



SOFT SKILLS



CERTIFICATION:



SERIOUSWORK
Certified Facilitator of
LEGO® Serious Play®
Method and Materials



We are a team of friendly internationally certified trainers, coaches and facilitators based in Indonesia who have interests in a wide variety of people development programs. We love to work with people like you to create amazing experiences and achieve your developmental goals. Whether you need help with public speaking, goal setting, improving your company guest satisfaction scores, empowering your leadership teams or breaking through any limiting beliefs, we can definitely help.

WHO WE ARE?





SOFT SKILLS

It's important for you to recognize the vital role soft skills play within your team and not only work on developing them within yourself, but encourage their development throughout the organization. Areas to examine and evaluate include:

- Personal accountability
- The degree of collaboration
- Interpersonal negotiation skills
- Conflict resolution
- People's adaptability and flexibility
- The clarity of communications
- Creative thinking



The more of these things you see around you, the better people's soft skills are likely to be within your organization. These all have a significant impact on the attitude a person brings to interactions with clients, customers, colleagues, supervisors, and other stakeholders. The more positive someone's attitude is, the better that person's relationships will be. That's what fosters great team performance, and leads people to contribute strongly to the organization's vision and strategy.

- Cultural Awareness
- Communicating Confidence
- Coaching
- Emotional Intelligence
- Facilitator Skills
- Negotiation Skills
- Powerful Presentations
- Stress Management
- Time Management
- Seeing Service in a New Way
- Guest Contact Skills

JIGSAW DISCOVERY TOOL FOUNDATION WORKSHOP

Learn how to modify Leadership behavior to create powerful results

COURSE OVERVIEW



The Jigsaw Discovery Tool **5 hour** workshop is a facilitated discovery session in which participants learn about themselves and other people. They learn to understand and respond to different preferences when it comes to influencing, communicating, leading, coaching, managing conflict, consulting, selling and serving.

As a learning module, JDT enhances performance throughout any organization.

The Jigsaw Discovery Tool is a tactile, experiential way of learning and can be used to help develop individuals and teams to improve areas including:

- Communication
- Team Spirit
- Leadership
- Sales
- Customer Service
- Overall individual and Business Performance

See our video for more info!

Link Video:

<https://www.youtube.com/watch?v=f6usA1vN9ew>

JIGSAW DISCOVERY OUTCOMES

Return On Investment

- Increase productivity of individuals, work groups and project teams.
- Reduce project delivery times.
- Maximise individual and team contribution

Return On Innovation

- Generate new ideas across workgroups.
- Create excitement amongst work groups and teams.
- Use teams to improve creative problem solving

Return On Implementation

- Develop clear processes for communication improvement plans
- Create a clear and common language across multiples silos
- Easy implementation due to tool's simplicity

Return On Interaction

- Increase interaction levels across teams
- Create common language through inclusive tactile tool
- Create new and develop existing relationships in teams and across silos



CULTURAL AWARENESS

Understand and appreciate different cultures - Implement guidelines and strategies to improve team effectiveness



Having the ability to work effectively in a multicultural environment is essential to businesses who are setting their sights globally, whether you employ a diverse team of people, deal with international suppliers or welcome overseas guests to meetings and events. The course highlights some crucial cultural differences to avoid embarrassment, explains how to develop your and your team's cultural awareness, and features several scenario exercises for you to test your knowledge along the way.

By the end of this course, participants will be able to:

- Understanding the impact of culture and its importance
- Understand the different cultures that exist in your workplace
- Know the most important values of the different cultures within your team
- Identifying possible challenges or misunderstandings.
- Create strategies to overcome cultural challenges and differences
- Come up with guidelines and ways to support each other moving forward
- Enhanced Working relationships
- Create more openness and understanding among your team members

COMMUNICATING WITH CONFIDENCE

Communicate with confidence and impact

Know how to communicate with different personalities

COURSE OVERVIEW



Individual and team success depends upon the ability of individuals to communicate with others, face to face, as well as virtually. Every interaction with another person determines how you are perceived and every interaction is an opportunity to develop trust and exert positive influence. Whether presenting one to one or to an audience of one thousand, conveying information to a project team or delivering a difficult message, communicating effectively is one of the most powerful skills for achieving your objectives.

This course develops your ability to focus on your outcome, tune in to your audience and develop your message for clarity and impact. Your ability to create an environment for open discussion and ongoing dialogue is crucial for communication success. The communications skills covered in this course will increase your ability to exercise choice and control for every type of conversation, influence with authority and improve quality of relationships and productivity.

By the end of this course, participants will be able to:

- Develop confidence to interact and converse with others
- Learn how to build rapport and develop positive chemistry with others
- Be able to ask powerful questions to ignite conversations
- Know how to learn about others needs, motivations, values
- Be able to listen to understand and build trusting relationships
- Use body language, gestures, and expressions to add impact
- Tailor your content and style to the audience and promoting free-flowing communication

COACHING

Learn the essential skills to coach others - Develop practical on the job coaching techniques - Gain insight into the power of coaching

COURSE OVERVIEW



Essential Coaching Skills for Professionals is designed for busy team leaders and managers who want to significantly increase the effectiveness of their conversations with others.

Participants will learn core-coaching skills that move people quickly from problems to insight and motivated actions, ultimately for the development of new habits. Participants learn how to apply coaching skills in everyday workplace scenario such as solving problems and making decisions, giving everyday feedback, skills training, and conducting performance reviews.

By the end of this course, participants will be able to:

- Understand the role of an effective coach
- Understand the different forms of coaching
- Be able to apply effective techniques active listening
- Be able to use powerful questions that create insight, empowerment and action
- Know how to prepare and plan for an effective coaching session
- Know and apply a frame work for coaching sessions
- Be able to use the coaching GROW

EMOTIONAL INTELLIGENCE

Be not disturbed at being misunderstood; be disturbed rather at not being understanding

COURSE OVERVIEW



In this course, you'll learn skills such as how to interpret and manage your emotions and balance your optimism and pessimism, using coping methods and relaxation techniques, managing your non-verbal communication and more. The course will allow you to be more aware of your own thoughts and feelings and as a result it will improve your ability to interact calmly with others, both in the workplace and at home.

This newly found emotional "awareness" allows you to communicate more effectively, succeed at work and achieve your career and personal goals in a shorter amount of time.

This dynamic training course is available now throughout Indonesia.

By the end of this course, participants will be able to:

- Know and understand the core principles of emotional intelligence.
- Be able to recognize emotions more accurately.
- Be able to manage intense emotions more effectively.
- Know how to reduce levels of stress.
- Be able to manage others more effectively.
- Be more skilled at dealing with difficult conversations.
- Be able to motivate themselves and others.
- Know how to live a more balanced life.

TRAINING AND FACILITATOR SKILLS

Become a Program Facilitator

COURSE OVERVIEW



To ensure a group gathering is productive and purposeful there must be a leader (facilitator) to shape and guide the process of collaboratively working together. The role of the facilitator is to ensure that the group stays on track and is able to achieve the goals and accomplish what it sets out to do. Without effective facilitation, meetings and events can easily lose structure and focus, which results in wasting time and energy and little productivity.

Facilitation is a powerful set of skills that all leaders, managers, and trainers should develop. Facilitation can be applied in meetings, strategic planning sessions, workshops and training, and brainstorming sessions. Good facilitators are skilled at working with different sized groups to provide meaningful and productive discussions, which follow process and direction towards a specific objective or outcome. Good facilitators bring energy, engagement to sessions and ensure that all people within a group are able to share their ideas, suggestions, and opinions in a structured manner.

In this two-day workshop, participants will learn a variety of facilitation techniques that help groups of people move through a process together towards a specific objective. Participants will learn how to draw out ideas and opinions from group members and inspire them to become more creative and productive during interactions with each other. They will be taught facilitation tools to consider, what “group processes” to use, how to handle difficult situations and when to intervene. The course is full of best practice guidelines that if followed make the task of facilitation easier and more efficient.

You will learn how to :

- Use a structured process to running meetings, discussions, and workshops
- Facilitate groups of different sizes
- Create a presence and level of authority
- Create a positive environment
- Energize and engage participants
- Ask powerful questions to draw answers and solutions from group members
- Apply brainstorm techniques to generate group ideas
- Manage difficult conversations or conflicts
- Debrief and summarize discussions

Benefits for Leaders, managers, and trainers :

- Run purposeful and productive meetings
- Conduct creative and innovative team brainstorming sessions
- Run strategic business sessions with results
- Deliver interactive workshops or training courses
- Develop your confidence to facilitate groups of different sizes



NEGOTIATION SKILLS

Learn the core skills to negotiate effectively - Know the principles of negotiation

COURSE OVERVIEW



Negotiation skills are something that we use or apply every day. Yet, only the skilled negotiators are the ones that walk away with the prize. As young children we learn how to negotiate with our parents about all the things that we want. However, as we grow we seem to lose this needed skill and become less successful in getting exactly what we want out of life. Somehow our perspective changes and we develop bad habits. Unfortunately, most of us are not trained systematically on negotiations even though this skill can be quite beneficial to us in every aspect of our lives.

By the end of this course, participants will be able to:

- Understand the underlying principles of negotiation and learn what you can do to get the best outcome
- Use a negotiation strategy that moves you closer to a win/win outcome
- Prepare for negotiation by following a step-by-step approach and set your critical limits
- Use a set of psychological tactics to explore the other side's motives and learn how to respond to tactics used by them
- Derive specific values based on your negotiation variables and use them to bargain systematically over your settlement range
- Finalise the outcome of your negotiation to get exactly what you have asked for

POWERFUL PRESENTATIONS

Present with confidence - Present with impact and influence

COURSE OVERVIEW



This practical one-day presentation skills course will improve participants' public speaking skills and knowledge. The training includes effective presentation techniques to enable delegates to present professionally and confidently, as well as engage well with the audience.

In addition, participants will have the opportunity to make three short presentations and will receive feedback on their current presentation style, as well as ideas to enhance their delivery.

In our presentation skills workshops participants learn how to:

- Capture and keep audience attention with their message, not their slides
- Present what their audience needs to know
- Deliver their message with confidence
- Interact skillfully with their audience

TIME MANAGEMENT AND PRIORITIZATION

COURSE OVERVIEW



Effective time management is a required skill for most business professionals, but not everyone knows the best-practice techniques for better managing your time and getting more accomplished in less time. This Time Management training course teaches you time saving techniques like how to manage the time spent on email more effectively, how to overcome procrastination, how to improve your concentration, how to deal with regular distractions and then how to prioritize tasks. At the end of this training, you will be able to get more work accomplished in less time, find a better balance in your life, get on top of your to-do list and feel better about your level of daily productivity.

By the end of this course, participants will be able to:

- Better organization of oneself and the surrounding workspace for peak efficiency
- Understand the importance of prioritization
- Identify the items that need focus and develop plans for completing them
- Learn what to delegate and how to delegate well
- Take control of things that can derail your workplace productivity

SEEING SERVICE IN A NEW WAY

Learn how to maintain the freshness, enthusiasm and passion for service

COURSE OVERVIEW



An extremely fun and engaging 'guest focused' workshop separated into 3 different segments which focuses on the psychological and practical aspects of providing an outstanding service quality. The workshop uses concepts from the Disney Approach to Quality Service, real life examples, interactive roles play, videos, coupled with moments of reflection and contemplation to create an all round effective and successful workshop.

It provides us with psychological and practical skills to be able to maintain freshness and enthusiasm in service levels, recognize and avoid the symptoms of service burnout, maintain awesome body language, overcome service challenges practically and psychologically, and ensure guests are treated as people with compassion, empathy and understanding. It provides support tools that we can employ in different situations to maximize every guest interaction

By the end of this course, participants will be able to:

- Enjoy increased productivity and service levels across an organization.
- Increase guest satisfaction scores
- Increase moral and wellbeing of team members
- Be fully engaged and optimise their communications skills
- Enjoy stability and growth and provide an Epic guest service experience

GUEST CONTACT SKILLS

The perfect Guest Contact course for non-native English speakers

COURSE OVERVIEW



This is a foundation level guest service program for service teams who are non-native English speakers and who provide a 5-star level of service in English language. This course introduces us to the core principles of customer service. By employing these principles and adopting the correct attitude, we will be able to handle the clear majority of customer interactions with ease no matter how unusual or complicated they are.

The focus of the course is to teach how to handle customer service scenarios through a variety of examples as this is the quickest way that we learn. Examples are provided for many environments such as retail, face-to-face customer service, helpdesk, call center support, medical support and so on. We also explore several methods to handle customer complaints, learn how to say 'no' and discover how to tackle different challenges professionally

By the end of this course, participants will be able to:

- Be highly skilled in guest interactions and enjoy increased confidence
- Enjoy a reduction in communication breakdowns.
- Increase guest satisfaction scores leading to sustainable profits and repeat business from international customers
- Lower turnover rates due to demotivated and disillusioned team members
- Enjoy increased productivity



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