

# LEARNING & GROWTH

## CATALOGUE



- ◆ Evident™ Business Skills
- ◆ Evident™ Etiquette & Ethics
- ◆ Evident™ Management Skills
- ◆ Evident™ Leadership Skills
- ◆ Evident™ Departmental Skills

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Plot 3537/M Ibex Hill, Lusaka, Zambia

Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: [consult@vaimacentre.com](mailto:consult@vaimacentre.com) Website: [www.vaimacentre.com](http://www.vaimacentre.com)

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# Evident™ Business Skills Training

## 1. Diversity

- What Managers Should Know
- What Employees Should Know
- Overcoming Discrimination

## 2. Administrative Assistant Skills

- Understanding Basic Skills
- Enhancing Your Skills

## 3. Organizational Communication

- The Fundamentals
- Communicating in the Workplace
- Managing Communication

## 4. Advanced Business Communication

- Guidelines for Effective Communication
- Advanced Business Communication: Business Writing for Results
- Effective Business Communication

## 5. Telephone Skills

- Professionalism Through Basic Skills
- Handling Difficult Calls
- Effectively Managing Inbound and Outbound Calls

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Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

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## 6. Listening Skills

- The Fundamentals of Listening
- Listening Challenges

## 7. Grammar Skills

- An Introduction to Basic Grammar
- Writing Effectively
- Punctuation, Mechanics, and Spelling

## 8. Business Writing

- The Fundamentals
- Writing Effective Proposals

## 9. Communicating with Difficult People

- Working with Difficult Employees
- Handling Difficult Co-Workers
- Communicating with Your Manager

## 10. Cross-Cultural Business Communication

- Understanding Cultural Differences
- Developing Cross-Cultural Communication
- Addressing Cross-Cultural Business Situations

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Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

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## 11. Effective Presentations

- Planning a Presentation
- The Presentation Process
- Essentials of Persuasion

## 12. Conducting Meetings

- The Meeting Process
- Managing a Meeting
- Effective Meeting Communication

## 13. Negotiating

- Preparing for a Negotiation
- The Negotiation Process
- Advanced Negotiating Tactics

## 14. Computer Proficiency

- Basic concepts of Information Technology (IT).
- Personal Computers and Operating Systems
- Word Processing
- Basic Concepts of Spreadsheets
- Basic Concepts of Databases
- Basic Concepts of Presentations
- Basic Concepts of Information and Communication

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# Evident™ Etiquette & Ethics

## 1. Business Etiquette

- Office Protocol
- Communicating in Today's Workplace
- Business Functions and Travel

## 2. Business Ethics

- Ethical Decision Making
- Managerial Business Ethics
- Organizational Ethics

## 3. E-mail Etiquette

- E-mail in the Workplace
- Using E-mail to Communicate Successfully
- Writing Effective E-mail Messages

## 4. Telephone Etiquette

- Portraying a Good Corporate Image
- Implementing Customer Care

## 5. Business Code of Conduct

- Ethical Responsibility
- Bribery and Kickbacks
- Insider Trading
- Confidentiality and Company Assets
- Conflicts of Interest

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# Evident™ Departmental Skills Training

## 1. Sales & Relationship Management

### 1.1. Sales Management

- Building a Championship Sales Team
- Leading a Sales Team
- Motivating Sales Teams to Win

### 1.2. Sales Skills

- The Fundamentals
- Overcoming Obstacles
- Gaining Customer Commitment
- Developing a Winning Strategy
- Effectively Closing a Sale

### 1.3. Professional Selling Over the Phone

- Preparation and Strategies
- Prospecting
- Closing a Sale

### 1.4. Solution Selling

- Prospecting and Addressing Needs

### 1.5. Strategic Selling

- Gaining Access to the Executive

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## 1.6. Customer Relationship Management

- Implementing CRM
- eCRM

## 1.7. Key Accounts Management

- Introduction to Key Account Management
- Understanding Your Customers
- Best Practices and the Key Account Manager
- Developing a Strategic Key Account Plan
- Consolidation and Development

## 2. Teams

### 2.1 Team Participation

- Teamwork Fundamentals
- Team Communication
- Resolving Conflict in Teams
- Decision Making in Teams

### 2.1 Virtual Teams

- The Fundamentals
- Communicating Effectively
- Participating in Virtual Meetings

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## 2.1 Project Teams

- Participating on a Project Team
- Applying Team Building Techniques
- Building a Project Team

## 2.1 Virtual Team Management

- Developing Virtual Teams
- Managing Virtual Team Relationships
- Coaching Virtual Team Members

## 2.1 Team Conflict

- Resolving Team Conflict
- Working in Diversified Teams
- Overcoming Conflict with Communication

## 2.1 Cross Functional Teams

- Goal Setting in a Cross-Functional Team
- Selecting Cross-Functional Team Members
- Cross-Functional Team Development

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### 3. Operations

#### 3.1 Operations Management

- Fundamentals of Operations Management
- Operations Components
- Operations Management Tools

#### 3.2 Value Chain Management

- Elements of the Value Chain
- Managing a Value Chain
- Managing the Transition to a Value Chain

#### 3.3 Six Sigma

- Six Sigma Essentials
- Deploying Six Sigma
- Managing Six Sigma Projects

#### 3.4 Supply Chain Management

- Principles and Concepts
- Building a Sustained Competitive Advantage
- Using Models

#### 3.5 Total Quality Management

- Essentials of TQM
- Principles
- Implementation and Tools

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### 3.6 Quality Management

- The Quality Management Process
- Quality Management Tools
- Business Process Improvement

## 4. Finance & Economics

### 4.1 Financial Management

- Fundamental Accounting Concepts
- Understanding Financial Statements
- Budgeting Essentials
- Cash Analysis and Management
- Analysing Financial Statements
- Inventory Costing and Depreciation

### 4.2 Crisis Management

- Anticipating and Planning for Crisis Situations
- Managing a Crisis
- Resolving Crises in Organizations

### 4.3 Risk Management

- Developing a Risk Management Plan
- Risk Assessment and Control
- Financing and Contingency Planning

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#### 4.4 Business Finance

- Risk Analysis
- Time Value of Money
- Valuation of Stocks and Bonds

#### 4.5 Business Accounting

- Accounting for Assets
- Accounting for Liabilities
- Accounting for Stockholders' Equity

#### 4.6 Advanced Financial Statements

- Reading and Analysing an Annual Report

#### 4.7 Financial Statements

- Analysing Cash Flows

#### 4.8 Budgeting

- Creating and Analysing a Budget
- Operating and Manufacturing Budgets
- Capital Budgets

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## 4.9 Economics

- The Principles of Economics
- Basic Concepts in Microeconomics
- Producers and Markets
- The Foundations of Macroeconomics

## 5. Project Management

### 5.1 Project Management Essentials

- Planning a Project
- Project Scheduling and Budgeting
- Controlling and Closing a Project

### 5.2 Project Management

- The Fundamentals
- Scope
- Time Management
- Estimating Costs
- Quality Standards
- Risk Management
- The Team
- Communications
- Contracts and Procurement
- Coordination
- The Process

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Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

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### 5.3 Managing IT Projects

- Project Fundamentals and Initiation
- Project Planning and Execution
- Project Control and Closure

### 5.4 Advanced Project Management

- Building Productive Stakeholder Relationships
- Project Estimating Techniques
- Managing Accelerated Projects
- Setting Up a Project Office
- Portfolio Management
- Project Management Maturity

## 6. Marketing & Service Excellence

### 6.1 Call Centre

- Inbound Customer Service

### 6.2 Marketing

- Designing a Product Strategy
- Designing a Promotion Strategy
- Designing a Pricing Strategy
- Designing a Distribution Strategy
- Writing a Marketing Plan

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Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: [consult@vaimacentre.com](mailto:consult@vaimacentre.com) Website: [www.vaimacentre.com](http://www.vaimacentre.com)

### 6.3 Brand Management

- Building Brand Equity
- Developing a Brand Strategy
- Managing Brand Equity
- Integrated Marketing
- Branding on the Web

### 6.4 Competitive Intelligence

- Implementing a Competitive Intelligence System
- Analysis and Dissemination
- Researching Online

### 6.5 Excellence in Service

- Fundamentals for Managers
- Fundamentals for Employees
- Providing Superior Customer Service
- Working with Upset Customers
- Communicating with Your Customers
- Establishing Service Standards
- Building a Customer Service Team
- Creating Customer Loyalty

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# Evident™ Management Skills

## 1. Essentials of Management

- Succeeding as a New Manager
- Creating a Positive Workplace
- Maintaining a Productive Workforce

## 2. Supervisory Management

- Why organizations need managers and supervisors
- Shift from the older to the new model of management
- Accountability and supervisory effectiveness
- The basic management functions – planning, leading, organization & control
- Build effective relationships and teams in the workplace
- Understand different management styles.
- Achieving results through planning and prioritizing
- The supervisor as a facilitator
- Conflict resolution
- Delegation, feedback and listening skills
- Supervision, monitoring and control
- Motivating people
- Discipline in the workplace

## 3. Strategic Management

- Establishing Strategic Focus
- Analysing Strategic Options

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#### 4. Strategic Decision Making

- Preparing to Make Decisions
- Making the Right Decision
- Advanced Decision Making

#### 5. Business Problem Solving

- Problem Solving Fundamentals
- The Problem-Solving Process
- Critical Thinking and Information Analysis
- Problem-Solving Teams

#### 6. Goal Setting

- Reaching Individual Goals
- Goal Setting Tools for Managers
- Organizational Goal Setting

#### 7. Delegation

- Understanding Delegation
- The Delegation Process
- Monitoring and Evaluating Results

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Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: [consult@vaimacentre.com](mailto:consult@vaimacentre.com) Website: [www.vaimacentre.com](http://www.vaimacentre.com)

## 8. Essentials of Business Law

- The Legal Environment
- Contract Law
- Employment Law
- Cyber law

## 9. Moving From Technical Professional to Manager

- Getting Started
- Managing Personnel
- Managing the IT Department

## 10. Call Centre Management

- Managing an Inbound Call Centre
- Measuring Quality and Performance
- Managing and Motivating Your Staff

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# Evident™ Human Resources & Training

## 1. Hiring Interviewing Skills

- Preparing for a Hiring Interview
- Conducting a Hiring Interview
- Laws Governing the Hiring Interview Process

## 2. Exit Interviewing Skills

- Preparing for an Exit Interview
- Conducting an Exit Interview
- The Termination Process

## 3. Workplace Aggression

- Recognizing Aggressive Behaviour
- Defusing Aggressive Situations
- Taking a Proactive Approach

## 4. Recruiting and Retention

- Staffing Your Organization
- Internet Recruiting
- Keeping Your Good Employees

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## 5. 360-Degree Feedback

- Experiencing 360-Degree Feedback
- Implementing a 360-Degree Program
- Maximizing the Benefits of 360-Degree Feedback

## 6. Sexual Harassment

- What Employees Should Know
- Preventing Sexual Harassment Claims
- Resolving Sexual Harassment Claims

## 7. Human Resource Law

- Management's Role
- Employees with Disabilities
- Equal Employment Opportunity Law
- Family and Medical Leave Law
- Fair Labour Standards
- Understanding Privacy Rights

## 8. E-Learning Essentials

- E-Learning and Successful Strategy
- Marketing to your Key Players
- Deploying and Measuring Your Solution

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## 9. Organizational Learning

- Developing a Knowledge Management System
- Transferring Knowledge Within an Organization
- Deploying a Knowledge Management System

## 10. Succession Planning

- Elements and Approaches
- Setting up a Succession Planning Program
- Successors, Plan Evaluations, and Planning Tools

## 11. Performance Management

- Establishing a Performance Plan
- The Performance Appraisal Process
- Overcoming Performance Appraisal Challenges
- Overcoming Performance Appraisal Challenges
- Managing Difficult People
- Providing Feedback
- Resolving Conflict

## 12. Correcting Performance Problems

- Identifying Performance Problems
- Addressing Performance Problems
- Disciplining Employees

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### 13. Motivation

- Fostering Employee Motivation
- Motivating Through Rewards and Recognition
- Empowering to Increase Motivation

### 14. Facilitation

- The Effective Facilitator
- The Facilitation Process
- Facilitating Challenging Situations

### 15. Coaching

- Building Relationships
- Applying the Coaching Process
- Communicating with Employees

### 16. Mentoring

- Implementing a Formal Mentoring Program
- Developing Your Mentoring Skills
- Using a Mentor to Your Advantage

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## 17. Organizational Behaviour

- Organizational Dynamics for Individuals
- Organizational Group Dynamics
- The Organizational System

## 18. Balanced Score Card

- Corporate Strategy
- Implementing
- Measuring Business Objectives

## 19. Managing Experts

- Understanding Experts
- Developing a Successful Environment
- Managing the Unique Needs of Experts

## 20. Managing Generations in the Workplace

- Understanding the Generations
- Generations Working Together
- Recruitment and Retention

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## 21. Managing High Performers

- Creating a Retention Strategy
- Defining and Finding High Performers
- Implementing Recognition Programs

## 22. Training Of Trainers

- Conducting Training Needs Analysis
- The trainer's role and responsibility
- Methods of training
- Planning for a training session
- The art of questioning
- Types of training aids
- Planning and delivering a presentation
- Evaluating training
- Organizing and managing a training course

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# Evident™ Leadership Training

## 1. Leadership Development

- Delegation
- Learning to Lead
- Goal Setting
- Leading the Way
- Motivation

## 2. Frontline Leadership

- Preparing to Lead
- Knowledge in the Workplace
- Positively Influencing Workplace Culture

## 3. Managerial Leadership

- Creating a Vision
- Leading Through Change
- Motivating Employees

## 4. Executive Level Leadership

- Becoming an Executive Leader
- Change and the Executive Leader
- Leadership and Communication

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## 5. Women in Leadership

- Leadership Roles and Styles
- Becoming a Leader
- Developing a Leadership Path

## 6. Team Leadership

- Developing a High-Performance Team
- Conducting Productive Team Meetings
- Promoting Your Team's Effectiveness

## 7. Project Leadership

- Leading the Project Team
- Communicating Within a Project Team
- Overcoming Obstacles

## 8. Advanced Project Leadership

- Organization, Strategy and Business Needs
- Navigating Corporate Structures
- Bringing Home the Value
- Selling Project Management to the Organization

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## 9. Managing Change

- The Change Process
- Overcoming Change Obstacles
- Managing Yourself Through Change

# Evident™ Personal Development

## 1. Time Management

- Developing a Time Management Plan
- Planning Your Day
- Overcoming Time Management Challenges

## 2. Stress Management

- Fundamentals for Managers
- Fundamentals for Employees

## 3. Creativity and Innovation

- Increasing Personal Creativity
- Fostering a Creative Environment
- Promoting Team Creativity

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#### 4. Career Development

- Developing a Career Strategy
- Excelling in Your Career
- Professional Networking

#### 5. Achieving Success Without Authority

- Focusing on Results
- Personal Accountability

#### 6. Decision Making and Problem Solving

- Decision Making Fundamentals
- Problem Solving Fundamentals

#### 7. Business Travel Safety

- Domestic Travel
- International Travel
- Forming a Corporate Travel Safety Program
- Travel Safety Measures

#### 8. International Business Essentials

- The Global Business Environment
- Succeeding as a Global Manager
- Conducting Business in Europe

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Phone: +260 777 311 980 | +265 765 650 578 | +260 957 246 210

Email: [consult@vaimacentre.com](mailto:consult@vaimacentre.com) Website: [www.vaimacentre.com](http://www.vaimacentre.com)

## 9. Interpersonal Communication

- Telephone Skills
- Effective Communication
- Listening Skills

## 10. Advanced Interpersonal Communication

- Building Relationships
- Communicating with Co-Workers
- Communicating to Build a Positive Culture

## 11. Emotional Intelligence

- Developing Emotional Intelligence Skills
- Applying Emotional Intelligence in the Workplace
- Emotional Intelligence for Executives

## 12. Consulting

- Building Consulting Relationships
- The Consulting Process
- Serving as an Internal Consultant

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### 13. Self-Development

- Balancing Your Personal and Professional Life
- Motivating Yourself to Perform
- Increasing Your Assertiveness
- Developing Rapport Through Communication
- Improving Your Memory
- Positively Influencing Others

*Contact us for a free assessment or a customised proposal.*

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