

# Training & Consulting Projects

Looking at the SMCA's clientele repertoire? Here is a peek at our recent projects

## Essentials Supervisory Skills

Developed and delivered a 3 day management training programme for newly appointed and experienced managers for Singapore's leading international shipping and logistics group. The key topics of the programme were:

- Communication Skills
- Negotiation Skills
- Managing Conflict
- Motivation - From Theory to Practice
- Building and Leading a Team
- Delegation
- Coaching

## The Blue Ocean Strategy

Successfully conducted training for senior management in the world's leading automotive manufacturing group. The training was conducted in both English and Japanese. The key topics of the programme were:

- Increase the strategic thinking capabilities.
- Encourage 'out-of-the-box' analytical skills using Blue Ocean Strategy.
- Using Blue Ocean Strategy's **strategy canvas**, **value curve** and **6 pathway framework** to provide for strategic brainstorming to create new ideas to shape and create new markets.

## Working Effectively Across Culture

Developed and delivered a cultural diversity programme to enhance sensitivity and awareness of what it takes to work successfully in the diversity of cultures. The key topics of the programme were:

- How to influence and forge consensus in a diverse team
- How to improve team dynamics, mutual respect and understanding
- How to leverage on the strengths of various team members

## Effective Selling Programme

Developed and delivered a full sales training programme for the sales team of the world's top automotive MNC. The key topics of the programme were:

- Prospecting
- Advance selling
- Instilling an effective selling approach in their sales culture
- Defining an internal sales process and methodology for consistency
- Planning an effective sales approach that grabs attention, meets need and wins the sale.

- Enhancing communication skills to build interest, conviction and customer relationship.

### Management Essentials

Developed and successfully delivered management training programmes for newly appointed managers in a leading international Oil and Gas group. The key topics of the programme were:

- Leadership – inspiring and motivating teams
- Management – work planning, organizing and delegating
- Directing – communicating clearly, listening and asking questions while taking cross cultural factors into account
- Controlling – monitoring and adjusting performances
- Building high performing teams
- Effective stress management

### Coaching for Performance

Developed and delivered a coaching for performance programme for higher and middle management for a leading automotive MNC. The key topics of the programme were:

- To equip managers with effective coaching skills and that can be used as internal performance review process and Individual Development Plan (IDP) to coach your staff.
- Use the four coaching competencies of supporting, focusing, asking questions, and listening effectively when you coach your staff
- Implement a 3-step framework and process to blend in a systematic approach when you coach your staff
- To work out on-job coaching plan.

### Effective Interpersonal Skills

Developed and delivered a coaching for performance programme for higher and middle management for a European Oil and Gas MNC. The key topics of the programme were:

- Identifying strengths and areas of improvement in the participants' interpersonal skills – their ability to relate to others, demonstrate sensitivity and emotional intelligence, inspire and motivate people
- Understanding related aspects of personality – where they derive energy from, how they deal with others and react to them
- Developing a Personal Action Plan to plug the gaps
- Demonstrating emotional intelligence by 'reading signals' taking cross cultural factors into account, listening actively and responding appropriately and **putting other people first**
- Giving and receiving positive feedback and recognition
- Conducting productive conversations and meetings
- Identifying paradoxes and aiming to achieve a balance in managing polarities
- Anticipating, managing and resolving tensions and conflicts

- Identifying sources of stress and developing coping strategies
- Affirming and celebrating 'Being Me', and being clear about 'Who I am and what I stand for'

### **Working in a Team**

Developed and delivered a coaching for performance programme for higher and middle management for a European Oil and Gas MNC. The key topics of the programme were:

- Taking the initiative and identifying an area of organizational improvement which required participants' influence and getting teams behind them to implement the needed change
- Formulating a proposal to improve the situation
- Identifying key stakeholders and developing strategies on how to achieve a win-win and 'buy in' situation
- Rehearsing communicating effectively with stakeholders / teams for example, running meetings
- Anticipating resistances, identifying trade-offs and negotiating to achieve a win-win situation
- Developing action plans to initiate the change when participants return to their work units

### **Teambuilding using MBTI**

Successfully concluded a workshop for C level executives of a specialist financial derivatives broking public listed European MNC. The objectives of the intervention were:

- To increase cohesiveness among team members through getting to know each other better
- Understanding the key elements of what makes an effective team
- Understanding what drives us, our passion, interests, and excites us
- Improving understanding of the way in which the team members behave
- Understanding Personality Type - Understanding the Personality Type of the Team (16 different personality types)
- Learning to value and capitalize on the differing Types among colleagues
- Understanding how we can work together more effectively?
- What do we commit to do – creating effective action plans

### **Strategic Review & Teambuilding**

Developed and successfully delivered management training for a major international pharmaceutical MNC. The training was conducted in Hong Kong. The objectives were to:

- Review the 2009 team performance and identify strengths to be built upon, leveraging on the lessons learnt from challenges faced

- Map key stakeholders' demands and identify the challenges posed in respect of 2010's strategy
- Undertake SWOT analysis of intra and inter team working
- Use effective advocacy and inquiry skills to make thinking and assumptions clear so as to enhance communications with key stakeholders and team members
- Review individual and group Belbin profiles; identified strengths and agree how best to leverage and use them
- Identify 'gaps', if any, in relation to the Belbin framework and agree how best to 'plug the gaps'
- Agree on action plans including Monitoring framework and Balance Scorecard measures of team performance going forward

### **Techniques for Giving Feedback on Behaviours**

A highly successful two day intervention for managers of a leading European MNC. The goals were to:

- To equip managers on a range of feedback tools
- Enable the managers to help the staff be aware of their assumptions, feelings, mind-set, behaviours and how this impacts the work performance positively or negatively
- How to commence and effect long term change