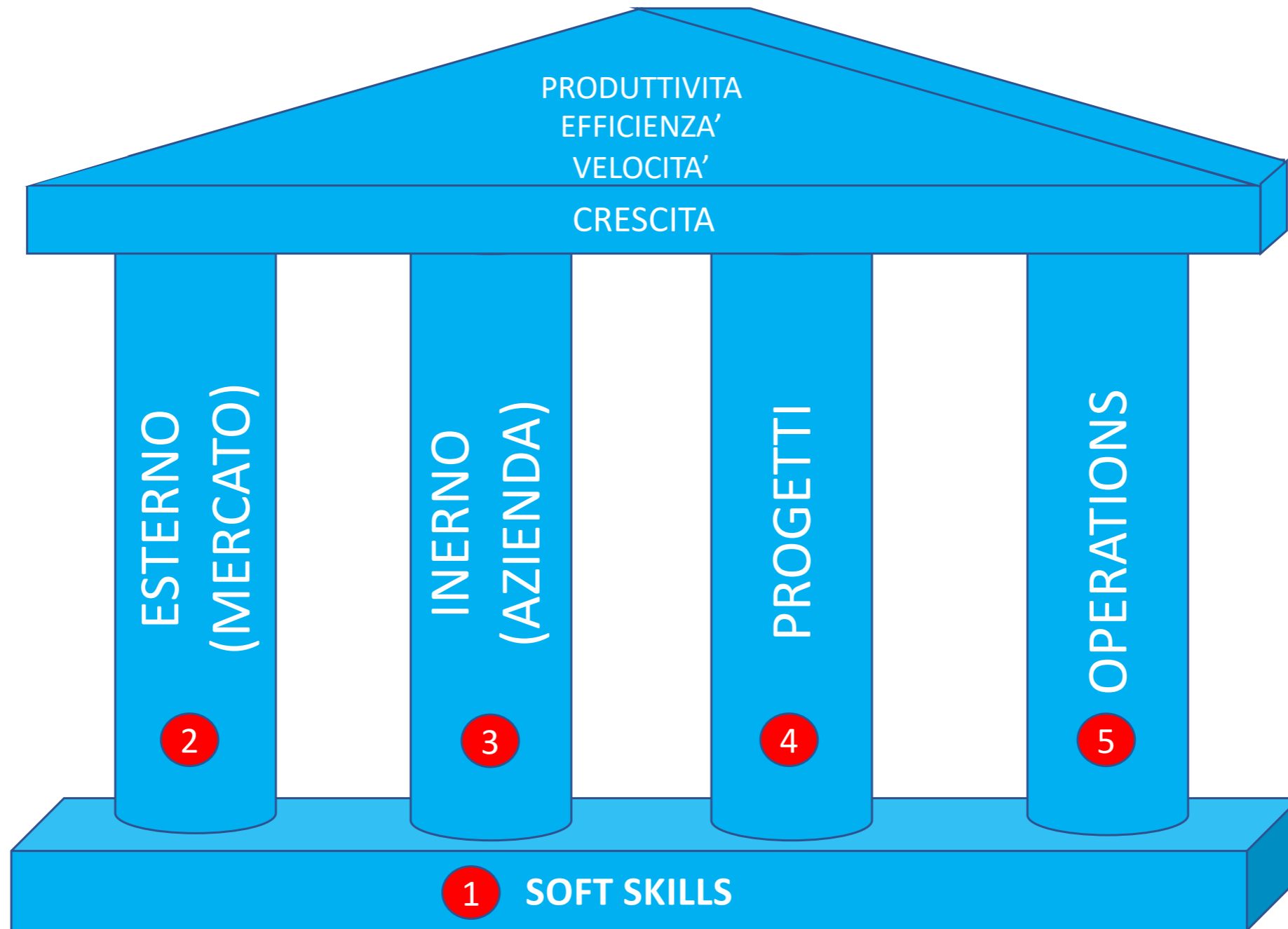


FORM*AZIONE

“se investiamo in formazione e le risorse vanno via ... e se invece rimangono non formate”

CATALOGO FORMAZIONE

MODULI OFFERTA BENEFICI



- SOFT Skills are trasversal to roles and tasks, training on soft skills are foundation to other training sessions

1

SOFT SKILLS

- Verbal and written communication
- Presentation skills
- Conflict management
- Smart working
- Time management
- Priority management
- Stress management
- Success & failure analysis techniques
- Problem solving
- Planning
- Team working attitude / networking
- Digital behaviour i.e. web reputation, personal branding
- Customer care / support

- Sales skills are relevant skills to communicate and manage relationships with external players

2

SALES

- GoTo Market
- From marketing to sales
- Communication
- Selling services vs selling product
- Customer support
- Farming vs Hunting (Account Mngr , Account developer)
- Negotiation
- Sales engagement and negotiation
- Sales process from scouting to statement of work
- Knowledge management
- Customer support

- HR skills are oriented to manage relationships with colleagues as well as collaborators, final goal to learn ability in managing small teams and to design KPI to drive performances

3

HR AND MGMT TRAINING

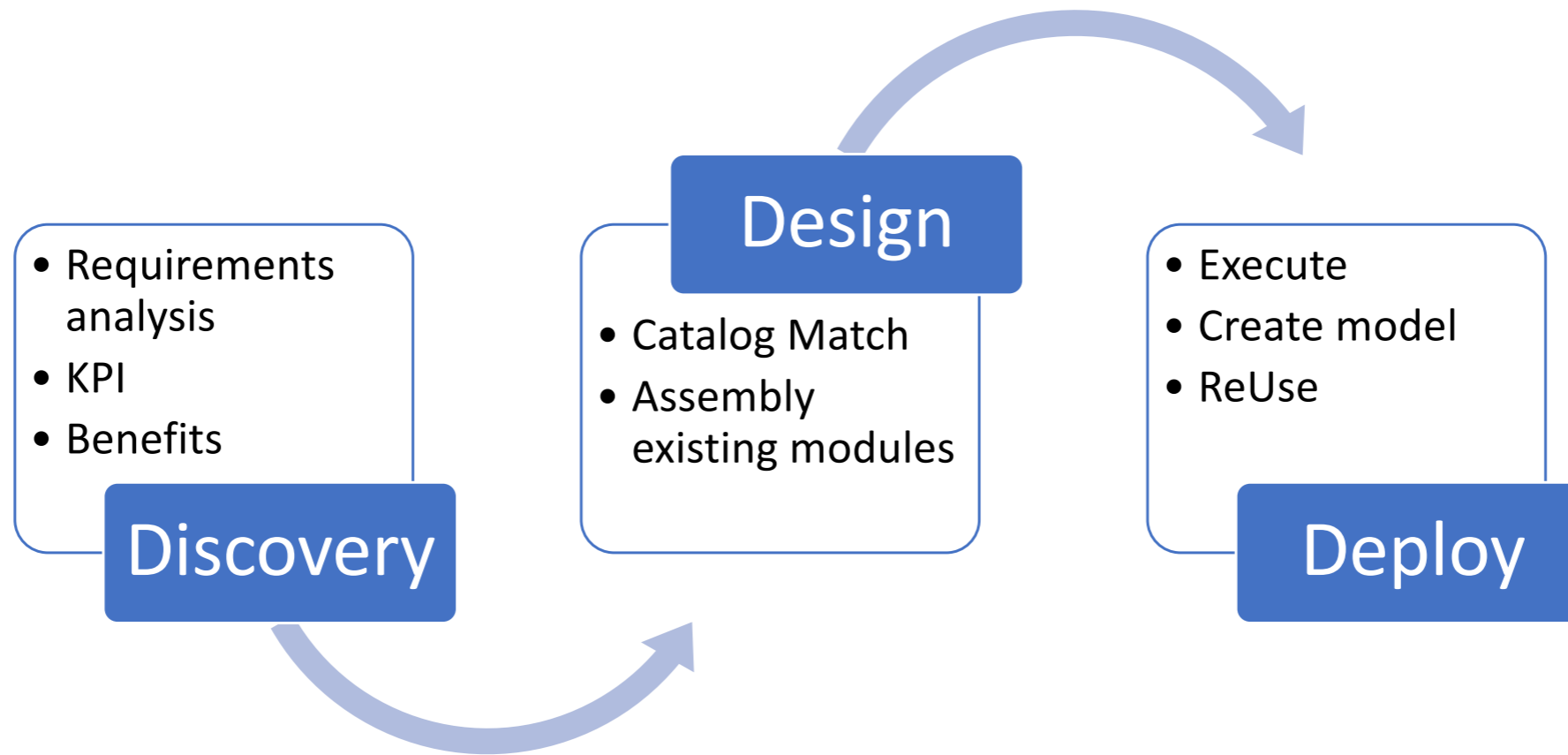
- Resource hunting
- Hiring
- People development
- Skills matrix and career plan
- Compensation models
- Motivation, performance
- Conflict management
- Change management
- Remote management
- From management to Leadership
- Matrix management
- Manage by processes
- Teamwork e team building
- Delegation and task assignment

- Project management are key skills transversal to multiple processes

4

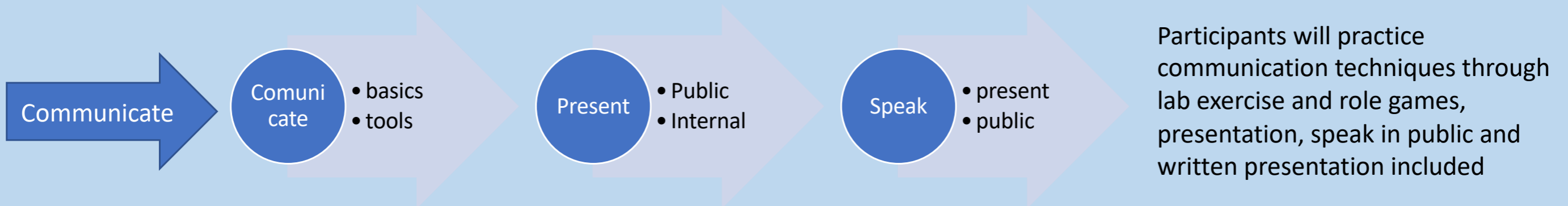
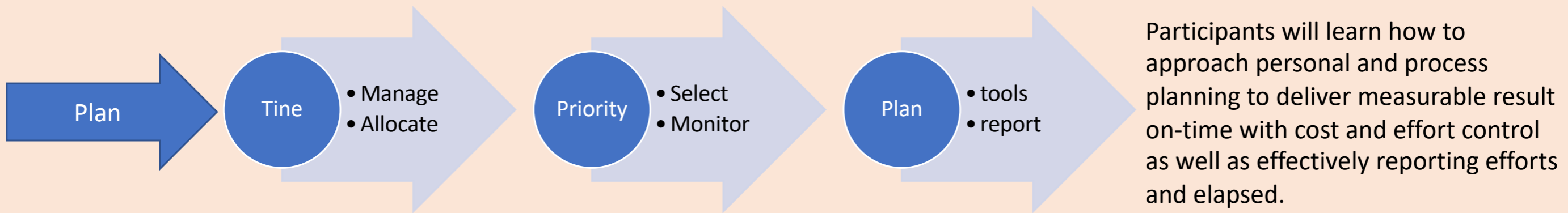
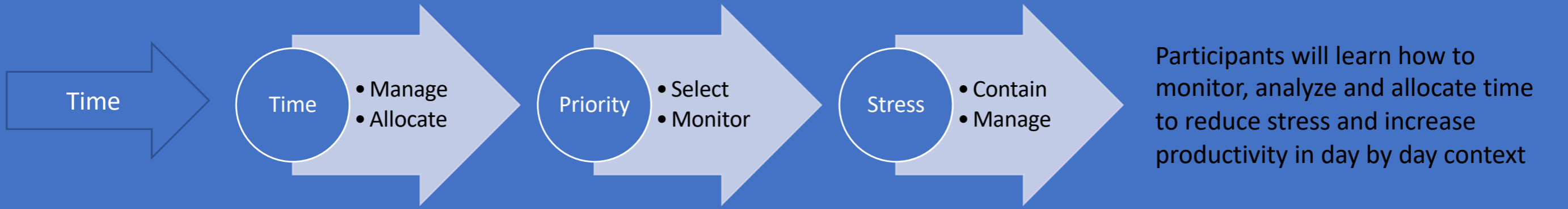
PROJECT MANAGEMENT

- Methodologies
- Processes
- Tools

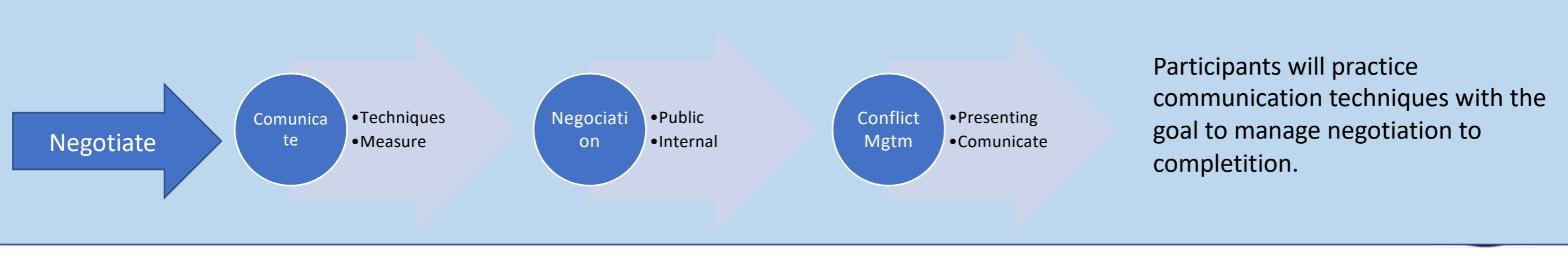
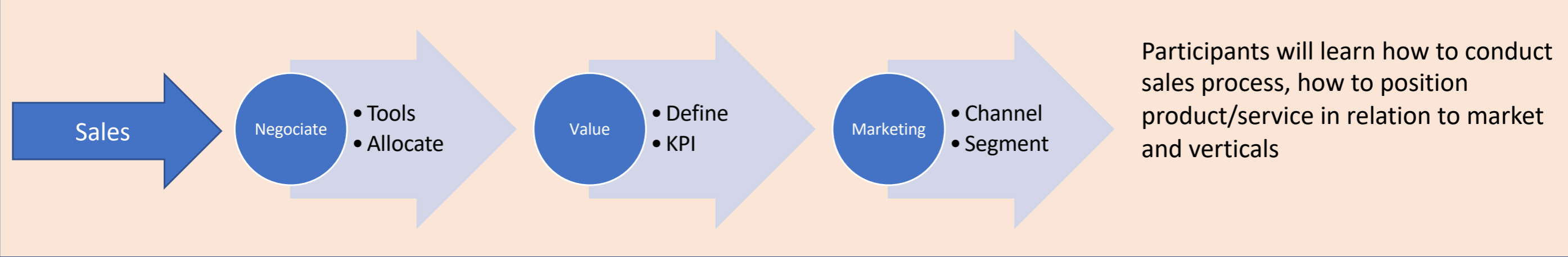
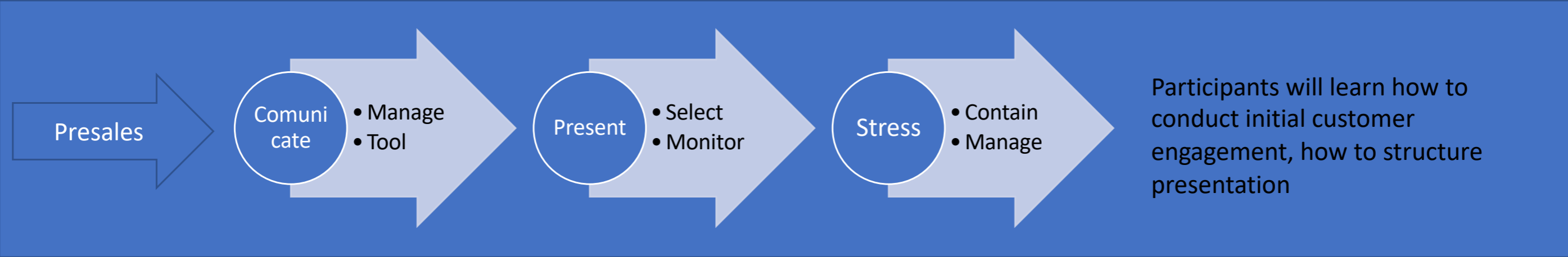


Training is designed on match with customer need, each session is one day and get assembled in modules of 3 days.
Sessions may include role-play and custom designed material
Each session include 4-8 attendees in classroom
One day of training preparation and follow up to be included

Soft Skills modules to cover foundations skills set, tailored to company requirements or standard



Communication to external (sales oriented), tailored to company processes/team/requirements



Communication internal and organization tools to individual and or team management

Priority

Time

- Manage
- Allocate

Priority

- Select
- Monitor

Stress

- Contain
- Manage

Participants will learn how to monitor, analyze and allocate time to reduce stress and increase productivity in day by day context

People

Change

- Manage Change
- Foster Change

Matrix Mgmt

- Techniques
- Problem Solving

Conflict

- Conflict mgmt
- Comunication

Participants will learn how to deal with different organization structure, how to report to peers and upper/ lowers levels as well as managing internal conflict and negotiations

Performance

Motivation

- Techniques
- Measure

KPI

- SMART
- Monitor and measure

TeamWork

- Techniques
- Communication

Participants will learn how to design Negotiate, deliver SMART individual and teams goals, exercise and template/tools to support learning process.

GRAZIE



TELEFONO
+39 035.77.58.070



PER INFORMAZIONI
customer.service@olympos.it