around

- Working context – no one-fits-all solution
- The practical side, ergonomics & connectivity
- Agreements with your team
- Taking care of yourself



### Introduction to co-active learning - 90' + 1-2 real-life co-active learning sets for up to 6 learners

The co-active learning method offers a proven toolkit for focussed thinking and creative problem solving with others that harnesses the value of different perspectives on problems and actionable solutions.

- Learn a powerful technique for collaborative problem-solving at work
- Improve management practices such as coaching, supporting, collaborating

## MANAGE CHANGE

*understanding and embracing opportunities in times of transitions*

### Leading Change- Fundamentals – 90'

Understand the impact of change and strategies to create a change mindset with stakeholders to pave the way to successful change implementation.

- Crack the code of change
- Understand common challenges
- Strategies for creating a “yes, and” response to change



### Storytelling – 90'

Learn how to utilize skills as old as humanity to engage, inspire, align and motivate.

- Tell it with intent for impact
- Understand the unique benefits
- Arc-tool for an easy structure
- Practice how it lands



## VIRTUAL EFFECTIVENESS

*skills and tools for effective online presentation & collaboration*

### Running effective virtual meetings – 90'

Embrace the challenges of virtual team meetings, facilitate engaging web sessions like an online pro.

- Manage purpose and agenda
- Make the best use of platform and equipment
- Tips for high engagement, interactivity and participation



### Virtual Presenting – 90'

Ensure your virtual presentations are engaging and dynamic includes learning, tips and practice.

- Simple, connected and authentic communication
- Body language & breathing techniques
- Structure for impact



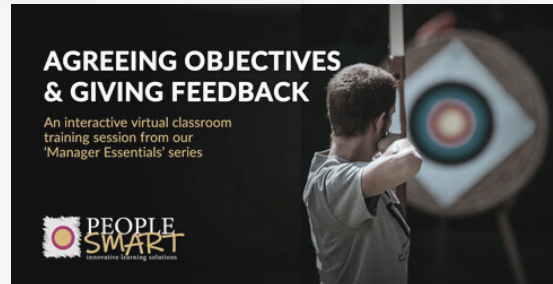
# MANAGER ESSENTIALS

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

## Agreeing Objectives and Feedback with Impact – 120'

Align on the direction and help people grow in skill and self-awareness – performance management vitals.

- Know how to agree on robust and motivating priorities
- Learn and practice easy to apply feedback tools for giving and receiving constructive feedback



## Effective Delegation – 90'

Make a successful shift from doing to leading – assign scope to free up time and help others grow.

- Learn an easy tool for constructive delegation in 7 steps
- Apply the neuroscience of delegation to create engagement and commitment to deliver

## Coaching for Development - 120'

Communication and coaching skills for effective development discussions and robust development plans.

- Powerful listening and questioning skills
- GROW tool for conversations
- Development planning best practice
- Optimizing transfer with 70-20-10



## How to Motivate – 90'

Utilise extrinsic and intrinsic motivators and grow your ability to adapt to different situational needs.

- Distinguish motivators from de-motivators
- Daniel Pink's intrinsic motivators at work
- Skill/Will – a practical tool to adapt your approach to different motivational needs



## MANAGER ESSENTIALS

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

### Delegation and 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



## DIVERSITY & INCLUSION

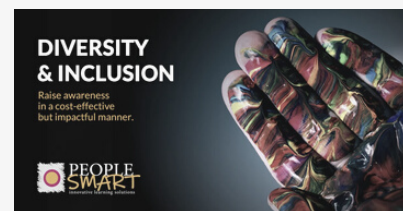
Grow personal awareness and shape your organisation's culture

### Developing Awareness on Diversity & Inclusion

90' interactive virtual classroom

Fundamental learning to develop awareness around D&I among a wide band of leaders and leaders and individual contributors across the organization.

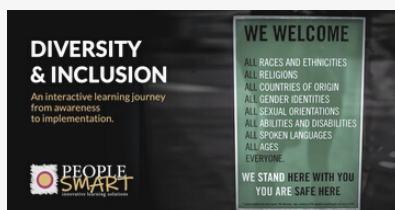
- Common understanding and language
- How inclusive practices manage Diversity
- Know barriers like Stereotypes & Microaggression
- Identify concrete action steps for the workplace



### Delivering on Diversity & Inclusion

3 x 90' interactive webinars learning journey

- In-depth learning journey for tangible impact on creating truly inclusive workplaces.
- Interactive Webinar 1: Creating a Common Understanding around Diversity & Inclusion
- Interactive Webinar 2: From Awareness to Action
- Interactive Webinar 3: Ensuring Sustainable Results
- Transfer focussed pre-work and learning



# 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 the future and 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

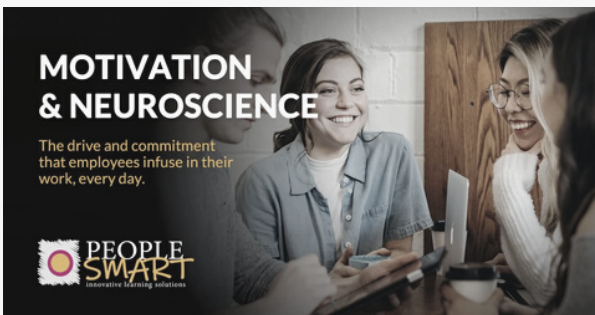
### 90' interactive virtual classroom

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



# MAKING AN IMPACT

Growing personal effectiveness and skills for results

## Self Confidence and Charisma – 90'

Know the secrets to inspiring others, how to build a strong connection and engagement.

- Understand the importance of charisma for leaders
- Develop the 3 pillars of charisma: beliefs, mental states & behaviours



## Presenting with Impact - 2 x 120'

Grow your public speaking competence and confidence – high impact practical presentation training.

- Effective non-verbal and verbal skills
- Take charge from start to finish!
- Manage stress and stage fright
- Control audience perceptions and questions



## OUR MOST POPULAR AND SUCCESSFUL PROGRAMMES

**Leading Virtual Teams** - 3 x 90' virtual classroom modules (also run as separate modules), for 8-12 learners

This modular program equips participants with clarity and a good understanding of the main challenges of leading remotely dispersed teams. They will leave equipped with skills and tools to

- Lead across functional/geographical borders
- Lead across cultures
- Manage performance remotely
- Engage and develop virtual teams



**Cross-Cultural Competence** - 3 x 90' virtual classroom + GlobeSmart profile, for 8-12 learners

These 3 modular webinars focus on building core skills for a deeper and broader cross-cultural competence.

- The definition of culture and its importance
- Practical tools for adapting to culturally diverse situations.
- Learners individual cultural preferences and their impact on work
- Individual culture preferences profile report



### **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



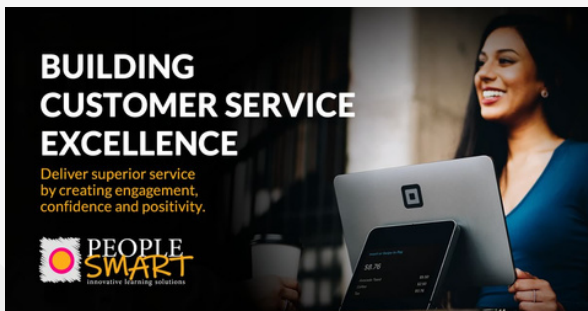
## OUR MOST POPULAR AND SUCCESSFUL PROGRAMMES

### Leading change

#### **Tackling the Three-Headed Change Monster 3 x 90' interactive virtual learning sessions**

This program is designed 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
- Module 2: Managing change in Teams
- Module 3: Managing Self Change



### PowerUp Speed Learning

#### **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

### 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



## OUR MOST POPULAR AND SUCCESSFUL PROGRAMMES

### Advanced Negotiation Skills

#### 4 x 120' 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.



### Transitioning into Retirement

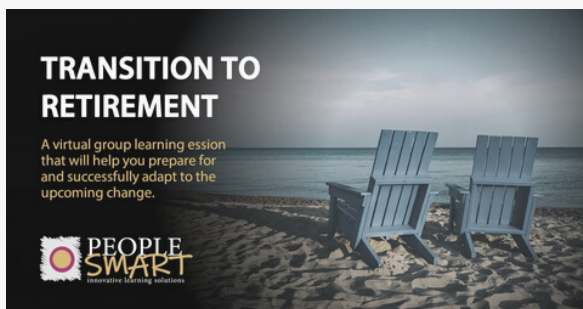
#### Prepare to take control of the new stage in life

#### 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



## 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.**



OTHER  
VIRTUAL SERVICES

**VIRTUAL COACHING**

Personalised Performance Acceleration for Individuals and Teams



**PEOPLE SMART**  
innovative learning solutions

**GENOS EMOTIONAL INTELLIGENCE SERVICES**

Develop Emotional Intelligence skills with highly experienced practitioners



**genos**  
INTERNATIONAL

**PEOPLE SMART**  
innovative learning solutions

**VIRTUAL ASSESSMENT AND DEVELOPMENT CENTRES**



**PEOPLE SMART**  
innovative learning solutions