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| **REVIEW AND UPDATES OF DEPARTMENT**  **OF LABOR AND EMPLOYMENT CODE**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 9/15 February 6/19 March 5/18 April 2/15 May 7/20 June 4/17  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 23/29 February 20/26 March 4/19 April 9/22 May 6/28 June 10/25  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Labor cases arise from either compliant filed by employees or reported findings by labor law compliance officer on non compliance committed by employer, it is  therefore to the Best advantage of the employer that he is prepared for any labor assessment as he assiduously complies with the mandates of department of labor and employment.  COURSE CONTENT   1. **DOLE ASSESSMENT LABOR COMPLIANCE SYSTEMS**  * Dole agencies in the conduct of assessment * Joint Visit vs Compliance Visit vs Accident Investigation * Safeguard against unauthorized assessments  1. **PERTINENT LAWS**  * General Labor Standards * Occupational Safety and Health Standards * Department Order 131-13 * Compressed Work Week  1. **OCCUPATIONAL SAFETY AND HEALTH STANDARD** 2. **SPECIFIC GUIDELINES ON MINIMUM WAGE LAW**  * Regular works hour * Rules on shifting schedule * Flexi works hour  1. **LLCO ASSESSMENT PROCEDURES**  * Authority to assist LLCO * Legal procedures after assessment * Prohibited pleadings  1. **IMPLEMENTING GUIDELINES ON LEGITIMATE HIRING & DISMISSAL**  * Effect of Law; contract and company practice * Cause requirements in dismissal * Monetary penalties for deficient procedural due process - nominal damages  1. **CONGRESSIONAL ACTS AFFECTING LABOR**  * Department Order 18-A - Manpower Agencies * Contractor-Subcontractor services * Republic Act 9481-Unionization thru federation * Republic Act 6727- RTWB Minimum Wage Law/Assessments Forms | **DEVELOPING EFFECTIVE**  **SUPERVISORY SKILLS**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 9/21 February 3/20 March 5/16 April 1/13 May 7/18 June 3/14  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 13/23 February 11/27 March 19/30 April 8/27 May 11/27 June 17/29  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  You believe you have the best products…  Do you have the best production team? Now more Than ever, we need the best Management Team… A good management man (supervisor) Can bring out the best in his subordinates. Thereby enhancing productivity and growth,  YOU MADE HIM MANAGER.. NOW TAKE HIM THE BEST MANAGER  COURSE CONTENT   1. **MANAGEMENT DEFINED**  * What is management * Managing Vs. Doing * The Human Factor at Work  1. **THE ESSENCE OF SUPERVISION**  * Defining Supervisory Roles & Objects * Rewards of Effective Supervision * Management Expectation from Supervisor  1. **PLAN YOUR WORK AND WORK YOUR PLANS**  * Effective of Effective Planning * A Management Daily Plans * Deadline Readiness  1. **THE ART OF EFFECTIVE PLANNING**   **TIME MANAGEMENT**   * Getting organized * Defining Effective Organizing Skills * How to keep Subordinates Job Interest * Avoiding Organizational Deficiencies * The Art of Effective Delegation  1. **DEVELOPING LEADERSHIP SKILLS**  * Leadership Behavior and Style * Maintaining, Motivation & Mobilizing Your Workforce * Principle of Manpower Productivity * The managerial Grid / Situation Leadership skills  1. **CRITICAL MANAGEMENT**  * The Art of Motivating , Recognition & Reprimand Praising * The Art Discipline and Reprimand * Developing Communication Skills/ Motivating Meeting * One-on One Management & Rank Relationship Tool |
| **TRAINING THE TRAINERS**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 9/21 February 3/20 March 5/16 April 1/13 May 7/18 June 3/14  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 13/23 February 11/27 March 19/30 April 8/27 May 11/27 June 17/29  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  At the end of the Seminars/ Workshop , Participants will able to: Develop competence in identifying  training needs as a basic for an effective training programs Identify a year-round overview of staff training needs Adapt learning strategies and methodologies  COURSE CONTENT   1. **TRAINING NEEDS ANALYSIS**  * Indicating of training needs * Two levels of training needs * Job / Occupational analysis /Steps * Criteria of Competences * Skills Matrix  1. **TRAINING PLAN**  * Training Plan Item * Overview of training program  1. **TRAINING DESIGN**  * Adult Learning Principle * Training task Inventory * Workshop Exercise  1. **TRAINING METHODS**  * Spend Time in Deciding Training Methods * Suitable Training Aid * Course Materials * The Instruction Greed * Do’s & Don’t for the Trainers  1. **TRAINING SYSTEMS**  * The Human Resource Cycle * Modern View of HR * Designing the System * Operating the Budget * Basic Requirements in Operating System  1. **TRAINING EVALUATION**  * Level of Training Evaluation * Reaction-Learning Evaluation * Behavior Result | **HOW TO BECOME A WORLD CLASS**  **SECRETARY  & ADMINISTRATIVE ASSISTANCE**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 8/20 February 5/18 March 3/18 April 6/21 May 7/18 June 1/17  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 14/29 February 11/26 March 9/31 April 13/29 May 13/25 June 10/22  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  The World Class Assistant, Certificate Program is a virtual powerhouse of learning. This time-tested and industry proven, highly-rated program will polish you for upward mobility or current-level stellar performance.  COURSE CONTENT   1. **THE ART OF SELF MASTERY/ROLE DEFINATION**  * “I am a secretary, the President is my Customer” * Putting oneself on the customers shoes * Basic job description of a secretary  1. **JOB SPECIFICATION**  * Assessing one’s qualifications * Discovering one’s energy leak's  1. **INDISPENSABLE VALUES OF A WORLDCLASS SECRETARY**  * Self Esteem: The cornerstone of job success * Being pro active: the only best and responsible choices * Commitment  to quality * Adaptability - a professional and behaving like one  1. **HUMAN RELATION AT WORK**  * Positive attitudes towards oneself, the employer and the co. * Character Vs. Reputation * Handling Stress, Anger, and Customers compliant * How to make any Boss happy * Target Costing  1. **EXCELLENCE GOES BEYOND WORDS /VERBAL COMMUNICATION**  * Essential Attitudes towards excellent communications * The Voices  as an Index Character * Effective use of the Telephone  1. **WRITTEN COMMUNICATION**  * Preparing Outgoing Correspondences * Helpful Guides to written business Letters  1. **ORGANIZATION**  * Usefulness of job Analysis  1. **A WORLD CLASS SECRETARY’S GAME PLAN**  * Sense of Purpose * Mini-goals towards Mini- Success * Problem Solving and Decision making |
| **DEVELOPING EFFECTIVE**  **HUMAN RESOURCE MANAGEMENT**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 8/20 February 5/18 March 3/18 April 6/21 May 7/18 June 1/17  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 14/29 February 11/26 March 9/31 April 13/29 May 13/25 June 10/22  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Enormous amount are being spent on employee compensation and benefits with the firm belief that the presence of this will insure employee productivity. It therefore comes as a surprise that despite at these; employers are plaque with labor complaints, employee unrest and work quality. The challenge to ensure the hiring and maintenance of competent and competitive personnel can only be addressed thru a well planned human resource program for every company.  COURSE CONTENT   1. **THE ROLE OF HUMAN RESOURCE OFFICERS IN ORGANIZATION EFFECTIVENESS**  * Human Resource-The Business Strategist * HR-Productivity Through Cost Management * HR-The Human Factor * HR-Vanguard of Employer * Employee Rights * HR-The Global Leader  1. **MEASURE OF COMPLIANCE**  * An Analysis of Lawful Compliance * Wage Compliance/Mandatory Employee Benefits * Occupation Health and Safety Compliance * Understanding Laws Affecting HR Management  1. **DOCUMENTATION**  * Mandatory HR Documentation/Manual  1. **COMPETENCE**  * Job Analysis/Multi-Tasking Skills * Performance Management * Employee Discipline  1. **WAGE ADMINISTRATION**  * Job Leveling / Job Pricing / merit / Incentive Capital * Wage Administration | **EFFECTIVE**  **COMMUNICATION SKILLS**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 7/22 February 3/13 March 4/19 April 1/14 May 7/17 June 2/18  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 13/30 February 12/24 March 17/31 April 20/29 May 14/26 June 10/28  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  The Communication Strategies workshop will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.  OBJECTIVES   * To appreciates the importance of developing effective communication skills for productive business interaction * To put into practice the necessary skills and techniques in communication with spoken and written words  use on verbal signal the ideas and information to other persons at the workplace and anywhere else * To understand the guidelines in conducting personal interview, group meeting and presentation, public speaking and planning business correspondence.     COURSE CONTENT   1. **The three dimensional communication systems** 2. **Improving your listening power** 3. **Exercise communication with words, grammar, tips** 4. **Guidelines for report writing** 5. **How to improve your person to person communication** 6. **Why some people can’t cooperate, handling conflict** 7. **Guidelines for good speaking** 8. **Running business meeting, presentations** 9. **Effective interviewing techniques** 10. **Talking on the telephones/exercise** 11. **Talking on the telephones/exercise** |
| **EFFECTIVE CUSTOMER**  **RELATIONS**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 16/29 February 12/27 March 11/19 April 8/30 May 7/20 June 3/18  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 22/30 February 6/19 March 12/18 April 1/23 May 21/27 June 11/24  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Customer relationship management is not just the application of technology, but is a strategy to learn more about customers' needs and behaviors in order to develop stronger relationships with them. As such it is more of a business philosophy than a technical solution to assist in dealing with customers effectively and efficiently.  OBJECTIVES   * To know the meaning of effective costumer relations * The importance of practicing effective communication relations * Have a better understanding of the customer to your business operation * Know the different types of customer * The customer satisfaction system and know how to serve your customers * Handle difficult client   COURSE CONTENT   1. **Definition of effective customer relation** 2. **Importance of practicing effective customer relation** 3. **Knowing your customer** 4. **Types of customer** 5. **Customer profiling** 6. **The customer satisfaction systems** 7. **How to create a good first impression** 8. **Improving telephoning skills** 9. **How to handle difficult clients** 10. **How to serve your customer** 11. **The operating cycle and effective customers relation** 12. **Who should practicing good customer relation** 13. **Make your customer happy** | **FUNDAMENTAL OF SELLING**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 15/23 February 12/27 March 11/19 April 8/30 May 7/20 June 3/18  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 9/30 February 6/19 March 12/18 April 1/23 May 21/27 June 11/24  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Because of the mounting pressure facing salespersons in today’s tough economy, this challenging profession is becoming even more competitive. But many prospective sales professionals don’t have a solid foundation and understanding of the fundamentals of selling. This intensive, highly interactive one-day introduction to the art of selling will equip you with the tools and techniques you need to achieve sales success and improve your performance.  OBJECTIVES   * Gives account executives a solid background of the essential concepts of selling * Helps account executive understand correct marketing & selling initiative, tools and terms * Helps account executive understand their role to both marketer and a products   COURSE CONTENT   1. **IMAGE BUILDING FOR SUCCESSFUL SELLING**  * How to create a good first impression * Taking an inventory of assets and liabilities * The eight intelligence or smart * How to build your self confidence * How to look trustworthy * How to appear friendly, confident, and approachable * Power dressing  1. **HOW TO FASTRACT ACQUISITION ON PRODUCT KNOWLEDGE** 2. **HOW TO DELIVER IMPRESSIVE SALE PRESENTATIONS** 3. **THE SALES STRUCTURAL PROCESS**  * Basic selling concepts * Overview of the sales structure/process * Building the right market base through connect * Prospecting and customer profiling * Preparing the big things presentation * How to handle objections * Tips and techniques in closing the deal  1. **ROLE EFFECTIVE CUSTOMER RELATION IN SUCCESSFUL SELLING AND MARKETING** 2. **ROLE OF OTHER DEPARTMENT IN SUPPORTING SALES TRANSACTION** 3. **CRITERIA FOR EVALUATION A SALES PRESENTATION** |
| **EFFECTIVE BUSINESS WRITING SKILLS**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 9/15 February 6/19 March 5/18 April 2/15 May 7/20 June 4/17  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 23/29 February 20/26 March 4/19 April 9/22 May 6/28 June 10/25  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Prompt and accurate submission of the reports is the key to accomplishing a lot within a short period of time and also helps prevent escalation of the small problems into bigger problems.  This seminar trains the participants on how to write briefly, clearly, and accurately to be able to have improved written communication.  Incident Reporting,  Technical Writing, and Etiquettes on emailing is also included in this training.  OBJECTIVES   * Improve his day to day interaction with his superior/s, peer/s, subordinate/s and other people he communicates with; * Apply the 11 C’s Standard of Effective Writing, the key steps in business writing and the   principles relative thereto:   * Prepare timely and appropriate emails and letters that give specific and expected results; * Prepare emails with etiquette; * Avoid common errors in writing: * Write minutes of the meetings correctly   COURSE CONTENT   1. **Fundamental Concepts of Communication** 2. **General Principles of effective writing** 3. **Good Writing Techniques for Business Correspondence** 4. **Writing Letters of Complaint – useful phrases** 5. **Writing E-mails** 6. **Writing Reports** 7. **Writing Agenda/Minutes of the Meeting** 8. **Editing Your Work** | **THE 7 HABITS OF HIGHLY**  **EFFECTIVE PEOPLE**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 9/15 February 6/19 March 5/18 April 2/15 May 7/20 June 4/17  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 23/29 February 20/26 March 4/19 April 9/22 May 6/28 June 10/25  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  This is a simplified training on the  best-seller book written by Stephen R. Covey with  the aim of learning this 7 habits and becoming effective people ourselves.  OBJECTIVES   * To understand how habits are formed * To know the importance of having the right habits * To have an in-depth understanding of the 7 habits of Highly Effective People. * To know how to apply these habits to our day-to-day activities   COURSE CONTENT   1. **What is the Meaning of Habits** 2. **When Do We Say that a Person is Effective?** 3. **Overview of the 7 Habits for Effective People** 4. **How to Become Proactive** 5. **How to Begin with the End in Mind** 6. **How to Prioritize** 7. **How to go for Win/Win Situations** 8. **How to Be Understood** 9. **How to Synergize** 10. **How to Sharpen the Saw** 11. **Recap of the 7 Habits of Highly Effective People** 12. **An Inspirational Poem – The Habit** 13. **The Eight Habit** |
| **WORK ATTITUDE**  **AND VALUES ENHANCEMENT**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 9/15 February 6/19 March 5/18 April 2/15 May 7/20 June 4/17  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 23/29 February 20/26 March 4/19 April 9/22 May 6/28 June 10/25  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  For company owners/officers, entrepreneurs, key people in the organization, rank and file, This is a “must” training for all companies to help build confidence among its people and be able to bring out the best in them and harness their talents for improve individual and collective productivity in the company.  OBJECTIVES   * To comprehend and appreciate oneself as a total person * To relate with one another in a deeper level of communication * To commit oneself in improving one’s work with values * To develop a personal code of ethics that is appropriate to one’s work environment   COURSE CONTENT   1. **The Impact of External Environment to Company Operations** (SWOT ANALYSIS) 2. **The Eight Intelligence or SMARTS** 3. **Enhancing Our Intrapersonal Intelligence**  * Meaning of Self-Knowledge or Self Awareness * Definition of Self-Image * The Four Aspects of Self-Image * Twelve(12) Ways to Improve Self-image and Self-Esteem * The Five (5) Kinds of Thoughts * Developing the Right Value System * Some Corporate Values to be Inculcated Among Our Managers and Employees  1. **Attitude is Everything (The Story of the Iceberg)** 2. **Creating a Conducive Work Environment**  * The Corporate Ladder and Different Points of View * The Organizational Structure/Division of Labor/Silo Theory * The Importance of Having the Right Values and Attitudes * Companywide to Achieve Company Targets and Goals * Motivating People to Adopt the Right Values and Attitudes * The Win-Win Situation * **The Rope – An Inspirational Story** | **MOTIVATING EMPLOYEES FOR PRODUCTIVITY**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 8/20 February 5/18 March 3/18 April 6/21 May 7/18 June 1/17  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 14/29 February 11/26 March 9/31 April 13/29 May 13/25 June 10/22  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  OBJECTIVES   * + To learn basic concepts in motivating employees   + To learn basic principles in leadership and management   + To learn tips and techniques in improving productivity/cutting costs   COURSE CONTENT  **I.  ACTIVATING PEOPLE AT WORK**  **A.  Basic concepts in Managing People**         The Human Element & Management         Five Factors Every Employee Wants from Work         Ten Things Employees Want Most         Eight Things our Employees Need Most         Participative Management         Positive Action Management         Theory X, Theory Y, and Theory Z         Motivating the Technical Personnel  **B.  Leadership**        What is leadership?        Basic Leadership Traits        Basic Kinds of Leadership        Keys to Successful Leadership  **C.  Communicating**        Communicating at Work        Means of Communicating  **II.** **MANAGING WORK PRODUCTIVELY**  **A.  WORK SCHEDULING**        Job Assignments  and Work Schedules        Production Schedules        Top Five (5) Tools in Work Scheduling        Problems Related to Scheduling Shift Work  **B.  IMPROVING PRODUCTIVITY**         How to Improve Productivity         Helpful Tips to Reduce Costs and Improve Productivity         Promoting Quality of Workmanship         Checklist of Quality Workmanship for Supervisors         Zero Defect Approach /Quality Circles Approach |
| **TIME AND STRESS MANAGEMENT**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  Oct 14 Nov 7/20 Dec 5/16  **Richmond Hotel** Ortigas Center, Mand City  Oct 10/27 Nov 14/25 Dec 12/29  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  One of the most frequent concerns and complaints of people today is that they don't have enough time to do what they -- or especially their bosses -- want them to do. Consequently, there are many resources with guidelines and tips to manage time more effectively. Time management and [stress management](http://managementhelp.org/personalproductivity/time-stress-management.htm) often are closely related and discussed together.  OBJECTIVES   * To know the importance of time management and stress management * To learn time management tips and techniques * To learn how to prioritize * To learn the causes of stress * To know how to do Burnout Self Test * To know the impact of stress in our work * To learn steps and techniques on stress management * To experience and enjoy stress therapy session   COURSE CONTENT   1. **DEFINITION OF MANAGEMENT** 2. **TIME MANAGEMENT**  * Definition of Time Management * Time as One of the Resources to Be Managed * Importance of Being on Time and Being Efficient in Time Management * Steps for Better Time Management * Techniques For Setting Priorities  1. **STRESS MANAGEMENT**  * Definition of Stress Management * Importance of Stress Management * Causes of Stress * Stress and Internal/External Environment * Other Stress Indicators * Steps to Stress Management * Stress Management Techniques * Impact of Stress in Our Work * Identifying Inner Strengths in Coping Up With the Problem  1. **STRESS THERAPY SESSION** 2. **THE ROPE – AN INSPIRATIONAL STORY** | **PROFESSIONAL**  **CORPORATE IMAGE**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 7/22 February 3/13 March 4/19 April 1/14 May 7/17 June 2/18  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 13/30 February 12/24 March 17/31 April 20/29 May 14/26 June 10/28  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Corporate image is the reputation of a company and is one thing that should be taken good care of. The acceleration of product life cycles is one vital dimension of the turbulent business environment.  COURSE CONTENT   1. **Professional Corporate Image-Meaning, Importance and Components** 2. **Packaging and Personality**  * Corporate Dressing * Healthy Self-Esteem * The Arty of Getting Along * Communicating like a Pro * Being Money Wise  1. **Developing Good Attitude and Right Values** 2. **Developing Professional Competencies** 3. **Creating a Read Map Towards Any Goal** |
| **PRESENTING WITH POWER**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 16/29 February 12/27 March 11/19 April 8/30 May 7/20 June 3/18  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 22/30 February 6/19 March 12/18 April 1/23 May 21/27 June 11/24  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  PRESENTING WITH POWER – a presentation skills training course – will provide you with practical tools for turning ho-hum information into powerful presentations that create focus, sustain energy, and produce results. Through a variety of hands-on exercises, you will practice proven techniques for defining the purpose of the presentation, preparing high-impact material, and delivering with power, punch, and promise.  **COURSE CONTENT**   1. **Planning your Presentation** 2. **Constructing your Message** 3. **Choosing your Visual Aids** 4. **Pointers and Techniques in Using PowerPoint** 5. **Opening and Closing with Impact** 6. **Question and Answer Session** 7. **Developing Confidence and Controlling your Nerves** 8. **Your Style of Delivery** 9. **Never be boring Again** 10. **Knowing your Audience** 11. **Handling Murphy’s Law during Presentation** 12. **Humour for Speakers** 13. **Actual Presentation by Trainees** 14. **Evaluation of their Presentation** | **BEHAVIORAL INTERVIEWING**  **Dates/Venue** (Choose one, the most convenient to you) **(Time:** 8:30-5:00pm)  January 15/23 February 12/27 March 11/19 April 8/30 May 7/20 June 3/18  **Richmond Hotel** Ortigas Center, Mandaluyong City  January 9/30 February 6/19 March 12/18 April 1/23 May 21/27 June 11/24  **Tiara Oriental Hotel**, Malugay St. Makati City  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Behavioral based interviewing is interviewing based on discovering how the interviewee acted in specific employment-related situations. The logic is that how you behaved in the past will predict how you will behave in the future.  **COURSE CONTENT**   1. **Global Trends in International Behavior** 2. **Success Factors in Hiring Best Candidates** 3. **Job Interviews** 4. **Types of Interviews** 5. **What is a Behavioral Interviewing?** 6. **Behavioral Interviewing vs. Traditional Interviewing** 7. **How to Prepare for a Behavioral Interview** 8. **Various Criteria to be used in Formulating Questions for the Behavioral Interview** 9. **Behavioral Interview Questions** 10. **Behavioral Interviewing Strategies and Techniques** 11. **Evaluation Process and S-T-A-R Approach** |
| **Resource Speaker :  Professional Lecture /Management Consultant**  **Seminar Fee P7,000.00/**head per module  Includes course instruction Materials, Snack , Lunch & Certificates  All check payable to **NSMS SEMINARS AND MANAGEMENT SERVICES**  **For Reservation** Pleasecall  Tel: (02) 543-8312 Fax 02-428-4873 Mobile: 0929-5622185/0915-6563114  (Please accomplish the attached registration form and send to [nsms\_central12@yahoo.com](mailto:nsms_central12@yahoo.com); [nsms\_headoffice@yahoo.com](mailto:nsms_headoffice@yahoo.com))  Discount: 2-3 attendee’s 10%, 3-4 attendee’s 20% and 5 or more attendees per module can avail 50%.  **WE OFFER IN-HOUSE SEMINAR**  **For Metro Manila**  *(*P15,000 Maximum of 5 Participants) (20k > 10 Pax) (25k > 15 Pax) (30k > 20 Pax) (35k > 25 Pax) (40k > 30 Pax) (45k > 40 Pax) (50k > 50 Pax)  **Outside Metro Manila**  *(*P30,000 Maximum of 10 Participants) (35k > 20 Pax) (40k > 25 Pax) (45k > 30 Pax) (50k > 35 Pax) (55k > 40 Pax) (60k > 50 Pax)  **NSMS SEMINARS AND MANAGEMENT SERVICES** is dedicated to provide quality training and continuous development of modules suited to the needs of the clients. Our **Trainers** are ones of the best in their specialized skills and constantly updated with the required training necessary to deliver excellent result. | |
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