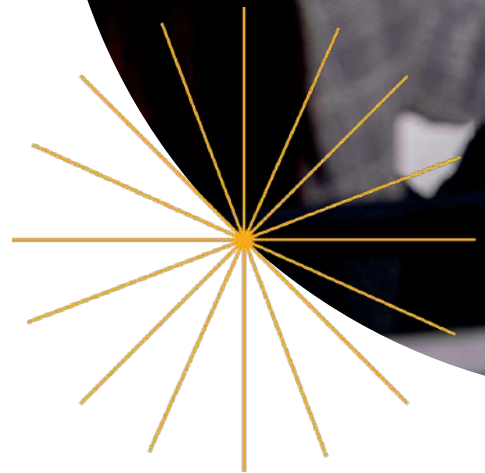


# CORPORATE TRAINING

Presented in a seminar or workshop format, our Corporate Training service will give you prompt results within a single, time-efficient session.



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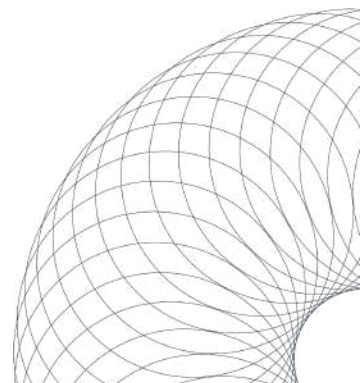
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# Our Learning Pillars

## Facilitative

Using our interactive methods to help individuals learn more effectively and solve challenges with greater skill. This empowers companies to tackle obstacles and make substantial improvements in their operations.



## Anchoring from Self Awareness

Guiding participants to explore and understand their own strengths, weaknesses, and motivations, facilitating personal growth.



## Fun

Infusing enjoyment and excitement into the learning process to foster engagement and enthusiasm.



1

# Service Excellence



Are you interested in improving your ability to provide excellent service? Do you want to strengthen your relationships with clients and stakeholders?

Designed by  
gtrust

Our training, 'Service Excellence,' focuses on practical skills that help you deliver exceptional service and build meaningful connections in your professional roles.

Through interactive exercises and expert guidance, you'll learn valuable techniques to enhance customer service and establish positive relationships with clients and stakeholders. This training offers personal development opportunities and benefits for your organization as a whole. Join us to explore the path to delivering outstanding service!



## After this course, you will be able to:

1

### **Deliver Exceptional Service**

Acquire practical skills to provide excellent service, enhancing customer satisfaction and loyalty.

2

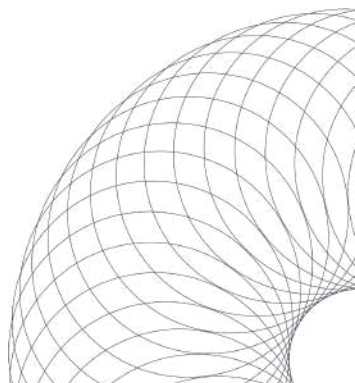
### **Build Meaningful Connections**

Learn techniques to establish positive relationships with clients and stakeholders, fostering trust and collaboration.

3

### **Enhance Organizational Impact**

Implement strategies to improve service delivery, contributing to organizational growth and success.



# Your Learning Journey



## Observe

Observe and analyze various aspects of service delivery, including customer interactions, communication methods, and problem-solving approaches.



## Reflect

Reflect on past service experiences to identify successes, challenges, and areas for improvement in delivering exceptional service.



## Connect

Explore the importance of building meaningful connections with clients and stakeholders, and understand how trust and collaboration contribute to service excellence.



## Practice

Engage in interactive exercises and role-playing scenarios to apply learned techniques, enhance customer service skills, and drive positive outcomes in service delivery.

# Mindset for Building Resilience to Drive Performance



In today's fast-paced workplace, feeling stuck can hinder productivity and confidence in fulfilling roles effectively.

Designed by  
 **gtrust**

Whether you're feeling trapped in your current role or struggling with feelings of inferiority, **this program will empower you to break free from those barriers, unlock your full potential, and drive positive outcomes within your organization.** Through actionable exercises and practical tools, you and your team will build awareness on the five mindset of resiliency, enabling you to navigate challenges with confidence.





## After this course, you will be able to:

**1**

### **Tap into Your Inner Strength**

Reflect on your past experiences as sources of strength in both personal and professional life.

**2**

### **Drive Personal Growth**

Turn every challenge into an opportunity for development and growth.

**3**

### **Impact Team Performance**

Positively influence team dynamics and drive enhanced productivity and performance within your organization.



# Your Learning Journey



## Observe

This initial moment serves as your opportunity to observe your past experiences. Using a tool called the Hills & Valleys of Life, you will be guided to look back at your past and observe the journey that has brought you to this moment.



## Reflect

Use the "Circle of Resilience" tool to reflect and discover your personal strengths based on past experiences. This will help you face challenges with confidence.



## Connect

You'll explore the 5 Mindsets of Resiliency and its potential at life turning points.



## Practice

This activity acts as a key to the entire session. You'll be given space to create a personal mantra to be recited when you need to be resilient in the future and enhance your performance as a professional.

# Navigating Difficult Conversations at Work



Designed by  
 **gtrust**

Are you often faced with challenging interpersonal issues in the workplace? Do you frequently encounter complexities in workplace communication?

Our training, '**Navigating Difficult Conversations at Work**,' is designed to empower participants like you to navigate challenging conversations with confidence and empathy.

Through interactive exercises and expert guidance, you'll learn valuable techniques to approach difficult conversations with clarity, assertiveness, and professionalism, ensuring positive outcomes and strengthened relationships in the workplace.



## After this course, you will be able to:

**1**

### **Navigate Challenging Interactions**

Develop the skills and mindset needed to approach difficult conversations with clarity, assertiveness, and professionalism.

**2**

### **Foster Positive Communication**

Learn techniques to use empathy and understanding during challenging interactions, leading to more effective communication.

**3**

### **Achieve Positive Outcomes**

Master strategies to ensure positive outcomes from difficult conversations, resulting in enhanced workplace dynamics.

# Your Learning Journey



## Observe

Recognize and analyze common challenges encountered in workplace interactions that often lead to difficult conversations.



## Reflect

Reflect on past experiences and interactions to gain valuable insights into personal communication styles, strengths, and areas for improvement.



## Connect

Acquire practical strategies and techniques to foster meaningful connections, build trust, and promote open dialogue during challenging conversations.



## Practice

Engage in interactive exercises and role-playing scenarios to apply learned strategies, enhance communication skills, and achieve positive outcomes in difficult conversations at work.

4

# How to Run an Effective Meeting



Designed by  
gtrust

If you often find yourself frustrated by unproductive meetings that lack clear outcomes, follow-ups or engagement, then our training, '**How to Run an Effective Meeting**,' is designed just for you.

This program is crafted to empower participants to design and execute meetings that are both productive and engaging. Through practical exercises and expert guidance, you'll learn valuable strategies to plan, conduct, and follow up on meetings effectively, ensuring that every meeting is a valuable use of time for all involved.



## After this course, you will be able to:

**1**

### **Design Productive Meetings**

Learn practical strategies to plan, conduct, and follow up on meetings effectively.

**2**

### **Foster Participation on Meetings**

Acquire skills to create meetings that are engaging and encourage active participation from all attendees.

**3**

### **Ensure Actionable Follow-Ups and Accountability**

Master techniques to ensure actionable items are clearly identified, assigned, and tracked post-meeting, ensuring that decisions are implemented and progress is made on action items.

# Your Learning Journey



## Observe

Start by observing common challenges and inefficiencies in meetings you have experienced. Take note of areas where meetings often fall short in terms of productivity, engagement and follow-ups.



## Reflect

Reflect on the impact of ineffective meetings on team productivity and collaboration. Use this reflection to identify key areas for improvement and set goals for creating more effective and impactful meetings in the future.



## Connect

Explore practical strategies and techniques for designing and conducting productive meetings. Learn how to create agendas that drive focus and engagement, foster active participation from all attendees, and ensure that meetings achieve clear outcomes and decisions.



## Practice

Engage in hands-on practice sessions where you will apply the strategies learned to facilitate mock meetings. Practice leading discussions, managing time effectively, and ensuring follow-up and accountability for action items. Receive feedback and guidance from experts to refine your meeting facilitation skills.



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# Growing as A Leader



Are you newly appointed as a leader and facing challenges in managing others effectively? Our '**Growing as A Leader**' training is designed for aspiring individuals transitioning into leadership roles.

Designed by  
gtrust

Through interactive exercises and expert guidance, participants will gain insights into their leadership style, learn how to map their team members' strengths, and discover strategies to unleash their full potential as leaders.

This training aims to help participants understand the experiences necessary for continuous growth and development as leaders, providing valuable tools and knowledge to navigate their leadership journey effectively.



## After this course, you will be able to:

**1**

### **Develop Your Leadership Style**

Gain insights into your distinctive leadership style and learn how to adapt it effectively to different situations and team dynamics.

**2**

### **Foster Team Growth**

Learn how to create a culture of growth and development within your team, leading to increased engagement and performance.

**3**

### **Navigate Challenges Successfully**

Acquire the skills to navigate complex challenges as a leader, turning obstacles into opportunities for growth and innovation.

# Your Learning Journey



## Observe

Observe leadership styles and strategies used in various contexts and situations, including managing team dynamics, decision-making processes, and conflict resolution.



## Reflect

Reflect on personal leadership experiences and challenges to identify strengths, areas for improvement, and opportunities for growth as a leader.



## Connect

Explore the importance of building strong connections and relationships with team members, stakeholders, and other leaders to foster collaboration, trust, and support.



## Practice

Engage in practical exercises, simulations, and case studies to apply leadership concepts, develop decision-making skills, and practice effective communication techniques in challenging scenarios.



**Gtrust Consultancy** is a consulting company with more than 18 years experience in Human Resource Development Area.

Our services are designed to address your organization's unique needs, from dynamic facilitation to impactful learning experiences.

Gtrust's clients come from various industries (Oil & Gas, FMCG, pharmaceuticals, media, banking, NGOs, building materials, etc.), each facing distinct challenges.



And Many More