

presents

The Management Skills Development Series

.....powered by **HARVARD**
ManageMentor

Three competencies lie at the heart of the most effective managers.

These are Communicating, Performance Management and Leadership. In response to the gaps most identified by direct reports and Learning and Development Managers, Knowledge Works Consulting has created the Management Skills Development Series. The summary of the three programs in the series are below. We invite your participation

Communicating For Results



Module 1 - Presentation Skills: Sound advice on preparing and delivering presentations that command attention, persuade, and inspire.

Module 2 – Negotiating: Steps to guide you through the negotiation process and the range of skills and implementing strategies to make the negotiation process run smoothly.

Module 3 - Persuading Others: Master the art and science behind successful persuasion

Module 4 - Difficult Interactions: Discuss and resolve difficult interactions in the workplace

[Click here for module details.](#)

Performance Management Essentials



Module 1 – Coaching: Get the best from your team and help them master new skills.

Module 2 - Feedback Essentials: Encourage performance by establishing a receptive work space, give effective feedback and receive feedback openly.

Module 3 - Developing Employees: Strategies for maximizing return on management, growing competent employees, and keeping star performers motivated.

Module 4 - Performance Appraisal: Prepare for, conduct, and follow up on performance evaluations—in ways that link employee performance to your company's and group's goals.

[Click here for module details.](#)

Leadership Essentials



Module 1 - Leading & Motivating: Recognize the skills and characteristics of effective leaders, create inspiring visions & energize people to support and work toward your goals.

Module 2 - Strategic Thinking: Cultivate the personal traits, behaviours and attitudes, and cognitive capacities that strategic thinkers demonstrate.

Module 3 - Team Leadership: Establish a team with the right mix of skills and personalities and create a culture that promotes collaborative work.

Module 4 - Change Management: Learn how to approach change with an open mind and use it as a stimulus to encourage new ideas and enthusiasm. [Click here for module details.](#)

Program Structure: In each 4 module webinar series, middle and senior managers develop their skills and confidence in the competencies. Each of the four 90 minute webinars in each series are delivered every other week. Webinars are based on a module from the award winning [Harvard Managementor](#). Each module includes pre and post assessment, core module concepts, executive insight videos, audio downloads, quick steps/tips, ready-to-use tools and interactive exercises. A certificate of completion is awarded for successful completion.

Contact US or Our Caribbean Learning Partners



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Training Managers | Empowering Leaders | Delivering Results

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The Communicating For Results Webinar Series

.....powered by  HARVARD Management



This is a flexible, content rich, communications training program for managers! In this 4 module webinar series, middle and senior managers develop their skills and confidence in the areas of Presenting, Negotiating, Persuading & Being Effective with Difficult Interactions. Each of the four 90 minute webinars are delivered every two weeks. Webinars are based on a module from the award winning [Harvard Management](#). Each module includes pre and post assessment, core module concepts, executive insight videos, audio downloads, quick steps/tips, ready-to-use tools and interactive exercises. The program ends with the completion of an on-the-job project from a module of their choice. A certificate of completion is awarded for successful completion.

Module 1 - Presentation Skills:

Sound advice on preparing and delivering presentations that command attention, persuade, and inspire. Includes rehearsal techniques as well as tips for creating and using more effective visuals. Also addresses the importance of understanding your objectives and your audience to create a presentation with impact.

Module 2 – Negotiating:

A practical guide to becoming an effective negotiator. Includes steps to guide you through the negotiation process: assessing your interests as well as those of the other party, developing opportunities that create value, avoiding common barriers to agreement, and implementing strategies to make the negotiation process run smoothly.

Module 3 - Persuading Others:

Master the art and science behind successful persuasion— and begin changing others’ attitudes, beliefs, or behaviour to create win-win solutions. Formal authority no longer gets managers as far as it used to. To do their job—accomplishing work through others—managers must develop and use persuasion skills rather than simply issue orders.

Module 4 - Difficult Interactions:

Shows how to discuss and resolve difficult interactions in the workplace-whether they’re with employees, peers, bosses, or even customers and suppliers.

[For a detailed outline of the key concepts, tools, executive videos, and articles for each module click here](#)

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Performance Management Essentials Webinar Series

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A flexible, content rich, performance management training program for middle and senior managers! In this 4 module series, managers develop their skills and confidence in the areas of Coaching, Feedback, Employee Development & Performance Appraisals. Each of the four 90 minute webinars are delivered every two weeks. Webinars are based on a module from the award winning [Harvard Management](#). Each module includes pre and post assessment, core module concepts, executive insight videos, audio downloads, quick steps/tips, ready-to-use tools and interactive exercises. The program ends with the completion of an on-the-job project from a module of their choice. A certificate of completion is awarded for successful completion.

Module 1 - Coaching

Learn how to get the best from your direct reports and help them master new skills through coaching. In this module, you'll learn how to use a four-step process to facilitate the professional growth of those you've agreed to coach. You'll also discover how to strengthen your skills so that you can be a more effective coach.

Module 2 - Feedback Essentials

Learn how and when to use various types of feedback to maximize openness and encourage learning. Covers information on establishing a receptive work environment, giving effective feedback, receiving feedback openly, being patient with non-communicators, and managing barriers to feedback.

Module 3 - Developing Employees

Easily applied recommendations for addressing employees' developmental needs. Includes strategies for maximizing return on management, growing competent employees, and keeping star performers motivated. Also addresses use of development planning to help team members improve individual performance, make the most of career opportunities, and maximize contributions to your organization's performance.

Module 4 - Performance Appraisals

Prepare, conduct, and follow up a performance evaluation meeting. Includes guidelines on appropriate documentation and handling problem situations, as well as specific *before*, *during*, and *after* steps designed to reinforce desirable behavior and effect change where needed.

[For a detailed outline of the key concepts, tools, executive videos, and articles for each module click here](#)

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The Leadership Essentials Webinar Series

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A flexible, content rich leadership training program for busy middle and senior manager! In this 4 module series, managers develop their skills and confidence in the areas of Leading & Motivating, Strategic Thinking, Team Leadership & Change Management. Each of the four 90 minute webinars are delivered every two weeks. Webinars are based on a module from the award winning [Harvard Managementor](#). Each module includes pre and post assessment, core module concepts, executive insight videos, audio downloads, quick steps/tips, ready-to-use tools and interactive exercises. The program ends with the completion of an on-the-job project from a module of their choice. A certificate of completion is awarded for successful completion.

Module 1 – Leading & Motivating

A synopsis of the essential tasks of leadership: setting direction, aligning people, and motivating others. Learn how to recognize the skills and characteristics of effective leaders create an inspiring vision, and energize people to support and work toward your goals.

Module 2 – Strategic Thinking

Learn how to recognize and pattern the personal traits, behaviours, attitudes, and cognitive capacities that strategic thinkers demonstrate.

Module 3 – Team Leadership

Learn how to establish a team with the right mix of skills and personalities and create a culture that promotes collaborative work. Covers steps to leading an effective team and includes innovative, easy-to-implement self-evaluation tools.

Module 4 – Change Management

A practical guide to implementing, managing, and communicating change in your organization. Learn how to approach change with an open mind and use it as a stimulus to encourage new ideas and harness enthusiasm for further progress.

[For a detailed outline of the key concepts, tools, executive videos, and articles for each module click here](#)

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REGISTRATION FORM

Course Title: Management Skills Development Series

Series: Communicating for Results Performance Management Essentials Leadership Essentials

Dates: From _____ to _____

Company:		
Address:	City:	Country
Name:	Position:	
Office Telephone #:	Mobile Phone #:	e-mail Address:

Kindly accept registration for the following individuals

	Participant		Email Address	Tel #
1				
2				
3				
4				
5				
6				
7				
8				
9				

Payment Method

<p>-Wire Transfer to Knowledge Works Consulting</p> <p>Bank of America, 1775 Howell Mill Rd, Atlanta, GA 30318, Account #: 003275736199, Wire Routing Number 026009593 Swift Code: BOFAUS3N</p>

Fax Completed Registration Form to: Fax: [876-946-1359](tel:876-946-1359) Email: register@kworksconsulting.com

CANCELLATION POLICY

Applicants will be refunded 50% of total fee paid, if their written notice of cancellation is at least 7 days prior to the date of the programme. There will be no refund for cancellation made within two (2) days of the program start date. Substitutions may be made at any time. The programme facilitators reserve the right to cancel the programme at any time, if there is insufficient enrolment. In that event, full course fee paid will be refunded.