



PEOPLE DEVELOPMENT DIRECTORY

Making Learning Stick

ABOUT US



TMIConsultancy

TMI Consultancy Sdn Bhd was set up in Malaysia in 2005 to represent two powerful global consulting and training brands, Tack International and TMI World. Tack and TMI are part of Gi Group Holding – a global human resources solutions multi-national group, based in Milan.

WHAT MAKES US DIFFERENT?

From the start, our clients quickly realise we don't just offer training workshops.

We make learning stick. We offer critical thinking and innovative ideas after listening to your needs. We co-create the learning content with you to make sure it fits your objectives. We design engaging yet practical learning journeys that stick, specially customised to your people and your organisation. The result is always a more engaged workforce that has a clearer purpose in the roles that they play to help your organisation achieve your business goals. And we help you to achieve tangible business results. Our track record speaks for itself.

ACCOLADE:



With over 55 global offices and 40 years of research and experience of helping people and organisations to transform, TMI is the consultancy of choice for many of the world's leading organisations.

We take you on an inimitable learning journey that results in positive change - for your people, your customers and the performance of your organisation. We do this through a combination of consulting, training programmes, and measurement processes to sustain the momentum of change.

TMI specialises in 4 focus areas:

- Customer Experience
- Culture Change
- Performance Improvement
- Leadership Development.



Tack is part of an extensive global network of offices, partners, consultants, designers, trainers, coaches, facilitators and subject matter experts in 55+ countries, serving clients in 37 languages.

Over 70 years of research and practical experience of helping people to learn, grow and reach their full potential means that Tack is able to support you in achieving world-class sales, leadership and individual performance.

If you need practical learning solutions that engage, inspire and motivate your people, provoke behaviour change and deliver performance improvement that lasts, Tack can help.

Tack offers solutions in three focus areas:

- Sales Enablement
- Leadership & Management
- Personal Development.

MAKING LEARNING STICK

The *Classroom Learning Gym* process helps to increase the rate of workplace application from the learning.

Drawing on the principles of learning science, learners engage in post workshop learning reinforcement activities.

These activities include on-the-job application of the learning.

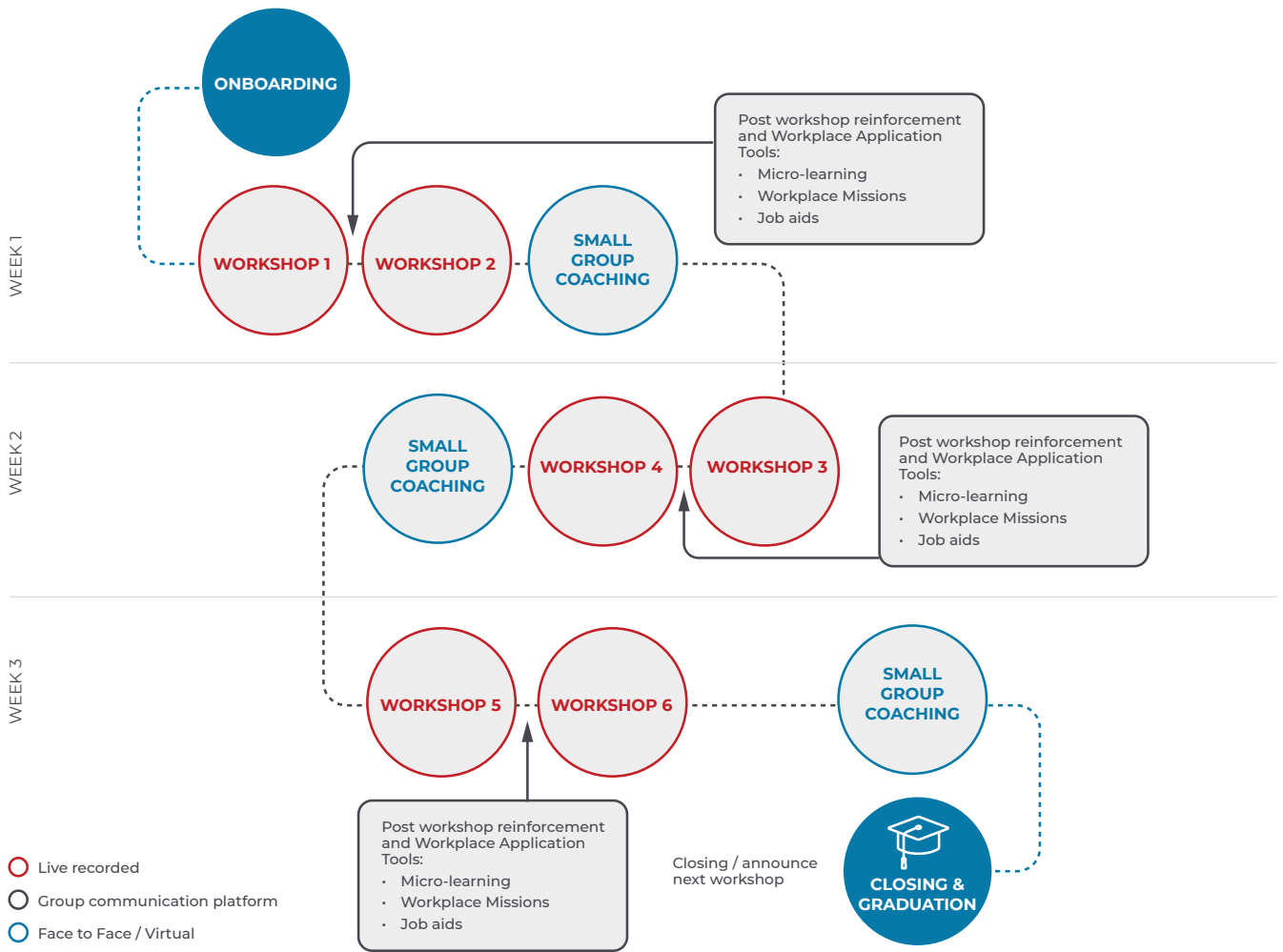
They help to make learning stick, and lead to higher levels of behavioural change and workplace application.

CLASSROOM LEARNING REINFORCEMENT JOURNEY: TWO OPTIONS

Once you have selected the courses, or the Learning Suite(s), the next decision is the learning process – the virtual learning journey – for the learners. You have two choices – virtual classrooms only, or a comprehensive learning journey that focuses on workplace application. This is Tack TMI Virtual Classroom Learning Gym Process.

	Option 1 WITHOUT LEARNING GYM	Option 2 WITH LEARNING GYM
Online Virtual Classes	✓	✓
Access to Video Replay	✓	✓
Job Aids	✓	✓
Rich range of workplace application activities beyond the Virtual Classroom	✗	✓
Questions	✗	✓
Assignments	✗	✓

CLASSROOM LEARNING GYM SAMPLE FORMAT






























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CUSTOMER EXPERIENCE SOLUTIONS





PUTTING PEOPLE FIRST

2-DAY WORKSHOP

EXE

MGR

SM

One of the most successful customer service training programmes in the world that changes service mindsets!

Improving customer service starts with changing mind-sets. This is the Putting People First difference!

Putting People First is a service training programme that transforms people's thinking and feelings into real customer-driven behaviour. It has made a difference to millions of participants' lives around the world. This highly interactive and emotionally engaging service delivery programme changes attitudes, builds self-esteem, and increases awareness about relationships, particularly customer relationships. Participants can use principles from Putting People First for greater success in their own lives.

Who should attend: Everyone in the organisation whether or not they have face-to-face customer contact and regardless of their role and contribution to the business.



A COMPLAINT IS A GIFT

2-DAY WORKSHOP

EXE

MGR

How to turn complaining customers into loyal customers

All companies receive customer complaints. This is stressful for staff, and stressful for customers.

The key to success lies in how your staff deals with customer complaints.

TMI's A Complaint is a Gift is a globally successful customer service training programme about turning customer complaints into business opportunities, regaining the trust of unhappy customers, and keeping them as loyal customers.

At this practical course, participants will develop a new mind-set towards customer complaints – from problem-solving to gifts of the opportunity to improve and continue doing business. They will then practise the 8-Step GIFT Formula to help reduce their stress in handling customer complaints.

This flexible 1 or 2-day programme helps participants see customer complaints as business opportunities.

Who should attend: Everyone with customer contact either face-to-face, over the phone, online, or in writing and managers responsible for Customer Complaints.



CUSTOMER @ HEART

2-DAY WORKSHOP

EXE

MGR

A customer service and service recovery course all rolled into one

Customer @ Heart is a highly interactive and practical two-day workshop that combines two internationally acclaimed customer service workshops, Putting People First for service excellence and A Complaint is a Gift for service recovery. The workshop focuses on service mind-set and skills set to help customer service practitioners and managers build stronger customer loyalty for their organisation.

Who should attend: Customer-facing employees and team leaders.

SHAPING THE CUSTOMER EXPERIENCE 2-DAY WORKSHOP SM

Building an outstanding Customer-Centric organisation

This is a two-day session to align the senior leaders in an organisation around a common picture in terms of the customer experience. The outcomes of the session would include the co-creation of the customer experience the organisation wants to deliver to its customers, the behavioural framework containing the key building blocks that need to be in place to develop the organisation's service culture, and the roadmap on how to move it forward.

This course is typically offered as a customised workshop as a part of a wider service improvement solution, but can be run independently as well.

Who should attend: Senior Leadership Team.

LEADING THE CUSTOMER EXPERIENCE 2-DAY WORKSHOP MGR

The right attitude and behaviours that create a "wow!" customer experience

This course gives managers and supervisors the skills to be on-the-job service leaders and coaches for ongoing customer service improvement at individual and team levels. This course is typically offered as a customised workshop as a part of a wider service improvement solution.

Who should attend: Those responsible for leading, creating and inspiring others to live a Customer-Centric Culture and deliver world class Customer Experiences.

LIVING THE CUSTOMER EXPERIENCE 2-DAY WORKSHOP EXE MGR SM

Turning managers into service leaders

It's not enough to design a great Customer Experience – we need to train our employees on how to deliver it! This two-day training programme focuses on both the mindset and behaviours of employees, equipping them to deliver the customer experience that your organisation has promised to your customers. This course is typically offered as a customised workshop as a part of a wider service improvement solution.

Who should attend: Everyone in the whole organisation, especially those who deal with customers directly.



CULTURE CHANGE SOLUTIONS



MANAGING MYSELF THROUGH CHANGE 1-DAY WORKSHOP **EXE** **MGR** **SM**

Learning how to deal with change at a personal level

Change is not always welcomed by everyone.

When any changes made seem to take people far from their current position, the impact can be stressful and require constant support.

Participants will learn to recognise their own reactions to change and modify them as appropriate. They will identify the 4 phases of change and determine the behaviours and reactions to change in each of the 4 phases, and then will work on constructive behaviours that will support people as they experience different types of change.

Who should attend: All employees.

I LEAD CHANGE 1-DAY WORKSHOP **MGR** **SM**

Fundamental awareness and skills for managers to successfully initiate change

Everyone at all levels in the organisation has to be 'change aware' and 'change ready'. This has implications for how we manage, lead, implement and communicate about change(s) to be embarked upon.

An understanding of the process people experience when changes are made (and need to reconcile with) needs to be explained and recognised for the new reality to be implemented effectively and successfully by leaders and change agents.

This course will equip participants with awareness and skills to communicate the benefits of change, manage reactions to change, overcome resistance and lead teams through change.

Who should attend: All managers who have to face the challenges of planning and introducing change.

BE A DOUBLE BAGGER 1-DAY WORKSHOP **EXE** **MGR**

Cultivate engaging and empowering relationships

This 1-day workshop provides a unique and emotive learning experience for individuals within your organisation.

Unlike any other personal development programme, 'Be a Double Bagger' uses basic principles of psychology in an everyday setting to help people change dynamics of relationships for the better, at home and in the workplace.

Who should attend: Managers who wish to learn how to inspire and encourage their team.

EMPLOYEESHIP 2-DAY WORKSHOP EXE MGR SM

Create a culture where everyone plays for the same team!

For businesses to thrive in today's competitive market, it is not enough for the owners and managers to be committed and united. A whole-hearted commitment by all employees is essential.

In fact, there are thousands of books, videos and training courses on how to be a good manager or leader. But there are few courses on how to be a good employee. This course fills that gap. It exposes participants to three elements – Loyalty, Responsibility and Initiative – to be committed team players.

Some companies have had all new employees go through a two-day Employeeship course as a part of their induction process.

This 2-day facilitated workshop brings great value to individuals at every level of your organisation.

Who should attend: Everyone in the organisation should attend.

STORYTELLING FOR BUSINESS 2-DAY WORKSHOP MGR SM

The new communication skills

The Harvard Business Review has indicated that communication is an essential leadership skill to engage, motivate, influence and inspire your teams.

Storytelling takes the art of communication to the next level. In this successful, fun and engaging course, you will be given the skills and knowledge in both the science and the art of storytelling. We have seen amazing transformations in the confidence and presentation skills of participants as a result of attending this course.

This 2-day course can be effectively run virtually and face-to-face. The virtual format includes small group coaching.

Who should attend: Managers and Non-Managers.

UNDERSTANDING AND COMMUNICATING ACROSS THE GENERATIONS

2-DAY WORKSHOP EXE MGR SM

Embrace today's multi-generational work culture

This is a one or two day facilitated workshop for everyone in your organisation to gain awareness and understanding of generational differences, challenges and opportunities.

Developing increased understanding of a multi-generational workforce leads to greater productivity, more harmonious teamwork and more effective working relationships.

Who should attend: Everyone in the organisation.



LEADERSHIP MANAGEMENT & DEVELOPMENT SOLUTIONS



NEW SUPERVISOR *2-DAY WORKSHOP* EXE

Build the effectiveness of first-time supervisors

The skills required of a successful supervisor are different to those when we were individual contributors. New Supervisor helps people who have been individual contributors make this transition.

This course provides fundamental skills to help new supervisors be effective and to achieve more through their teams. They will learn how to assess team member capability and performance, set objectives, key result areas and key performance indicators. Participants will learn how to delegate, influence and motivate their teams. And, they will learn how to juggle their tasks in a time effective manner.

Who should attend: People making the transition to their first supervisor's role or are a newly appointed supervisor or a supervisor with some experience but no formal training.

FIRST TIME MANAGER *2-DAY WORKSHOP* EXE MGR

Equipping first-time managers to build confidence and their initial capability for success

To be effective, managers must learn to move away FROM focusing on individual tasks TO selection, coaching, teambuilding and strategising in their leadership role.

This course will give participants a diagnostic tool to assess managerial capabilities and self-evaluate against the key skills required. It will give them tools and techniques to guide decision-making around priorities, risks and time. They will learn how to take team members to higher levels of performance through performance coaching. And, in their new roles, they will learn how to influence multiple stakeholders.

Who should attend: People making the transition to their first management role or are a newly appointed manager or a manager with some experience but no formal training.

MANAGING OTHERS AND TEAM *2-DAY WORKSHOP* EXE MGR

Transition from personal leadership to team leadership

How does a manager bring out the best in his or her team? How do you influence in an authentic manner, focused on both people and performance? What factors need to be in place to create an effective team? These questions and more will be addressed in this course. In the process, we will help managers become more effective leaders of teams.

Who should attend: Team leaders and people managers.

EMOTIONALLY INTELLIGENT LEADERSHIP 2-DAY WORKSHOP

Build skills to become an exceptional leader

High Emotional Intelligence (EI) makes the difference between good and exceptional leadership. Through a unique and inspiring learning journey of self-discovery, combined with know-how, skills and practice of proven techniques, it is entirely possible to develop and deepen EI.

This workshop, typically delivered over 2-days, empowers those with responsibilities for the performance and wellbeing of others to commit to becoming emotionally intelligent leaders. The impact is higher success at a performance, relationship and team level.

Who should attend: Senior managers and others with formal or informal leadership roles and responsibilities.

INNOVATION @ WORK 2-DAY WORKSHOP

Innovation is not confined to the R & D department!

The contributors in every department in an organisation can be innovative and build a culture that supports innovation. In this highly-interactive 2-day workshop, you will be introduced to the world of innovation and what it can do for your teams in terms of improving quality, increasing speed and saving costs.

You will also be given a toolkit of creativity and innovation techniques to help foster and build on ideas and prepare them for immediate implementation in your departments.

Who should attend: Executives, Team Leaders and Managers.

DESIGN THINKING 1-DAY WORKSHOP

Design is not just for designers. It is for everyone in business!

Design Thinking is a human-centred approach to innovation: it puts the customer or the end-user at the centre of its thinking. The “customer” may be external or internal i.e. employees, team members or colleagues. The issues that can be addressed by the Design Thinking process can be related to customers, team issues or operational.

This practical and hands-on one-day workshop will open participants up to new possibilities to improve performance and reduce costs.

Who should attend: Leaders and managers who are responsible for or want to improve the entire process chain for an end-user experience (e.g. employees, customer experience, sales experience, products and services, processes and even organisational culture).

LEADERSHIP WITH A HUMAN TOUCH 2-DAY WORKSHOP

A proven workshop that builds team cohesion to enhance performance

This is a highly successful workshop that has increased levels of teamwork in C-Suite teams. It is anything but a conventional team engagement workshop. It creates a space for participants to see each other beyond job roles, to understand each other better, to hold conversations that they would not otherwise have – and to have fun in the process!

This course has led to increases in employee engagement, customer satisfaction and revenue for clients.

Who should attend: Once run at the senior team level, this course can be run with leaders at other levels.

TEAMSHIP™ 2-DAY WORKSHOP

The essentials of a winning team

A successful organisation may be described as a “team of teams”. The success of any organisation depends on the success of each team and the teams’ ability to co-operate and support each other. This offering is about how to succeed as a team and achieve more while working together. The solution is about how to develop a team spirit and team competence in any team in any organization.

Using a football team as an analogy, participants will learn how to develop and maintain Teamship and create real teams; winning teams rather than just working groups.

Who should attend: Suitable for all employees.



INVITE CALM INTO YOUR LIFE



INCREASE EMOTIONAL INTELLIGENCE THROUGH MINDFULNESS 2-DAY WORKSHOP

EXE MGR SM

Emotions drive behaviour

This programme helps managers at all levels in the organisation to achieve better results and build better relationships with their employees.

Emotional intelligence is a much greater contributor to success than IQ.

The ability to recognise our emotional strengths and weaknesses and then learn how we can apply or control them, provides us with a better quality of life, an enriched sense of wellbeing and an increased ability to perform at our best in all areas of our life. We are more readily able to manage our emotions to work for us and not against us. Failing to manage our emotions can make us sick and unwell.

Participants will learn how to have a positive impact on their own wellbeing, on others and on results.

By harnessing mindfulness practices and techniques, we firstly increase our self-awareness and then our ability to connect positively with those we live or work with. This means we fulfil our potential, gaining an increased sense of satisfaction as we creatively apply ourselves to projects and tasks that challenge our everyday lives.

Who should attend: Increasing Emotional Intelligence through Mindfulness is a practice and skill that everyone in the organisation would benefit from.

EVERYDAY MINDFULNESS 1-DAY WORKSHOP EXE MGR SM

Improve personal wellbeing and performance

This course will have a positive impact on personal and workplace wellbeing – leading to better personal performance overall.

Mindfulness techniques help us to develop greater self-awareness and help us manage our emotions better. These simple techniques can help participants to become more focused, more calm, more effective in managing stress and improve how we relate to one another. The outcome is greater overall physical and mental well-being, which leads to improved work performance.

Who should attend: Mindfulness is a practice and skill that everyone in the organisation would benefit from.

BEING PRESENT *0.5-DAY WORKSHOP* EXE MGR SM

'Being Present' means being aware of what's happening, as it is happening. The practices included here will help participants to develop their focus, which is a foundational step to paying attention in the 'now', a key strategy to manage stress and maintain productivity.

Who should attend: Being present is a skill that everyone in the organisation would benefit from.

MANAGING TRIGGERS *0.5-DAY WORKSHOP* EXE MGR SM

When we are 'triggered', we tend to have a quick, strong emotional reaction and sometimes say or do things that are inappropriate. This session will help us to work with strong emotions so that we are able to respond more wisely.

Who should attend: Managing triggers is a skill that everyone in the organisation would benefit from.

BUILDING RESILIENCE *0.5-DAY WORKSHOP* EXE MGR SM

Resilience is the ability to bounce back from an emotionally challenging situation. It is a trainable skill and is an important component of our mental wellbeing.

Who should attend: Building resilience is a skill that everyone in the organisation would benefit from.



BUILDING INTERNAL CAPABILITY



THE PROFESSIONAL FACILITATOR

2-DAY WORKSHOP

EXE MGR

Learning how to make group meetings and training flow easily

Facilitation is all about making things easy. If you have ever been tasked with leading a training course, running a programme or chairing a meeting, you will know all too well, that trying to manage an agenda, as well as participants can be a challenge.

The programme takes an in-depth look at the techniques of effective facilitation – what is happening, when, and how you handle it. From fielding difficult questions that can leave you exposed, to handling emotions of people, The Professional Facilitator gives you the skills and confidence to tackle just about anything.

Who should attend: Leaders, managers and team leaders who want to improve their knowledge of group dynamics and their skills in managing different types of people, meetings and training programmes.



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PERFORMANCE IMPROVEMENT SOLUTIONS



BEHAVIOURAL STYLES LEARNING SUITE

1-2 DAY WORKSHOP

EXE

MGR

SM

Achieve higher performance by understanding why people behave the way they do

Working with others is a critical competency for everyone in an organisation regardless of their position in the organisation.

This learning suite provides an insight into human nature. Some people are direct in their communication styles and others are indirect. Some are people-oriented, and some are task-oriented.

Within this framework, this course helps participants understand different behavioural styles – Panther, Peacock, Dolphin and Owl.

Armed with this knowledge, they learn how to be more effective in one-to-one interactions as well as to improve team spirit and performance.

There are four one-day courses in this offering:

- Behavioural Styles and Patterns: Core course
- Behavioural Styles and Communication
- Behavioural Styles and Teamwork
- Behavioural Styles and Management

Who should attend: Employees and team members who wish to increase their effectiveness by improving the quality of the relationships they have with others.

PERFORMANCE MANAGEMENT

2-DAY WORKSHOP

EXE

MGR

Help your people stay on track and achieve more than they thought was possible

One of the most critical responsibilities managers and supervisors have is managing performance. Helping their people to improve, by evaluating the way in which they undertake their work and achieve the results required will ensure organisational success. Some managers find this process to be challenging.

This programme addresses how an organisation can successfully keep employees goal-oriented in a positive way. Participants will learn how to release the full potential of others by building on people's capabilities and by building their confidence that they can achieve more than they thought was possible.

Who should attend: All supervisors and managers.

EXE

Non-executive / Executive / First Level / New Manager

MGR

Middle Level Manager

SM

Senior Level Manager



Most Popular

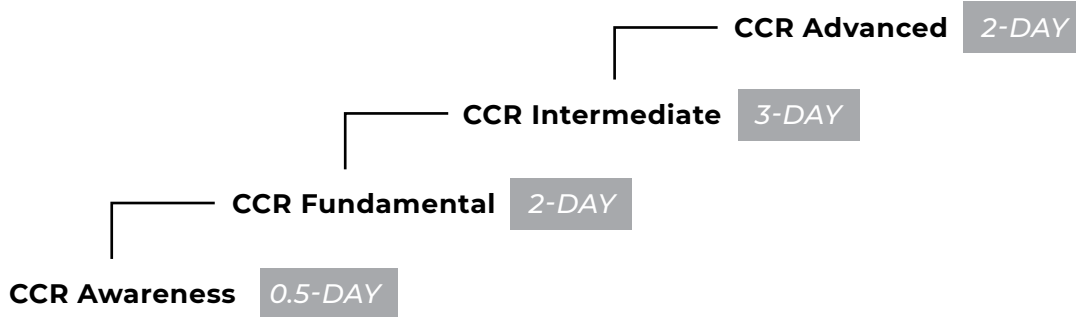


Special Rates

COACHING CONVERSATIONS THAT GET RESULTS 0.5-7 DAYS WORKSHOP MGR

A complete coaching learning suite to build coaching skills for all people managers

Learning Suite Overview: CCR provides the options for 7.5 days of training, divided into 4 Levels.



The Coaching Conversations That Get Results (CCR) Learning Suite has been developed to help organisations build a coaching culture to empower everyone to perform their best.

It provides coaching courses at 4 levels: Awareness, Fundamental, Intermediate and Advanced Coaching Skills.

Building a coaching culture will ensure that regular conversations are happening across all levels primarily focused on the individual, his/her development and performance.

Employees want to learn new skills, develop their capabilities and make a success of their role.

Building a coaching culture will enable their needs to be met and in the process, the organisation meets its performance and strategic goals.

Who should attend: With this 7.5-day suite of programmes, you can create your own Coaching Academy for managers and supervisors.

PERSONAL GUARANTEE - THE HUMAN SIDE OF QUALITY 2-DAY WORKSHOP EXE MGR

Ensure your name is associated with Quality

Personal Guarantee is a powerful quality concept underpinned by the principle that the person who performs a task guarantees its quality; meaning that this person has checked their own work – and is not only proud to put their name TO it, but also ON it.

A 2-day classroom-based workshop format, Personal Guarantee is an engaging learning experience suitable for individuals and teams from every function and at every level within your organisation.

Who should attend: All employees.

REACHING FOR THE STARS (QUALITY FOR TEAMS) 1-DAY WORKSHOP EXE MGR

Improve quality of team performance

Reaching for the Stars is a simple, yet powerful programme that challenges team members to think about what level of quality is expected of them and how they will deliver on these expectations.

Delivered in a 1-day classroom format, Reaching for the Stars is an engaging solution for achieving 'star quality' within your teams.

Who should attend: All teams.

PERFORMING UNDER PRESSURE 2-DAY WORKSHOP EXE MGR

Techniques to manage stress and personal wellbeing for high performance

Pressure at work is a fact of life. The key to wellbeing is how we handle it. This course will help participants reduce the risks from feeling under pressure. It will help them cope better with emotions. Participants will learn how to manage themselves under the pressure of unforeseen events.

This course will help participants to understand their own reactions under stress. It will help them save energy and maintain their confidence amid the many pressures to perform that they have in the workplace.

It comes with a simple technology option – an Augmented Reality “table talker” that replaces the 80-page participant manual. This table talker brings the participant videos and learning in one three-dimensional shape that sits on people's desks.

Who should attend: Managers and leaders within the organisation requiring support to help them manage their energy and day to day responsibilities.

TRAIN-THE-FACILITATOR **6-DAY WORKSHOP**

Transform from trainer to facilitator

This 6-day programme goes beyond learning about facilitation and presentation skills by helping participants to explore instructional design, different training methods, learning and behavioural styles all vital when converting a learning need into training material and programmes that will be inspiring as they will be engaging.

Participants will learn how to deliver training programmes with credibility, confidence and impact.

Who should attend: Human resource professionals, trainers or other employees who have an occasional role as a trainer.

THE PROFESSIONAL FACILITATOR **2-DAY WORKSHOP**

Learning how to make group meetings and training flow easily

Facilitation is all about making things easy. If you have ever been tasked with leading a training course, running a programme or chairing a meeting, you will know all too well, that trying to manage an agenda, as well as participants can be a challenge.

The programme takes an in-depth look at the techniques of effective facilitation – what is happening, when, and how you handle it. From fielding difficult questions that can leave you exposed, to handling emotions of people, The Professional Facilitator gives you the skills and confidence to tackle just about anything.

Who should attend: Leaders, managers and team leaders who want to improve their knowledge of group dynamics and their skills in managing different types of people, meetings and training programmes.



SALES ENABLEMENT SOLUTIONS



★ PRO-PAYBACK SELLING® 2-DAY WORKSHOP EXE

The Original Sales Training Course

PRO-PAYBACK Selling is a step-by-step guide through the complete sales process - it's the handrail to success based on years of research and experience. It covers each stage of the sales process from organising your time, researching your prospective clients and creating SMART objectives, opening the sales call, asking value driven questions, presenting the benefits to your customers with "You Appeal", to closing the sale and developing the account.

This practical and interactive workshop brings PRO-PAYBACK to life through a unique blend of processes, skills, behaviours, and solution selling philosophies – vital ingredients to win, grow and retain clients.

Who should attend: This programme is for new entrants to sales or those who require a greater appreciation of selling.

★ PRO-PAYBACK SELLING® IN ACTION 1-DAY WORKSHOP EXE MGR

Turn your knowledge into real selling power!

This interactive, role-play based workshop is a 1-day follow-on course to PRO-PAYBACK Selling®.

With small group sizes and one-to-one coaching from an experienced facilitator, this programme brings opportunity to practice, receive feedback, improve and extend existing sales skills.

Who should attend: Individuals in the organisation familiar with PRO-PAYBACK® Selling or would have previously attended the course of the same name.

SALES MANAGEMENT FOR SUCCESS 2-DAY WORKSHOP EXE MGR

Achieve results through your sales team

Field Sales Managers must generate revenue and profit through their sales teams. To meet challenging sales targets you must be able to establish Key Performance Indicators for your team and then manage performance. Profitable sales management further develops your skills, enabling you to forecast future sales, plan future operations, introduce change and work with your team to successfully fulfil your role.

Who should attend: Sales managers.

SALES MANAGEMENT FOR SUCCESS PART TWO 2-DAY WORKSHOP MGR

Master your sales team management skills

The quality and performance of sales teams depends on the quality of their sales managers. The more competitive your market, the more critical that quality becomes – Sales Managers must generate revenue and profit through their sales teams. To meet challenging sales targets they must be able to establish Key Performance Indicators for their team and then manage performance consistently.

This interactive follow-on course further develops your skills, enabling you to forecast future sales, plan future operations, introduce change and work with your team to successfully fulfil your role. This 2-day programme provides a safe environment for the advanced management skills to be learned, practised and perfected, ready for immediate implementation back in the field.

Who should attend: Sales managers.

RELATIONSHIP MANAGEMENT

2-DAY WORKSHOP

EXE MGR

Improve the way you proactively manage your relationships with your customers

In traditional sales training, delegates learn first about the product, then about selling skills, and only occasionally about relationship skills. The Relationship Management programme changes all that. They learn first to understand themselves, then to understand others, and finally how to adapt their techniques to create conditions of comfort in their relationship with their customer/channel partner.

Gaining insights into their own personality as well as planning for their own further development, they will learn to refine key skills and apply them with the greater sophistication that comes from improved interpersonal ability and understanding. The course will include the Tack FIND® Model to assess customers.

Who should attend: Sales professionals.

KEY ACCOUNT MANAGEMENT

2-DAY WORKSHOP

MGR SM

Protect and grow your most valuable customers

Tack's 2-day Key Account Management programme gives Account Managers the essential edge they need in an increasingly competitive business environment.

Who should attend: Key account managers.

SALES COACHING FOR PERFORMANCE

2-DAY WORKSHOP

MGR SM

Creating sales success through sales coaching

Today's top customer-focused organisations are focused on developing managers capable of driving and developing outstanding Sales Teams.

Coaching for Sales performance is a 2-day intensive and practical session. This workshop will equip participants with the right set of processes, mind-set, ideas and competencies to derive maximum results through excellent relationship management and consistent sales coaching.

This programme will enable participants to bridge sales performance gaps effectively, and to allocate and manage targets in a timely manner.

Who should attend: Sales managers and senior sales people.

★ SOLUTION-BASED SELLING

3-DAY WORKSHOP

EXE MGR

Businesses don't buy products or services or even people - they buy results!

Today's salespeople can only succeed by selling solutions that address their customers' priorities. Solution selling requires a special mix of skills.

Drawing on the results of TACK's regular research into 'buyers' views of salespeople', this course examines the contribution to business goals, how to justify cost and sell Return on Investment, how to avoid some common pitfalls, build strong personal relationships with different customer personalities and sell conversationally and consultatively. 71% of buyers surveyed in our latest survey said they will be looking for new suppliers in the next 12 months – make sure you're on their radar!

Who should attend: Sales professionals.

★ **SALES FOR NON-SALES PEOPLE** 1-DAY WORKSHOP EXE

Create sales opportunities through service interactions.

All too often companies rely on their sales force to achieve their financial targets. Yet it is the 'non-sales' people who have far more regular contact with the customer than the sales force. These contacts are under-utilised sales opportunities.

Sales for Non-Sales People has been specifically designed to help those people in the organisation whose role may not be sales but who do have contact with customers either face-to-face or via telephone. Participants will be given the skills and confidence to take initiative to engage with the customer, and produce additional sales opportunities and revenues for their company. You will multiply the number of sales people in your organisation!

Who should attend: Employees in non-sales functions.

★ **VALUE-DRIVEN NEGOTIATION** 2-DAY WORKSHOP EXE MGR

Win the deal and keep your profit!

Anyone can strike a deal by conceding, but in today's market you can't afford such a tactic.

Change the game and turn the typical positional negotiation into a co-operative discussion.

This 2-day course offers the latest methodologies and coaching from seasoned negotiators.

Who should attend: All sales people, including managers.

★ **WINNING SALES PRESENTATIONS** 2-DAY WORKSHOP EXE MGR

Present persuasively with confidence!

Communicating, either to win new business or to influence an internal audience, has never been so dependent upon outstanding presentations. Winning Sales Presentations programme offers such total involvement with an absolute guarantee of individual performance improvement. Through video feedback on at least two occasions, delegates witness dramatic performance improvement, leaving them 100% more confident than when they arrived.

In addition to learning new skills, you will also see dramatic improvements in self-confidence. You will leave the course with your own personal recording of your presentations together with a comprehensive workbook of reference notes for future use.

Who should attend: Sales professionals.



PERSONAL DEVELOPMENT SOLUTIONS



DEVELOPING EFFECTIVE INTERPERSONAL SKILLS

2-DAY WORKSHOP

Increase your levels of confidence and effectiveness!

The ability to communicate and relate to others is essential to build a highly effective workplace. When you interact with others, the art of building a relationship with them will ensure mutual understanding and ease the journey to successful business accomplishment.

This course has been designed to guide participants to master the art of interpersonal skills by creating awareness of their own self-belief and how to project their own authentic selves to better influence others.

Who should attend: All employees and managers.

ASSERTIVENESS AND SELF-CONFIDENCE

2-DAY WORKSHOP

Essential skills for business success

If a lack of self-belief and confidence is holding you back and you want to develop more productive working relationships with your colleagues and/or customers, this practical 2-day course is designed for you.

Learn about the power of self-image, how to put ideas across in a clear and coherent manner, determine when to hold back and when to articulate your point of view, and build self-confidence and assertion skills through practice in a safe environment.

Who should attend: All managers and employees who want to develop more productive working relationships with stakeholders whether they be colleagues and/or clients.

CONFLICT MANAGEMENT

1-DAY WORKSHOP

Resolve workplace conflicts effectively

In this highly participative 1-day course, participants will learn how to identify indicators and origins of conflicts, while applying a pragmatic, assertive and constructive approach to resolving difficulties.

By practising, analysing and developing practical techniques and skills, participants will be well equipped to gain positive results from conflict situations.

Who should attend: All managers and employees who want to have consistently positive results arising from conflict situations.

★ INFLUENCING SKILLS *2-DAY WORKSHOP* EXE MGR SM

Learn how to gain support and inspire others to perform better

This course will help participants to communicate and be more persuasive in influencing with greater confidence. They will learn how to build rapport quickly for a long-term business relationship, how to build joint problem-solving techniques, and how to build stakeholder engagement by understanding personal and positional power.

Who should attend: Any employee who needs to positively influence others to achieve a reached agreement, commitment or the co-operation of others.

EFFECTIVE NEGOTIATION SKILLS *2-DAY WORKSHOP* EXE MGR SM

Learn the skills of win-win negotiators

Negotiating can be fair if the skills and knowledge of how to do it, are in place.

This course will give participants an understanding of the stages of negotiation, the psychology of negotiation, different negotiation styles, and key tactics to create win-win negotiations – and to avoid coming out a loser!

Who should attend: Employees and managers who have the responsibility to create value and enhance dialogues in formal and informal negotiations.

GIVING AND RECEIVING FEEDBACK *1-DAY WORKSHOP* EXE MGR SM

Learn how to build relationships, grow and improve performance!

We often want to give feedback – but don't give it as we don't know how to give it – or are concerned about "sensitivities". And, at times, when we are given feedback, we don't take it with an open-minded growth mindset.

This course will give participants the skills to improve relationships and performance.

The learning from this course can be applied at work and in our private lives!

Who should attend: This is a key skill that will benefit all managers and employees.

★ **PROBLEM SOLVING** 1-DAY WORKSHOP EXE MGR

How to find effective solutions in a time-efficient manner

In work life, we are professional problem solvers. Problems are a fact of life.

Some people waste a lot of time and are ineffective in solving the real problems.

This course will give participants various skills, tools and techniques to resolve problems or issues. It will enable them to reduce the time needed to take business decisions and resolve problems/issues.

Who should attend: All managers and employees.

★ **TIME SMART / TIME MANAGER** 2-DAY WORKSHOP EXE MGR

Improve your personal efficiency

It takes a special kind of attitude to make the most of time - to be efficient as well as effective in using it judiciously and with a plan in mind.

TMI's flagship Time Manager learning solution, typically delivered as a 2-day workshop, helps you to address work-life balance, take control of your energy levels, reduce stress and achieve your desired results by using skills and applying practical techniques in your daily work and life.

Who should attend: Managers and employees who want to achieve more each day.

EMPOWER AND HOLD ACCOUNTABLE 1-DAY WORKSHOP EXE MGR

Learn how to increase results and motivate team members at the same time.

People managers can achieve when they learn how to empower and enable team members. This course gives key skills to delegate effectively, to the right people.

They will learn how to motivate team members to take responsibility and feel full accountability for results.

And, a benefit will be less stress for people managers!

Who should attend: Managers and team leaders.



TOOLS & ASSESSMENTS



360° PRE AND POST ASSESSMENT

Feedback from all levels

We improve by receiving - and acting on - feedback that we receive from those that we work with. Our 360 degree leadership report gives feedback on a leader's behaviours, to increase understanding and focus on areas for development. The feedback is provided from all levels - peers, manager and team members. The feedback can be run as a 180 degree survey e.g. from peers and manager.

Who is it for: Our 360 degree survey can be run prior to attending leadership development programmes. Pre-and post-learning programme surveys are commonly run before participants commence a leadership development programme, and 4 weeks after the completion of the programme.

THE ENERGY METER

Measure energy levels!

The Energy Meter is a tool that measures whether people are mobilising their energy and using it positively in the interests of themselves and their organisation. When this is the case you are displaying a special kind of commitment called "Employeeeship".

Employeeeship is what it takes to be a great employee, just as Leadership is what it takes to be a great leader. There are three different Energy Meters - Personal Employeeeship Meter, Department Employeeeship Meter and the Organisational Employeeeship Meter.

By conducting regular Energy Meters, companies can keep track of Energy Levels in the organisation - and key areas to work on.

Who is it for: An online device that everyone can access.

THE PERSONAL EQ METER

Assess your Emotional Intelligence

The Personal EQ Meter is a TMI tool designed to accurately assess and develop a person's Emotional Intelligence (EI).

In our experience when people see their PEQM scores, they receive inspiration and ideas that enhance their EI using the available PEQM workbook.

We recommend that you attend the TMI Emotional Intelligence programme and/or TMI's EI Leadership programme to obtain a deeper understanding of the EI concept, its practical application and the assessment feedback.

Who is it for: An online device that everyone can access.

LEVEL 3 BEHAVIOURAL TRACKER

What gets measured gets done!

This is a pre- and post-customised Kirkpatrick level 3 assessment (behaviour based) that will help give both the participant and the immediate supervisors/managers a clear indication of behavioural gaps and suggestions for improvement.

The tracker will rate critical behaviours only so that managers would find it easy to rate. Additionally, this tracker would be used strictly as a developmental initiative rather than as a performance appraisal tool.

Who is it for: All employees in the organisation.

THE EI LEADERSHIP ACTIVATOR TOOL

High impact experiential board game

The EI Leadership Activator is a board game, designed to be used as a follow up to the TMI EI Leadership programme. Individuals go through a series of stages in adopting a leadership style. Just as we have preferred ways of acting in all aspects of our general behaviour, we also have a preferred leadership style. These behaviours have an important impact on people and affect their performance.

For a leader to use an appropriate style from their Leadership Style palette, it is important that the underlying characteristics are associated with the various styles so that this increases the success of the choice made.

This style flexibility is an essential ability for leaders and managers to be more successful in their teams and organisations.

Who is it for: People who have attended the TMI EI Leadership programme will benefit from playing the game.



BUSINESS SIMULATIONS & TEAMBUILDING



COUNTDOWN INC. BUSINESS SIMULATION

1-DAY WORKSHOP

EXE

MGR

SM

Build up team skills in this fun and engaging simulation

Countdown Inc. is a simple yet powerful business simulation tool. It simulates teams working together to achieve a common goal, under changing circumstances. The business simulation can be adapted to achieve various desired business outcomes e.g. working together, living our company values. It is suitable for team participants from all levels of the organisation. Most importantly, participants will gain a lot of learning in an exciting and engaging environment.

Who should attend: Teams, units, departments.

CUSTOMISED TEAMBUILDING

1-3 DAYS WORKSHOP

EXE

MGR

SM

Teambuilding tailored for you!

In addition to the above mentioned simulations, we run highly engaging and effective interactive team building experiences based on your team or organisation's needs and objectives. We create and deliver "fun with a purpose": experiential and engaging activities that combine enjoyment with team dynamic discoveries applicable in the workplace to improve team performance.

Who should attend: All employees whether in small units or big teams.







DEVELOPMENT PROGRAMME / ACADEMY

For those wishing a longer term development programme, we design development solutions that can include a progression of training workshops, with pre- and post-assessment measures, as well as action-planning and coaching options.

We can do these for Sales Development, Leadership Development, Customer Experience and Graduate Development.



BLENDED LEARNING

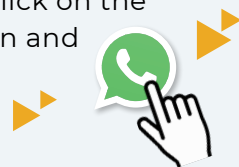
Using innovative digital learning solutions, we are able to design customised blended learning journeys for your organisation. This will enable you to save time and costs, increase performance and use analytics to improve the process.

We have experience in designing blended learning solutions to reinforce learning to reach wider geographical locations and scale learning throughout the organisation.




For more information please call **+603 6203 4410**

Alternatively, click on the **WhatsApp** icon and talk to us now!




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