Progress
Consulting

Training Catalog 2022

Developing people, transforming organizations
www.progressconsulting.be

Discover our training courses to improve your remote work

This catalogue contains clickable links

Developing people,
transforming organizations

Our mission at **Progress Consulting** is to help organizations meet their strategic challenges through training programs focusing on

changes to organizational culture (behaviors, attitudes, *mindset*)

as well as structure (strategic positioning, organization and processes).

Progress Consulting was launched in 1996, in Liège, Belgium. Today, we operate in several European countries, delivering our services in multiple languages (French, Dutch, English, German, Italian, Luxembourgish, and more), and in a wide range of sectors, including distribution, banking, insurance, and industry, as well as the public and nonprofit sectors.

This catalog provides an overview of a selection of our online and in-person training offerings. **Progress Consulting** also offers coaching, consultancy, and talent management services to assist you in achieving change.

Table of Contents

Click on the topic you are interested in

Discover our training courses to improve your remote work

All of our trainings are available in French, Dutch and English.

Find out more

THEMES

OUR STRENGTHS

20 years of experience

More than 400 satisfied clients

25 trainers, coaches and consultants

3,000 sessions per year

From the individual to the organization as a whole

An *intake* interview at the start of the program identifies individual needs in order to tailor the training based on different backgrounds.

Minimal theory

70% of training time spent engaged in practical activities.
Mix of teaching methods: games, breakout groups, independent work, simulations, and more.

A *blended learning* approach through Progress e-Academy

Video modules, interactive digital tools and online trainings.

Every training day ends with a personalized action plan.

The end result: measurable changes after the training!

Short and long formats

Short formats (2-hour workshop on a specific skill) and long formats (2-year Manager Development track covered in a 15-day training).

MEET OUR TEAM

More about our team at
www.progressconsulting.be/en/team

WORKING REMOTELY

1. **Managing and leading your team remotely**

2. **Managing a project remotely**

3. **Managing customer relations remotely**

4. **Remote prospecting**

5. **Running a remote meeting**

6. **Evaluating members of staff remotely**

7. **Giving remote presentations**

Progress
Consulting

Managing and leading your team remotely

How do you integrate remote management into your team management practices?

"

Presentation

For two years now, working in remote or hybrid mode has been accelerating in the context we all know. The business world will never completely turn back the clock. Remote working will move from a cyclical to a structural mode of collaboration. However, it has and will have a definite impact on the feeling of belonging, on motivation and on work efficiency. This program has been built up over the course of the many events that Progress Consulting has organized to support managers in implementing remote working in teams.

We can help both from a "process" point of view with implementation support and guidance and from a behavioral point of view.

Goals

- ✔ Maintain team spirit and a sense of belonging despite the distancing
- ✔ Make remote working a tool that serves the goals of the team leader and the organization
- ✔ Foster well-being at work in hybrid and remote modes

Course designed for

- + HR and management staff who want to structure a remote-collaboration approach
- + All team leaders who are affected by remote or hybrid working

Method

- + Collaborative workshops
- + Feedback from our trainers who have been training and coaching remotely for 2 years
- + Practical exercises in remote mode

Course length

- + Between half a day for people already trained in team management tools and 4 days (in which case the program will include the tools in the manager's toolbox)

Program

- + The team leader faced with remote working: dealing with priorities: what level of trust? what level of autonomy? what role to play? what concerns require managing?
- + Structural impact of working remotely: management activities to address in order to remain effective. "The agenda of the team leader in remote or hybrid mode"
- + Managing different types of temperament remotely. Introversion, extroversion: the remote mode exacerbates them
- + How do you maintain team spirit remotely?
- + Remote collaborative tasks: tools, organization, behaviors to adapt and adopt
- + Difficult cases to manage remotely: conflict situations, detecting psycho-mental risk signals, disengagement, workaholism, etc.
- + Concrete action plan in the participant's zone of influence

Offered in e-learning format

How do you integrate remote management into your project management practices?

"

Managing a project remotely

Presentation

For two years now, working in remote or hybrid mode has been accelerating in the context we all know. The business world will never completely turn back the clock. Remote working will move from a cyclical to a structural mode of collaboration. Even though some tasks lend themselves quite well to remote work (delivery, email responses, individual tasks, etc.), are collaborative and project modes in particular more complex to implement remotely?

We can help both from a "process" point of view with implementation support and guidance and from a behavioral point of view.

Goals

✔ Manage a project in remote mode
✔ Manage your project and your project team remotely

Course designed for

+ HR and management staff who want to structure a remote-collaboration approach
+ All project managers who are affected by remote or hybrid work

Method

+ Collaborative workshops
+ Feedback from our trainers who have been training and coaching teams remotely for 2 years
+ Practical exercises in remote mode
+ Practical management of a remote project

Course length

+ Between one day for people already trained in project management tools and 3 days (in which case the program will integrate the tools of the project management training course)

Program

+ The team leader faced with remote working: dealing with priorities: what level of trust? what level of autonomy? what role to play? what concerns require managing?
+ Structural impact of working remotely: project management activities to address in order to remain effective. Organizing your project in remote mode
+ Managing different types of temperament remotely. Introversion, extroversion: the remote mode exacerbates them
+ How do you maintain project dynamics remotely?
+ Remote collaborative tasks: tools, organization, behaviors to adapt and adopt
+ Difficult cases to manage remotely: conflict situation, visibility of the project within the organization, involvement of remote stakeholders, etc.
+ Concrete action plan in the participant's zone of influence

How do you integrate remote relations into your business practices?

Managing customer relations remotely

"

Presentation

For two years now, working in remote or hybrid mode has been accelerating in the context we all know. The business world will never completely turn back the clock. Remote working will move from a cyclical to a structural mode of collaboration. It has and will have a definite impact on the customer relationship.

This program has been built over time during the many events that Progress Consulting has conducted in the context of guiding and supporting sales representatives in implementing a remote mode of managing commercial relationships. And if, in the long run, what we are experiencing is a godsend for many account managers?

We can help both from a "process" point of view with implementation support and guidance and from a behavioral point of view

Goals

- ✅ Keep in touch with your customers remotely
- ✅ Make possible distancing a tool for managing your customer portfolio

Course designed for

- + Sales managers who want to structure their approach to remote customer management
- + All account managers or client portfolio managers

Method

- + Collaborative workshops
- + Feedback from our trainers who have been training and coaching remotely for 2 years
- + Practical exercises in remote mode

Course length

- + Between half a day for a public already trained in customer portfolio management tools and 3 days (in which case the program will integrate the tools of the account manager toolbox)

Program

- + The portfolio manager faced with the distancing of the relationship: dealing with priorities: can a relationship be managed at a distance? Does the customer dare to be more remote?
- + Structural impact of working in remote mode: seeing videoconferencing as an additional tool in the toolbox of your account managers
- + Managing different types of temperament remotely. Introversion, extroversion: the remote mode exacerbates them
- + How do you make a videoconference a real customer relationship moment?
- + Concluding a remote sale
- + Difficult cases to manage remotely: an unhappy customer, is it possible to negotiate from a distance?
- + Concrete action plan in the participant's zone of influence

Offered in e-learning format

How do you prospect remotely?

Remote prospecting

Presentation

For two years now, working in remote or hybrid mode has been accelerating in the context we all know. The business world will never completely turn back the clock. Remote working will move from a cyclical to a structural mode of collaboration. It has and will have a definite impact on the customer relationship.

This program has been built over time during the many events that Progress Consulting has conducted in the context of guiding and supporting sales representatives in implementing a remote mode of managing commercial relationships.

For prospecting, the remote mode, which is becoming more widespread, is, in our opinion, an opportunity. We can help both from a "process" point of view with implementation support and guidance and from a behavioral point of view

Goals

- ✔ Improve your efficiency in remote prospecting
- ✔ Make remote marketing a tool for managing your prospecting

Course designed for

- + Sales managers who want to structure a remote prospecting approach
- + All account managers who have to carry out prospecting

Method

- + Collaborative workshops
- + Feedback from our trainers who have been training and coaching remotely for 2 years
- + Practical exercises in remote mode

Course length

- + Between half a day for a public already trained in customer prospecting tools and 2 days (in which case the program will integrate the tools of the salesman's toolbox)

Program

- + Remote prospecting: as old as the telephone…
- + Structural impact of remote prospecting: seeing videoconferencing as an additional tool in your prospecting toolbox
- + When should you use videoconference in your prospecting process?
- + Using the SNCD method remotely: Support, Need, Conclusion, Data.
- + How do you make a videoconference a real customer relationship moment?
- + Concluding a remote sale
- + Concrete action plan in the participant's zone of influence

Offered in e-learning format

How do you run a meeting efficiently, even a remote meeting?

" Running a remote meeting

Presentation

The COVID crisis has forced us to increase the number of remote meetings. How can we ensure that these meetings are structured and useful? This is what we propose to consider in this course.

Goals

- ✅ Prepare the meeting (the points to be discussed; ways of speaking; etc.);
- ✅ Stimulate the interaction of the participants;
- ✅ Maintain the attention of colleagues despite distance;
- ✅ Ensure that the objectives determined at the beginning of the meeting can be achieved;
- ✅ Close the meeting.

Course designed for

- ✚ Anyone likely to facilitate a meeting.

Method

- ✚ Situational exercises/simulations of a fictitious virtual meeting - debriefing on verbal behaviors, on objectives, on leading a meeting
- ✚ Exercise on the identification of verbal behaviors
- ✚ Case study on logistical and technical aspects
- ✚ Exercise on the drafting of meeting notices

Course length

- ✚ 1 day

Program

- ✚ Preparing a virtual meeting:
  - ✚ Material needed. What do you need to think about? Logistical and technical aspects.
  - ✚ Choosing the type of meeting according to the objectives - communicating the goals in the invitation
  - ✚ Writing an invitation/ notice of meeting
- ✚ Participating actively in a virtual meeting:
  - ✚ Verbal behaviors that are conducive or detrimental to participation - stimulating participation
- ✚ Facilitating a virtual meeting effectively
  - ✚ Guaranteeing the process and following the rules (timing, etc.)
  - ✚ Managing inappropriate behavior and difficult situations: complex questions, aggressiveness, manipulation…
- ✚ Following up a virtual meeting: minutes/ recording

Offered in e-learning format

> How should you conduct an effective performance evaluation interview, even from a distance?

Evaluating members of staff remotely

Presentation

With the COVID crisis taking hold over the long term, you must now resign yourself to organizing your employees' performance evaluation interviews virtually. How should you conduct a remote performance evaluation interview so that it is just as effective as a face-to-face one? This is what we propose to consider in this course.

Goals

+ Preparing for and organize a remote meeting;
+ Learning tips and tricks to ensure that a remote interview is as well structured as if it had been conducted in person: listening to and understanding both parties; how to react in case of technical problems; etc.
+ Fully understanding the modes of communication and the rhythm of a remote relationship (what works and the mistakes to avoid);
+ Taking into account psycho-social aspects: the stress generated by an exceptional situation; the limit between private and professional life in remote working, etc.;
+ Giving and receiving feedback remotely.

Course designed for

+ Toute personne devant évaluer un collaborateur

Method

+ Sub-group workshop on the pitfalls and difficulties of online evaluation. What are the differences between online and face-to-face interviews?
+ Individual work: writing the invitation to the virtual interview
+ Case study on a typical interview or interview role play (if possible)

Course length

+ 1 jour

Program

+ A remote performance evaluation interview: differences and similarities with the face-to-face interview
+ Preparing for a remote interview:
  + Preparing in advance and ask the other person to prepare (even if virtual)
  + Communicating the format in advance: length, technical and ergonomic advice for the interview (time, light, isolation, etc.).
  + Preparing a visual support: sharing the objectives on screen in PPT
+ Conducting the interview
  + Reminder of the rules of operation
  + Using communication techniques adapted to the virtual world:
  + Giving factual and clear feedback
+ Concluding the interview
  + Recapping
  + Filling in the form
  + Concluding with an informal discussion as you would in a classroom setting to revive the human aspect of the interview

Offered in e-learning format

How do you give effective presentations, even remotely?

"

Giving remote presentations

Presentation

The COVID crisis has forced us to multiply the number of remote presentations. How can we ensure that these presentations are adapted to the audience and that the key messages are clear? This is what we propose to consider in this course.

Goals

+ Prepare the presentation (target audience; key messages, etc.);
+ Maintain the attention of the participants, despite the distance;
+ Ensure that the objectives determined at the beginning of the presentation can be achieved.

Course designed for

+ Anyone who is likely to give remote presentations.

Method

+ Tips and tricks for virtual presentations
+ Presentation exercises with group debriefings

Course length

+ 1 day

Programme pédagogique

+ Preparing a presentation
  + 5 questions to ask yourself
+ 5 conditions to convince with your presentation
  + Your image:
    + Non-verbal
    + Microphone, screen, connection, background
  + The personal approach
    + Mental attitude
    + Hook
  + Simplicity
    + Minto Pyramid
    + Structure
    + Slides
  + Format
    + Key messages: vocabulary
  + Finishing the presentation
    + Action plan and key messages
+ Follow-up on a presentation: actions

Offered in e-learning format

DIGITAL LEARNING
A MODERN AND EFFICIENT TOOL TO ENGAGE COMMITMENT

The training landscape has changed. Explore our exciting, cutting-edge programs and keep pace with the digital era by making education an integral part of your company culture. Boost employee motivation with the mixed format (online and face-to-face) offered by **Progress Consulting**:

1

Delivering trainings that include theory videos to Progress e-Academy

Self-paced training on a learning platform delivering trainings that include theory, videos, quizzes, readings – 100% proprietary materials developed by Progress Consulting.

2

Live sessions online or face-to-face with a trainer / coach

Live sessions with trainers or coaches that include role plays, case studies and concrete strategies. Draw the direct connection between training content and your real-world experience.

3

Access Progress Library

Broaden your knowledge by browsing the shelves of a virtual bookstore containing articles, videos, guides, and books chosen just for you by Progress Consulting trainers.

Progress Consulting

DIGITAL LEARNING
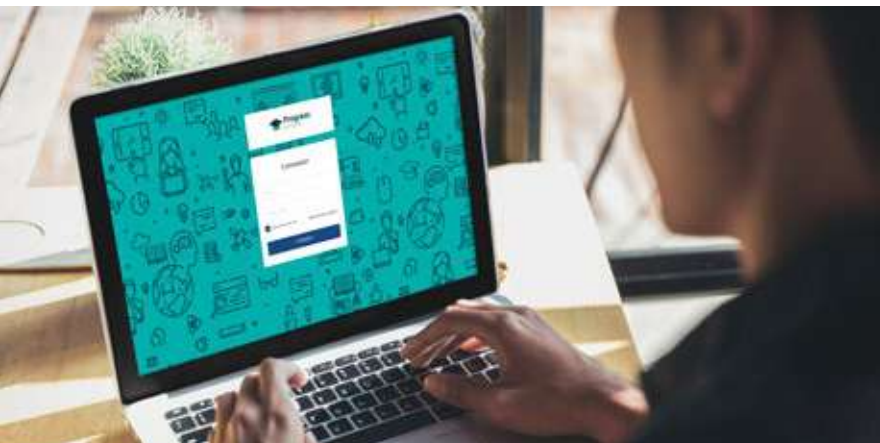
Choose a theme from the online catalog and start learning at your own pace from home!

**Progress** e Academy

Presentation

If you like the look of our trainings and are interested in enrolling in distance learning, it's easy! Enjoy the many benefits of online learning through our Progress e-Academy.
It's an LMS - *Learning Management System* - which is a platform for creating, publishing and managing online training. You'll find e-learning modules as well as *blended learning* training programs. The online content was 100% designed by Progress.

Benefits:

+ Access your trainings 24/7.
+ Save time
+ Have fun
+ Gamification
+ Stats
+ Quizzes
+ Exercises
+ Short informative videos
+ Summary factsheets
+ Personal questionnaires

Blended learning courses:

+ Assertiveness and DESC
+ Motivation and drive theory
+ Positive feedback
+ Persuading your managers
+ The role of the manager
+ MBTI® – Myers-Briggs Type Indicator®
+ Leadership and communication
+ Change Management
+ The comfort zone
+ Areas of influence
+ The Colors model
+ Avoiding productivity drains
+ Priority management
+ Time management
+ The manager's toolkit
+ The sales exec's toolkit
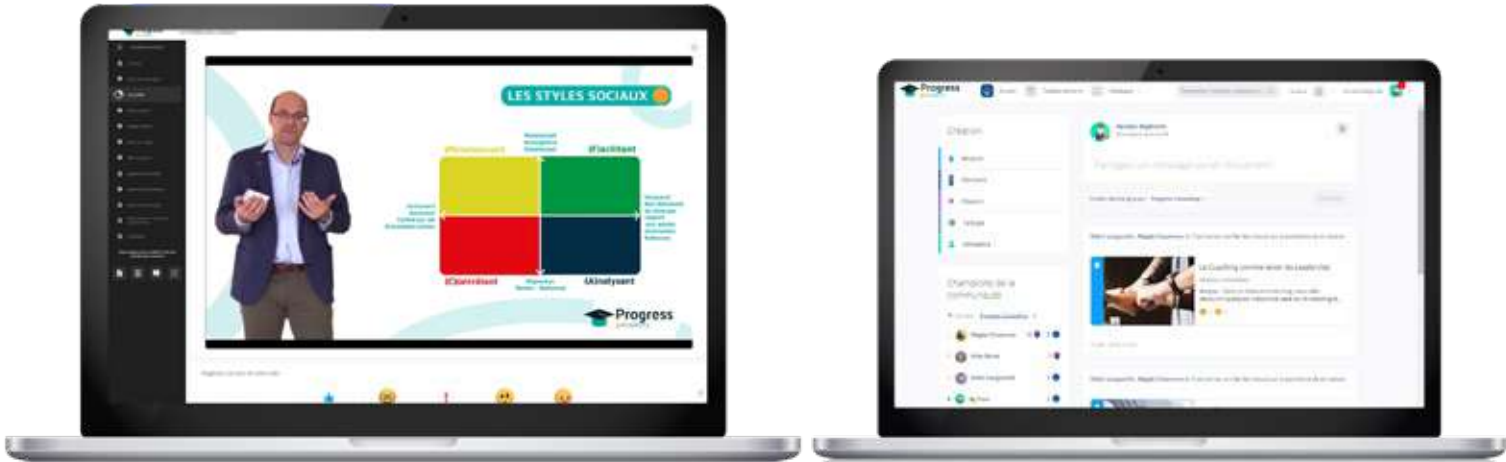
Broaden your knowledge with instant access to tools and sources of inspiration!

Library
by Progress Academy

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Presentation

If you have taken a class with one of our trainers and want to delve deeper into a particular theme, you can request access to the online Progress Library. You'll find a variety of resources: articles, videos, guides, and books, all selected by our trainers and content experts. A wellspring of inspiration that will allow you to maintain your momentum beyond your training experience.

Cadre Benefits:

+ Organized by theme or popularity.
+ Intuitive browsing
+ Search by topic, trainer, or course length
+ User reviews and ratings

9 content categories

+ Management
+ Interpersonal
+ Coaching
+ Negotiation
+ Smart Cultural Transformation
+ Self Management
+ Creativity
+ Sales
+ Fun

Management & Leadership

1. **The manager's toolkit**

2. **Acing your transition into management**

3. **Lead better with DiSC® / Insights / PCM...**

4. **Delegating**

5. **Giving and receiving constructive feedback**

6. **Conducting performance / career development evaluations**

7. **Managing across generations**

8. **Intercultural management**

9. **Coaching tools for leaders**

10. **Energizing and motivating a team**

11. **Strategy and differentiation: how to boost your company's competitiveness**

Progress Consulting

Key factors and must-have tools for management.

The manager's toolkit*

Presentation

As the manager of a team, you'll want to boost your leadership skills, which is not something to be taken lightly. In this training, you'll learn the best ways to approach your role, how to flourish as a manager, and how to help your team grow along with you. Master essential management skills and take charge of your team and your career! In this training, Progress Consulting will help you become a motivational leader.

*Available as "Best practices for remote management"

Training objectives

- ✓ What is the manager's role? What are the duties and key skills of a manager?
- ✓ What's the difference between a manager and a leader?
- ✓ Learn how to manage and motivate a team.
- ✓ Learn how to tackle management tasks efficiently: motivating employees, goal-setting, monitoring work, providing feedback, and more.
- ✓ Learn how to gain the confidence you need to discipline an employee.
- ✓ Learn how to approach delicate situations, like managing a challenging team or personality conflicts among team members

Training designed for

- ✚ Anyone managing a team.

Teaching approach

- ✚ Oral presentation on team project, role plays, individual online questionnaires, and more.
- ✚ A practical approach: The trainer provides concrete solutions to participants that can be applied as soon as they get back to work.

Length

- ✚ 4 days

Training content

- ✚ My leadership style.
- ✚ The manager's role and key responsibilities.
- ✚ Establishing your authority.
- ✚ Avoiding pitfalls and becoming a motivational leader.
- ✚ Being a coach and change agent to energize, motivate and mobilize your teams.
- ✚ Principles of group dynamics.
- ✚ Managing difficult behaviors.
- ✚ Tips and tricks for leading your team through change.
- ✚ Theory: Different management styles.
- ✚ Role plays: monitoring and giving feedback, reprimanding and congratulating, evaluating performance.
- ✚ Personal action plan.

Offered in e-learning format

Taking charge of a new team

Acing your transition into management

"

Presentation

Congratulations! A new job, new responsibilities, a new team... Your management and your colleagues have high expectations for you. How do you introduce yourself to a new team? Your first 100 days are critical to your future success. Make the most of this time to instill trust, establish your credibility, and create a new dynamic. You have to act fast because it will be harder to make changes down the line... If this sounds like your current situation, then this training is for you!

Training objectives

✔ This training covers the fundamentals of management and how to manage a team through proven methods and a functional tool kit. Two days of essential training on how to step into your new role quickly and confidently. Intended for new managers who will be introducing themselves to their new team and colleagues.

Training designed for

+ Operational personnel, including team leaders and managers starting in a new position or with a new team

Teaching approach

+ Exploring the model and process for the "first 100 days"
+ Creating your personal "Managerial Plan"

Length

+ 2 days

Training content

+ The manager's role in 5 points
+ Introduction to the law of reciprocity for the manager
+ Learn the key behaviors you need to adopt to be a good manager.
+ Role plays: Managing difficult behaviors and different personality types.
+ Maslow's pyramid: From survival to self-actualization within a company.
+ Social styles according to William Marston (DiSC®)
+ Reach the goal: Take charge in 100 days.
+ The manager's calendar.
+ Individual vs. collective balance, formal vs. informal.
+ Implementing a personal action plan.

Explore and apply the personality and social style models that are most widely used in the world.

Lead better with DiSC® / Insights / PCM...

Presentation

Interested in getting to know yourself and others better in order to improve communication? In this one-day training, learn how the **DISC®** and **True Colors** models can be useful every day. This training is offered by trainers certified in the following models: **Everything DiSC®**, **Insights Discovery®**, **MBTI®**, **Process Communication Model® (PCM)**, **Lumina Spark, Enneagram, and more.**

Training objectives

- ✔ Become familiar with and understand the specified model.
- ✔ Perform an analysis of your personality type.
- ✔ Improve understanding of your communication strengths and areas of improvement.
- ✔ Identify the personality type of colleagues and employees.
- ✔ Adapt to the types of others when communicating.
- ✔ Boost your leadership skills.

Training designed for

- ✚ Operational personnel, including team leaders and managers starting in a new position or with a new team

Teaching approach

- ✚ Explanation of the model and understanding of the different personality types.
- ✚ We perform a needs analysis for you and suggest the most appropriate model, or we work with the model already used by your organization.
- ✚ In advance of the training, participants

will receive the questionnaire of their preferred model by email. They will then receive the report containing the results of the questionnaire. The trainer will provide further explanation of the report during the training.
- ✚ The training will be fun and interactive. 30% theoretical concepts, 70% practical application.

Length

- ✚ 1 day

Training content

- ✚ Understanding the model and the report.
- ✚ Identifying other people's personality types based on their verbal and non-verbal behavior.
- ✚ Learning which behaviors to adopt and which to avoid for each personality type.
- ✚ Learning how to concretely get better at leading your team.
- ✚ Implementing a personal action plan.

Offered in e-learning format

Guidelines for assigning tasks to employees, empowering them, and saving time.

"

Delegating

Presentation

Effectively delegating saves you time, but it also empowers employees, fosters their professional growth, strengthens their skills, and offers a them a path towards independence.
This training will help you implement solid, effective delegation techniques and create conditions that foster the empowerment of your employees.

Training objectives

- ✔ Learn how to delegate and improve your delegation practices.
- ✔ Learn what kinds of tasks you can delegat
- ✔ Organize and planning activities so you can focus on high-priority work.
- ✔ Learn how to empower an employee.
- ✔ Learn how to appropriately monitor and make adjustments to work performed by employees.
- ✔ Why you should delegate authority to an employee. Why you should delegate tasks.

Training designed for

- + Operational personnel, including team leaders.

Teaching approach

- + Conceptual inputs.
- + Exercises to explore the different stages of the approach.
- + Practical exercises, case studies.
- + Preparation and simulation of a delegation situation.

Length

- + 1 day of individual coaching.

Training content

- + What is delegating and how do you do it effectively?
- + Why delegate?
- + How to delegate and distribute tasks to ensure a win-win situation.
- + Why is it hard to delegate? Why are we afraid to delegate?
- + What's the connection between delegation and leadership?
- + What are the advantages of delegating?
- + What are the reasons for delegating?
- + What kinds of tasks can you delegate?
- + Clearly define the responsibilities, roles and authority of employees.
- + Give constructive feedback.
- + Implement a personal action plan.

Offered in e-learning format

Master the keys to motivating and improving the performance of your team.

Give and receiving constructive feedback.

"

Presentation

In the workplace, feedback is essential for self-assessment and understanding where you stand in relation to others, as well as for professional growth in the company. Nonetheless, it can be negatively perceived, or even taken as criticism, when it can actually be a positive, motivating factor. How do you prepare constructive feedback? How do you make the most of feedback received?

Training objectives

- ✓ Give negative feedback in an assertive way while respecting the feelings of others.
- ✓ Learn how to give positive feedback.
- ✓ Understand different communication styles.
- ✓ Learn how to request feedback from management, project managers, and colleagues and how to make the most of it.

Training designed for

Anyone interested in:
- + understanding the mechanisms of feedback
- + understanding the role of feedback in communication
- + learning to give and receive feedback that will serve as a motivational tool.

Teaching approach

- + Training presented through fun, participative and interactive activities.
- + This training focuses on practical applications, primarily through simulation exercises that include specific tasks and role plays.

Length

- + 1 day

Training content

- + The differences among various types of feedback.
- + Introduction to the fundamentals of assertiveness.
- + The DESC method for giving positive and corrective feedback.
- + Role plays: Giving feedback based on social style.
- + Fundamentals of active listening.
- + A tool for effectively receiving feedback.
- + Implementing a personal action plan.

Offered in e-learning format

How do you perform an evaluation in a constructive way and ensure it has an impact on the employee's performance?

"

Conducting performance / career development evaluations

Presentation

Performing the annual performance review is a challenging task. You have to choose the right indicators to paint an accurate picture of what was done, to set ambitious, yet motivating goals, and to present the information in a way that favors dialogue.

Training objectives

✓ This training teaches you to turn a performance evaluation into a powerful tool for managing employees and getting them involved.

Training designed for

+ Operational personnel, including team leaders.

Teaching approach

+ Alternating between theory, demonstration performance, and practical application through numerous individual or group exercises.
+ Exercises, case studies, and case-oriented activities throughout this training.

Length

+ 1 day

Training content

+ What are the evaluation tools and methods needed for a performance review?
+ Discussion of participants' evaluation techniques (standards, indicators, etc.).
+ Evaluation tools to facilitate the performance review.
+ Understanding the management benefit of goal-setting.
+ Rules for devising and setting goals (SMART model, accountability, etc.).
+ How do you successfully prepare for a performance review?
+ How to successfully conduct a performance review.
+ Implementing a personal action plan.

What's the best way to manage Gen Y and Z employees in your team?

Managing across generations

„

Presentation

The huge influx of employees born after 1980 is disrupting codes of conduct and finding organi-zations and managers unprepared. Entitled, raised like royalty, it's no surprise that they question everything (management structure, values system, hours and schedules, work priorities) and work differently (multitaskers, allergic to rules).
Gen Y is already here, Gen Z is flooding the workplace and replacing the Boomers who are retiring. These young people have many qualities and now is the time to get to know them and take action.

Training objectives

- ✔ Identify Gen Y and Z characteristics.
- ✔ Learn how to manage the new generations / millennials.
- ✔ Learn how to foster collaboration and connection across generations.
- ✔ Learn how to facilitate knowledge transfer and avoid intergenerational conflicts.
- ✔ Explore the conditions for success (recruiting, integration, motivation, cohabitation).

Training designed for

- + Operational personnel, including team leaders team leaders

Teaching approach

- + Sharing of experiences and real-world examples provided by participants.
- + Learning games about generational stereotypes.
- + Self-assessment and map of participants' teams.
- + Case studies and role plays.

Length

- + 1 day

Training content

- + Primary characteristics of the new generations.
- + How can you transfer tacit/explicit knowledge to the new generations?
- + What motivates the different generations?
- + What is an intergenerational conflict?
- + Which talent and skills management approaches should you take for each generation?
- + Techniques for fostering collaboration and connection across generations.
- + Techniques for motivating a mixed group.
- + Implementing a personal action plan.

Communicate effectively with people from different cultures.

"

Intercultural management

Presentation

Transform cultural differences into assets! With this training, you'll learn about adapting your verbal/non-verbal communication to the cultures of the people you interact with.

Training objectives

- ✓ Understand the advantages and challenges of working in a multicultural environment.
- ✓ Increase your cultural dexterity by understanding the areas where cultures differ.
- ✓ Communicate better in meetings, in writing, during informal encounters, and when giving feedback.

Training designed for

- ✚ People who work in an international organization.
- ✚ People who work with international customers.
- ✚ Anyone working in a multicultural environment.

Teaching approach

- ✚ Case studies, videos, and more.
- ✚ Before the training, personal questionnaire and assessment to identify which cultures should be studied in-depth during the training.

Length

- ✚ 1 to 3 days

Training content

- ✚ Images, stereotypes and perceptions among cultures.
- ✚ The pros and cons of intercultural communication.
- ✚ Identifying similarities and differences among cultures.
- ✚ The 8 Dimensions of Erin Meyer's Culture Map.
- ✚ Nonverbal communication: differences and focus areas.
- ✚ Giving feedback while taking culture into account.
- ✚ Making decisions as a multicultural group.
- ✚ The relationship to time and planning in a multicultural environment.
- ✚ Presenting a report to a multicultural audience.
- ✚ Identifying pitfalls.

Coaching tools for leaders

Boost the potential of your teams.

"

Presentation

In an ever-changing professional environment, one of the main challenges for executives, managers and team leaders is to be able to support an organization through constant change, in order to boost potential and improve individual and group performance.
Investing in the mental capital of each team member means creating powerful, lasting motivators for behavioral change. This training will help you strengthen your position as a leader and coach.

Training objectives

- ✅ Help your employees understand the causes of problems.
- ✅ Elicit a solution that could be more relevant because they came up with it themselves.
- ✅ Try to prevent an issue from recurring in the future while increasing employee autonomy.

Training designed for

- ✚ Operational personnel, including team leaders and managers.

Teaching approach

- ✚ Information provided is immediately followed by simulations allowing participants to conduct coaching sessions.
- ✚ Repeated opportunities for self-assessment, exchanges, and group analysis.
- ✚ The ICF-certified trainer/coach will perform demonstrations.

Length

- ✚ 2 to 3 days

Training content

- ✚ Contractual arrangements and ethical guidelines
- ✚ Active listening and connecting
- ✚ Powerful questions
- ✚ Communication and feedback
- ✚ Setting and planning goals
- ✚ Co-creating ongoing learning opportunities

We will choose from among a selection of powerful coaching tools inspired by methods, such as:

- ✚ NLP
- ✚ Neurocognitivism
- ✚ Process Communication Model®
- ✚ Transactional analysis
- ✚ Appreciative Inquiry
- ✚ Mindfulness

Mentoring and motivating a team around a common goal.

Energize and motivate a team

"

Presentation

How can you motivate your team by means other than salary? How do you mentor a group and transform it into a team united by a shared vision? This training will give you what you need to boost the performance of your team.

Training objectives

- ✓ learn how to go from group to team.
- ✓ Learn how to adapt your leadership style to different personalities on your team.
- ✓ Learn how to formalize team objectives.
- ✓ Learn how to communicate guidelines and make clear presentations.
- ✓ Learn how to find out what motivates your team.
- ✓ Learn how to foster accountability among employees through delegation.
- ✓ Understand how to manage challenging behavior.

Training designed for

- ✛ Operational personnel, including team leaders.

Teaching approach

- ✛ Case study: The growth of a team and the role of its leader in achieving this growth.
- ✛ Role plays: Delegating responsibility to employees.

Length

- ✛ 2 to 3 days

Training content

- ✛ The 5 stages of team building.
- ✛ Factors contributing to team cohesion.
- ✛ Group dynamics: energizing a group.
- ✛ The four pillars of autonomy.
- ✛ Adapting your leadership style.
- ✛ Asserting your authority in a difficult situation.
- ✛ From autonomy to accountability.
- ✛ Delegating: A useful tool, but not with everyone.
- ✛ Monitoring employee work: guidelines and approaches.

Offered in e-learning format

Creating a truly collective project is an opportunity for external differentiation and internal cohesion.

"

Strategic management

Presentation

How do you put together a collective project? What are the priority targets? In what way does it differentiate the company? How do you turn it into an opportunity to foster internal cohesion and discipline? How do you implement it? How do you finance it? How do you monitor its implementation and success?

Training objectives

Learn to create and implement a strategic roadmap by responding to 6 key questions:
- ✓ Where are we right now, what are the key characteristics of our sector of activity, and what does the competition look like?
- ✓ What is/should be/will be our coverage of the strategic segments of our sector?
- ✓ Learn how we create a lasting competitive advantage in the segments we chose to cover.
- ✓ Learn how to structure and organize ourselves to implement the chosen strategy.
- ✓ How are we doing today?
- ✓ How do we get from who we are to who we want to be?

Training designed for

- + Senior management in companies of any size
- + Business Unit and Operations directors
- + People in support functions who want a better understanding of the strategic side of business

Teaching approach

- + Case studies and readings, analyses of external cases and of select cases suggested by participants.

Length

- + 4 afternoons, two weeks apart

Training content

- + Where are we right now?
- + The value chain, strategic segmentation, Porter's forces, key success factors.
- + Choosing a segmentation strategy.
- + Synergies among segments, force field analysis, coverage priorities.
- + Building a competitive advantage.
- + Sources of differentiation, their degree of durability, corporate culture, identity and difference.
- + Structuring for implementation.
- + Strategic finances, strategy and organization, culture and culture change.
- + How are we doing today?
- + Intensity of the change, *readiness to change*.
- + How do you change?
- + The Progress Consulting frame of reference for change management.

Talent management

1. **Developing a talent acquisition strategy**
2. **Evaluating performance**
3. **Managing professional growth**
4. **Implementing a Diversity and Inclusion policy**
5. **Fostering employee retention**

Progress
Consulting

Everything you need to know: from seeking talent to integrating new personnel into your organization.

Developing a talent acquisition strategy

Presentation

How do you implement a talent acquisition strategy that will positively impact the effectiveness and quality of your new hires? How do you attract the best candidates? What are the essential selection techniques? How do you optimize the candidate experience through to hire?

Training objectives

- ✔ Identify the questions you need to ask when developing a strategy or a staffing plan.
- ✔ Learn who the stakeholders are and how to get them involved in the process.
- ✔ What procedures and tools help optimize the different stages?
- ✔ What techniques should be used to guarantee making the quality choice?
- ✔ Learn how to ensure that the candidate experience is a positive one. Learn how to prolong this experience after hire?
- ✔ Learn how to increase your company's visibility and make it appealing to the kind of candidates you're targeting.

Training designed for

- ✚ HR managers, HR Business Partners, HR assistants, HR consultants.

Teaching approach

- ✚ Presentations
- ✚ Case studies
- ✚ Practical exercises
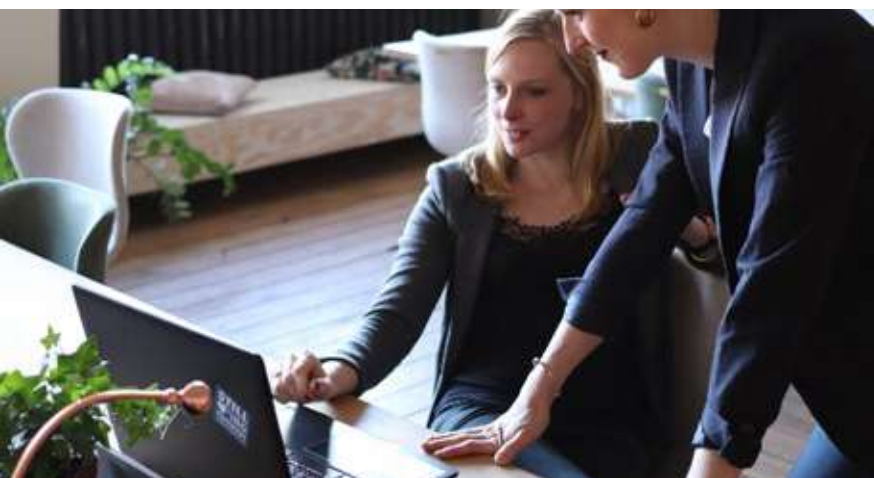
Length

- ✚ 2 days

Training content

- ✚ Employer Branding and Employer Value Proposition
- ✚ Writing a job posting
- ✚ The different sourcing solutions and their cost
- ✚ Co-opting
- ✚ The recruiting process
- ✚ Tools and software for candidate processing and follow-up
- ✚ Different types of interviews
- ✚ Skills assessment
- ✚ Checking references
- ✚ The onboarding process

Evaluating performance

Guidelines for effective performance management.

"

Presentation

Effective performance management within organizations using evaluation systems
Through this training, we augment the skills and expertise of HR professionals in the areas of designing and implementing evaluation systems.

Training objectives

- ✅ Develop a clear vision and global strategy around evaluation systems.
- ✅ Understand the role of HR in the context of evaluation system integration.
- ✅ Learn how to manage the implementation of an evaluation system.
- ✅ Understand how to link the evaluation system to the other HR processes (skills development, salary progression, competency dictionary, etc.).
- ✅ Communicate about the evaluation system.
- ✅ Provide support to managers.

Training designed for

- ✚ HR managers, HR Business Partners, HR assistants, HR consultants.

Teaching approach

- ✚ Presentations
- ✚ Case studies
- ✚ Practical exercises
- ✚ Quizzes

Length

- ✚ 2 days

Training content

- ✚ Why have an evaluation system? How do you make it work for you?
- ✚ Different types of evaluation systems: methods, characteristics, content (different kinds of interviews, etc.).
- ✚ The role of the HR manager in the context of the evaluation system.
- ✚ The phases of evaluation system implementation.
- ✚ The evaluation system and other HR processes.
- ✚ Communication about the evaluation system: What is it? Who is it for? How often is it used? How is it used?
- ✚ HR support to managers: What does it entail? How often?

Maximize
your employees' potential.

Managing professional growth

"

Presentation

Managing the learning and skills development of employees (by various means, including training, intervision, coaching, workshops, etc.) requires internal procedures and reference documents, as well as practical experience and expertise.
In this training, we enhance the skills and expertise of capacity building project managers and help them become true partners to their internal clients.

Training objectives

- ✓ Develop the skills of HR teams in the management of various types of training and support (coaching, intervisions, etc).
- ✓ Apply ad hoc management tools and techniques in the field.
- ✓ Learn how to implement the defined management process in the field.

Training designed for

+ HR managers, HR Business Partners, HR assistants, HR consultants.

Teaching approach

+ Methods and tip sheets that can be applied as soon as you get back to work.
+ Common cases enabling you to integrate the process and create a skills development plan.

Length

+ 2 days

Training content

+ The internal customer's request and objectives.
+ Different types of skills and knowledge.
+ The type of support (training, coaching, workshop, etc.).
+ Focus on the training:
  - The process
  - The guidelines
  - The brief
+ The specifics of coaching, intervision, co-development.
+ The specifics of online skills development.

Note: Shorter, targeted training on specific topics can be arranged.

Implementing a Diversity and Inclusion policy

Explore all the characteristics of a diversity and inclusion policy.

"

Presentation

Every organization needs to take into account its employees' different identities, approaches, cultures, and attitudes towards work. How do you put in place a policy that fosters diversity and inclusion? What is the connection between diversity and inclusion? How do you put together such a policy in today's workplace?

Training objectives

- ✔ Come up with a shared definition.
- ✔ Learn how to address diversity and inclusion at every level of the company.
- ✔ Learn how to handle the different biases and stereotypes.
- ✔ Learn how to put in place a wellbeing – performance – motivation model.
- ✔ Understand how to participate in the development of inclusion models and HR strategy integrating diversity management.
- ✔ Implementing the Diversity and Inclusion policy within the organization.

Training designed for

- ✚ HR managers, HR Business Partners, HR assistants, HR consultants.

Teaching approach

- ✚ A self-assessment questionnaire to identify where you are and how to define your priorities.
- ✚ Case-oriented activities, simulations, role plays throughout the training to facilitate the transition.

Length

- ✚ 1/2 to 3 days, depending on topics covered

Training content

- ✚ Identity in the workplace.
- ✚ Intercultural management.
- ✚ Creating a policy that is appropriate for your organization.
- ✚ The methodology / process of information collection.
- ✚ Adopting concrete inclusion measures.

Strategies for keeping employees committed and motivated over the long term.

Fostering employee retention

"

Presentation

What does the term "retention" bring to mind? How do you implement a policy that fosters retention in an organization? How do you promote employee retention, which is an essential factor in retaining promising talent? Adopting a strategy to retain employees is crucial for companies today.

Training objectives

- ✅ Understand what questions you need to ask in order to define a retention policy and create an appropriate strategy.
- ✅ Learn how to ensure that retention efforts continue beyond the recruiting process.
- ✅ Learn how to keep employees involved and engaged in their assignments and roles.
- ✅ Identify what processes and tools can be used to promote retention.
- ✅ Identify what the essential steps are for supporting retention.
- ✅ Understand the link between employer branding and retention.

Training designed for

- ✚ HR managers, HR Business Partners, HR assistants, HR consultants.

Teaching approach

- ✚ Presentations
- ✚ Case studies
- ✚ Practical exercises

Length

- ✚ 2 days

Training content

- ✚ The steps for defining a retention policy.
- ✚ What comes after the hire?
- ✚ The link between retention and employer branding.
- ✚ Involvement and commitment.
- ✚ Tools and techniques for promoting retention.

Note: Shorter, targeted training on specific topics can be arranged.

Change management

1. **Fundamentals of Lean Management**
2. **Project management**
3. **Change management**
4. **Adopting Visual Management**
5. **Business & change: the BOOST program**

Progress
Consulting

If you want something you've never had, you must be willing to do something you've never done.

Anonymous

Fundamentals of Lean Management

"

Presentation

In today's complex and constantly changing world, advantages and opportunities often have a short life span. In this context, a structure and operations that are high-performing, flexible and sustainable are essential to the survival of an organization. However, with an ever-increasing variety of management models and methods, it is sometimes difficult to know where to start. The one thing they agree on is the need to perform superior work in ideal conditions, while expending a minimum of time, resources and energy. In other words, being *lean*. Lean Management is about achieving these goals by focusing on activities that create value, while eliminating those that do not.

Training objectives

- ✔ Fully understand the stages of Lean Transformation.
- ✔ Learn how to support teams throughout the change. Learn how to solve problems the right way.
- ✔ Define the right objectives and indicators.
- ✔ Learn how to identify waste and do what it takes to reduce it.

Training designed for

- ✚ This method applies to organizations of any size, to all sectors (industry as well as services) and all processes (production, R&D, administrative, etc.).
- ✚ For anyone who wants to learn about continuous process improvement and Lean Management (quality managers, local managers, project managers, HR managers, production and supply chain managers, etc.).

Teaching approach

Lively, fun approach: videos, games and exercises in breakout groups, case studies, individual projects, and more.

Length

✚ 2 to 3 days

Training content

- ✚ Why Lean Management?
- ✚ The differences between Lean, Six Sigma, Agile, Kaizen, etc.
- ✚ The 3 Lean goals: Waste, Quality, Flexibility.
- ✚ The 6 Lean principles: Customer, People, Process, Performance, Organization, Behaviors.
- ✚ Process Checklist.
- ✚ *Value Stream Map to highlight what to attack first*.
- ✚ Visual Management.
- ✚ Communication Calendar.
- ✚ *5S principles*.
- ✚ DMAIC Problem Solving Methodology.
- ✚ The Ishikawa diagram.

Find out more

Find out more

Project management

How to promote activities that create value for your organization.

"

Presentation

Do you manage one or more projects? Would you like to apply proven techniques to structure your approach and increase efficiency? Do you dream of mastering the fundamentals of dynamic, agile and adaptive project management? Do you want to control operational risks and also also bring together your team around a clearly defined and ambitious project?

Our team of project management experts will guide you step by step through training centered on practice, concrete tools and collaboration.

Training objectives

- ✓ Define a common terminology.
- ✓ Understand the different types of projects for different objectives.
- ✓ Understand the benefits of a holistic approach that combines quality of solution and team ownership.

Training designed for

- + Project managers and team leaders.

Teaching approach

- + Case studies and concrete examples, practical exercises: creating a RACI matrix, drafting a Project Team Organizational Chart.

Length

- + 2 days

Training content

- + What does project management entail?
- + Understanding how to organize a project and the main project management concepts.
- + Introducing the various project methodologies, their strengths and weaknesses.
- + Defining SMART goals.
- + Draft the different stages of a project (macro-structure).
- + Project task and timeline tools: PERT, Gantt.
- + Exploring the RACI tool: Who's doing what?
- + Techniques for running efficient meetings (stand-up meetings).
- + Implementing a personal action plan.

Providing support and succeeding at change management: Principles of Change Management.

Change management

Presentation

As a manager, daily change is a given. This is a normal phenomenon in the life of a company and when it's going through transformation. Depending on the cause, the timing and your own personality, managing change may be more or less challenging for you. The goal of this training is to provide you with a toolkit comprising of the best change management techniques to help you successfully manage the transformation process.

Training objectives

- ✓ Evaluate the scope, depth, durability and gains of a project or change strategy.
- ✓ Learn how to facilitate a project.
- ✓ Demonstrate exceptional personal commitment to achieving change objectives.
- ✓ Learn how to manage resistance to change.

Training designed for

- ✚ Project managers in the position of getting others to accept change.
- ✚ Managers in charge of an organizational change project.

Teaching approach

- ✚ Sharing experiences and exchanges around participant experiences.
- ✚ Case studies and practical exercises in managing the human element of change.
- ✚ Small-group work and/or simulations around practical topics.

Length

- ✚ 1 to 3 days + on-site support

Training content

- ✚ Understanding individual behaviors in the face of change.
- ✚ Change in the context of key concepts (areas of influence, change management cycle, etc.)
- ✚ The different types of change.
- ✚ The ADKAR® tool.
- ✚ Mapping out the issues and analyzing impact.
- ✚ Managing emotional and rational resistance.
- ✚ Monitoring the completion of tasks and objectives by employees.
- ✚ Identifying indicators for tracking progress.
- ✚ Communicating about change.
- ✚ The communication plan.
- ✚ Implementing a personal action plan.

Offered in e-learning format

Boost team performance through a graphical display of their achievements.

"

Using Visual Management

Presentation

Visual management facilitates performance by displaying achievements in graphical form, thus keeping employees in sync and organized around shared goals. Visual management, a Lean Management tool, is also an effective continuous improvement approach for teams that lack indicators or reliable, relevant monitoring. This couse will give you the tools you need to start using visual management tailored to your goals (safety, quality, cost, etc.).

Training objectives

- ✔ Understand the importance of a Visual Management approach.
- ✔ Choose the right tools based on what you want them to accomplish.
- ✔ Fully understand facilitation methods to engage employees during briefings and create a genuinely supportive, participatory dynamic.

Training designed for

- **+** Supervisors, shop managers, engineers, and more.

Teaching approach

- **+** Implementing a visual management plan for a specific problem area. On-site implementation guidance and support (min. 1 day per project) is necessary.

Length

- **+** 2 to 3 days

Training content

- **+** What is Visual Management? Differences with other existing practices (Kaizen, 5S, etc.).
- **+** The 10 Golden Rules of visual management.
- **+** Fundamentals of visual communication: appeal, legibility, clarity, etc.).
- **+** Choosing and defining indicators, types of displays, etc.
- **+** Techniques for facilitating and directing team meetings.
- **+** The SQCDP (Safety Quality Cost Delivery People) toolkit.
- **+** Fundamentals of change management and human dynamics.
- **+** What next? How to launch, grow and manage the project.

Developing a positive attitude towards change and a better understanding of it: economic and strategic issues related to change, as well as employees' relationship with change.

Business & change: the BOOST program

"

Presentation

The world is changing, and the changes come faster every day. An organization's ability to handle change ensures its survival. In this context, the attitudes and abilities of middle management play a crucial role, but that is rarely enough. A committed and effective middle manager with a team that is "resistant to change" can easily become discouraged and have trouble supporting the organization's projects. The goal of the BOOST Program (formerly "business and change") is to foster a positive attitude towards change among "operational" personnel (laborers, employees, etc.). This is achieved by helping them better understand the economic and strategic issues related to change, as well as their own relationship with change.

There is also a second module of the BOOST program

Training objectives

- ✅ Understand the organization's mission and values, and be able to map out the necessary steps at their level to accomplish them.
- ✅ Become equipped to give feedback and to apply relevant information to a collaborative effort to find ways to facilitate change.
- ✅ Learn how to restore meaning to their work through real (internal and external) customer focus and tools such as empathic interviews, the customer-experience journey.
- ✅ Understand, in your area of influence, your own relationship with change so you can adopt a proactive attitude in order to accomplish the goals.
- ✅ By the end of this program, you will have concrete action plans that will make it easier for all involved to implement changes in the organization.

Training designed for

- ✚ Operational personnel accompanied by their management.

Length

- ✚ 4 days
(Contact us for the complete program)

Teaching approach

- ✚ Practical and directly applicable
- ✚ Participatory, exercises, fun
- ✚ Trainers with hands-on experience
- ✚ Tailored to your specific areas of interest

Training content

- ✚ Customized to meet your needs
- ✚ A unique opportunity to start a constructive dialogue among management, senior leadership and operational personnel.
- ✚ An exhilarating program that places employees at the heart of the approach and gives them recognition.
- ✚ An opportunity to learn about yourself, which participants do not usually get in training programs.
- ✚ An appealing training support scheme
- ✚ A real impact on the climate and culture of your organization.

Sales & Negotiation

1. **Building a network and identifying opportunities**

2. **Face-to-face sales**

3. **Phone sales**

4. **Painless prospecting**

5. **Persuasion & influence**

6. **Negotiation skills**

7. **Building customer loyalty Account Management**

Progress
Consulting

Getting to your first sales.

Building a network and identifying opportunities

"

Presentation

Many specialized employees accustomed to approaching customer relations with a "product" mindset are discovering that, today, they need to be more proactive, identifying new opportunities, or even attracting new customers to their organization. In-house counsel, attorneys, engineers, technicians, etc. Each has a commercial role and can (or should?) do their part to contribute to the business. Although it's important, doing this requires employees to step out of their comfort zone and revisit established work habits. Furthermore, this extra responsibility can lead to frustration and can cause stress and tensions. This is very common in times of change.

Training objectives

✓ This sales training for non-sales employees provides the motivation they need to get started and the tools they need to get results.

Training designed for

+ Young people, sales personnel, specialized employees

Teaching approach

+ Before the training, participants are asked to create or update their LinkedIn profile in order to get personalized feedback.
+ Tools for defining your networking strategy.
+ Workshops and breakout group discussions.

Length

+ 1 to 2 days

Training content

+ Exploring your limiting beliefs about sales and turning them into empowering beliefs.
+ Developing a positive attitude.
+ Stepping out of your comfort zone and learning to see commercial growth as collective and personal progress.
+ Taking action in your circle of influence.
+ Cultivating existing accounts.
+ Networking: contraints - drivers
+ Making your own luck!
+ Your different networks: customers, contacts, partners.
+ How to turn customers into a network.
+ The elevator pitch: Explain what your company does any time, anywhere.

Face-to-face sales

Prepping in advance, establishing contact, listening, and closing a sale.

"

Presentation

Learn the steps of the sales process and the best techniques for closing a sale. Every customer that comes along is already a win for you! Then you need to get them interested, take care of their needs, and stay in touch. This training shows you how to create this connection and teaches you how to effectively close the sale. Feel free to bring examples of real situations you've experienced, and we'll help you adopt the skills necessary for closing face-to-face sales.

Training objectives

- ✔ Learn some simple tips and techniques for getting your prospect to open up.
- ✔ Learn how to identify what your prospects are looking for.
- ✔ Learn how to offer them a tailored solution through a targeted sales pitch.
- ✔ Learn how to avoid questions about cost.
- ✔ Learn how to close a sale productively.

Training designed for

- + Anyone interested.
- + Operational personnel, including team leaders and managers.

Teaching approach

- + Theory, simulations, and practical application through numerous individual and group exercises. Exercises, role plays, and real-world cases throughout the training.

Length

- + 1 to 2 days

Training content

- + Remove sales obstacles.
- + A simple, effective approach: APEROS
- + A: Develop a winning Attitude.
- + P: Pose the right questions.
- + E: Open your Ears, listen actively and respond appropriately.
- + R: Reformulate customer needs in a convincing sales pitch.
- + O: Objections to overcome before you can close.
- + A closer look at overcoming objections to cost.
- + S: Stay on it: follow up to get to the sale.

Offered in e-learning format

How to get past barriers, get appointments and "get to yes."

Phone sales*

"

Presentation

Selling over the phone. Winning over a customer on the phone. Pitching effectively by phone. The most efficient ways to reach a prospect or customer quickly are by phone or video conference. However, using these methods to close a sale requires expertise in a number of specific techniques: an ability to win prospects over quickly and successfully overcome their key objections.

Available as "Remote selling."

Training objectives

✔ Through practical exercises involving high participant interaction, this operational training provides the keys for increasing your sales effectiveness by phone.

Training designed for

✚ anyone required to sell or to persuade prospects and customers over the phone.

Teaching approach

✚ Theory and practice.
✚ Group sessions guided by the trainer.
✚ Simulations based on participants' real-world needs: role play phone calls, analysis of the exchanges.
✚ Drafting guidelines for conversations and responding to objections.

Length

✚ ½ to 1 day
✚ Includes phone sessions with feedback.

Training content

✚ Presentation of fundamentals of effective communication.
✚ Tips and tricks for preparing in advance.
✚ Exercise: Overcome obstacles and hesitation.
✚ Presentation and structuring of the major steps of telephone sales.
✚ Ace your opening sales pitch.
✚ The SNCD method: Support, Need, Conclusion, Data.
✚ Workshop: How do you overcome objections? Especially those related to costs.
✚ Introduction to the principles of persuasion and influence.
✚ Exercise: Assertively steering a prospect to the close.
✚ Implementing a personal action plan.

Better prospecting for more sales.

Effortless prospecting

"

Presentation

What are the different kinds of prospecting? What are the most effective tools for sales prospecting? This training offers participants key fundamentals, lines of reasoning, and tools they can use right away to optimize their prospecting activities and increase their chances of getting to the close.

Training objectives

- ✓ Through highly interactive exercises, this operational training provides the keys to improving your effectiveness in phone sales.

Training designed for

- + Anyone whose duties include prospecting.

Teaching approach

- + Exercises based on participants' real-world examples, self-assessments, simulated exchanges, training in how to schedule meetings, and recorded role plays.
- + Creating a prospecting plan.

Length

- + 2 days

Training content

- + Presentation of the fundamentals of prospecting.
- + Exercise: Making assumptions.
- + Workshop: Preparing a pitch.
- + Overview of available prospecting tools for different targets.
- + Creating your prospecting plan using different channels and mediums.
- + How to organize your prospecting time.
- + Scheduling prospect meetings more effectively.
- + Knowing how to communicate in networking situations.
- + Using social media and social selling for prospecting.
- + Acing a prospect meeting by video conference.
- + The first 20 words and gestures in an initial prospect meeting.
- + Implementing a personal action plan.

Persuasion and influence

Drawing on neuroscience to increase sales effectiveness.

"

Presentation

Our brains, which are lazy by nature, tend to respond to stimuli in a partially predictable way and to use mental shortcuts. What if a better understanding of this tendency allowed us to optimize our powers of persuasion, while still respecting sales ethics and integrity? What is a successful sale? How can you be persuasive and exert influence in a respectful way? This training will enable sales professionals to prefect their selling techniques.

Training objectives

- ✔ Understand how influence, manipulation and biases function during customer meetings and in-person or phone sales.
- ✔ Learn how to enhance your sales techniques with new ideas.
- ✔ Understand (and apply) how the 6 principles of influence and heuristics work.
- ✔ Explore ethics in relation to the values of the companies we represent and those of the companies we are targeting.

Training designed for

- ✚ Anyone who is interested.
- ✚ Anyone interested in learning about influencing techniques.

Teaching approach

- ✚ Case studies and role plays

Length

- ✚ 1 day

Training content

- ✚ The 2 paths of sales persuasion and when to use them.
- ✚ The 6 universal principles of influence.
- ✚ Major cognitive biases and their effects during customer meetings.
- ✚ Presentation: The 4 categories of manipulation to avoid.
- ✚ Frequent selfish manipulations and their applications.
- ✚ Implementing a personal action plan.

How to carry out negotiations that end in
profitable, lasting agreements?

Negotiation skills

"

Presentation

What are the steps of a successful negotiation? How do you get a price down? How do you make a negotiation plan? How do you find a win-win solution? This training is intended for professionals interested in increasing their ability to negotiate and persuade. This training covers an effective, proven method for achieving successful negotiations in sales as well as inside an organization.

Training objectives

- ✔ Effective preparation: context, technique and mindset.
- ✔ Learn how to conduct a discovery interview consistent with your purpose.
- ✔ Define an initial offer and respond to those of others.
- ✔ Apply the principles of concession and compensation.
- ✔ Arrive at an agreement or agree to disagree.

Training designed for

- ✚ Anyone involved in the sales process, conflict resolution, sharing of limited resources or value creation.

Teaching approach

- ✚ Toolkit, templates, outlines
- ✚ Video illustrating concepts
- ✚ Role plays with observers and debriefing
- ✚ Exploration of real-life experiences of participants

Length

- ✚ 2 days

Training content

- ✚ The 4 stages of the negotiation process, what goes on during negotiation, and tools that can be used at each stage.
- ✚ The main communication vectors used: questioning, listening, reformulation, argumentation, handling objections.
- ✚ The fundamental concepts: objects, subjects, aspiration point, resistance point, anchor, margin of maneuver, zone of possible agreement, best alternative (BATNA).
- ✚ Preparation tables and how to complete them.
- ✚ The first offer: anchoring, framing, recency, primacy, contrast.
- ✚ The different types of first offers: Creating them and reacting to those of others.
- ✚ Rules for making concessions.
- ✚ Major competitive tactics.

Your client portfolio: Follow-up, engagement, creating loyalty.

"

Creating customer loyalty
Account Management

Presentation

Quality relationships are the key to fostering long-term loyalty among customers. The best sales professionals can analyze their client portfolio, determine its level of maturity, and engage their clients in order to create an efficient, targeted sales action plan. This training will give you the keys you need to monitor, engage, and foster loyalty among your clientele.

Training objectives

- ✅ Learn what a client portfolio is.
- ✅ Learn how to analyze it.
- ✅ Learn how to build loyalty among your customers.
- ✅ Learn how to grow your portfolio through prospecting.

Training designed for

- + Key Account Managers newly arrived from a sales position.
- + Existing KAMs interested in bolstering and enhancing their skills.
- + Sales Directors in charge of teams of KAMs who are interested in improving practices.

Teaching approach

- + Creating an Account Business Plan.
- + Strategic client mapping and networking plan for key accounts.
- + Sharing of experiences and good practices in various sectors.
- + Numerous tools for speeding implementation.

Length

- + 1 day

Training content

- + Analysis of your client portfolio: representing it on a quantitative map.
- + Establishing customer profiles.
- + Techniques for engaging your client portfolio.
- + Creating an action plan, organizing your sales priorities.
- + Workshop: Creating loyalty among your clientele.
- + Tips and tricks for identifying new opportunities with an existing customer.
- + Method for accessing different divisions of your customer's organization.
- + Acing the business review with your clients: the three-star meeting!
- + Building your own development plan.

Efficiency and productivity

1. Managing your time and priorities
2. Staying focused
3. Managing emails
4. Running a meeting efficiently
5. *Train-the-trainer*
6. Drafting an action plan
7. Writing meeting minutes

Progress

Methods for increasing efficiency.

Managing your time and priorities

"

Presentation

Are you overwhelmed with so many tasks that you don't know where to start? Your time is precious! Then you really need to make better use of your time at work, so you can easily meet your deadlines and avoid working overtime. Do you want your to-do list to be your ally instead of your enemy? What's the most efficient way to keep your paper and electronic documents organized? We cover these and many more practical questions during this training. Register for "Managing your time and priorities" and eliminate productivity drains.

Training objectives

- ✔ Learn the importance of prioritizing.
- ✔ Learn how to plan daily activities.
- ✔ Learn how to get organized to be a better team member and achieve your long-term goals.
- ✔ Acquire a better understanding of our relationship with time.

Training designed for

- ✚ Anyone who is interested.
- ✚ From administrative staff to senior management: sales execs, department heads, specialized professionals, and account managers.

Teaching approach

- ✚ Individual online questionnaire to determine your relationship with time.
- ✚ Examples of to-do lists and priority management matrices to download.
- ✚ Most of the training will comprise practical activities and exercises.
- ✚ Interaction among participants.

Length

- ✚ 2 days

Training content

- ✚ Getting organized to achieve your goals: managing emergencies and other situations.
- ✚ The Eisenhower Matrixes: prioritizing what's urgent and important.
- ✚ The major laws of time management: Carlson, Pareto, Parkinson
- ✚ Biorhythm for managing your energy throughout the day.
- ✚ Impediments to time management.
- ✚ 10 time-intensive situations and how to deal with them: personal time management tools.
- ✚ Communicating about your schedule, learning to say "no."
- ✚ Implementing a personal action plan to reclaim 2 hours each day.

Offered in e-learning format

Improving your concentration.

Staying focused

Presentation

In our daily work, interruptions make it hard to concentrate. This training will show you how to respond effectively to this problem.

Training objectives

- ✓ Identify behaviors that cause distraction.
- ✓ Create the best conditions for productive concentration.

Training designed for

- + Managers, team leaders, anyone else.

Teaching approach

- + Breathing and attention techniques
- + Sharing best practices.
- + Discussions
- + Diagnostic questionnaires

Length

- + 1 day

Training content

- + Mapping and examination of distractions.
- + Identifying your cognitive style.
- + The impact of interruptions on our brains.
- + The Carlson law on interruptions.
- + The "switch" technique for refocusing attention.
- + Questioning technique for regaining concentration after an interruption.
- + Breathing and observation techniques for retaining concentration.
- + Good physical posture.
- + Ignoring emotional states.
- + Csikszentmihalyi's "flow" principle.
- + Distinguishing the difference between what's urgent and what's important.

Offered in e-learning format

Making email a personal efficiency tool.

Managing emails

"

Presentation

Email completely changed the way we communicate, bringing with it advantages, but also disadvantages. Managing emails can become a problem and cause tensions and stress.
Without an organized approach, information or requests can fall through the cracks and give a bad impression of a company.

Training objectives

- ✔ Provide specific techniques for managing emails.
- ✔ Learn some writing tips and techniques for organizing your inbox.
- ✔ Efficiently write outgoing emails and manage incoming messages.

Training designed for

- ✚ Anyone who is interested.

Training content

- ✚ Analysis of problems encountered when managing emails.
- ✚ Rules for writing and structuring emails.
- ✚ Tips and tricks for not wasting others' time.
- ✚ How do you send a delicate message by email?
- ✚ Organizing your inbox.
- ✚ Get better at managing incoming emails.
- ✚ Implementing a personal action plan.

Teaching approach

- ✚ Each participant brings a laptop so that the tools and techniques shared by the trainer can be instantly applied.

Length

- ✚ ½ to 1 day

Find out more

Find out more

Fewer meetings, but more productive ones.

Conducting a meeting effectively.

"

Presentation

Though meetings are often considered a necessary evil or a waste of time, they are, nonetheless, essential tools for management and communication.
What constitutes a good meeting?
How do you cut your meeting time in half while coming to decisions more efficiently?

Training objectives

- ✓ What are the different types of meetings (team, project, coordination, information, etc.) and their goals?
- ✓ Learn how to organize and prepare for a meeting.
- ✓ Learn how to run a remote meeting (prepare for a videoconference with WebEx, Zoom, Skype, etc.).
- ✓ How to manage different personalities in a meeting.

Training designed for

- + This training is for anyone who participates regularly in meetings and would like to increase the productivity of online work meetings.
- + More precisely, this training is useful for senior management, team leaders, project managers, all sales professionals, employees and managers.

Teaching approach

- + Role plays, running short meetings.
- + Outlines and examples for preparing for and running a meeting, as well as following up on action items after a meeting.

Length

- + 2 days

Training content

- + Communicating in a group.
- + The meeting leader (role, taking charge, managing stress).
- + Practice: Preparing for and organizing a meeting.
- + 4 phases of running a meeting (contact, collect, construct, summarize).
- + Implementing a personal action plan.

Creating a teaching process and managing a training session.

Train-the-Trainer

"

Presentation

How do you ensure that acquired knowledge will endure? How do you harness attention and foster positive emotions during training? In the Train-the-Trainer session, the elements of a good training program will be studied in detail: preparation, adult learning processes, teaching techniques, group dynamics, and of training, developing your own teaching style.

Training objectives

- Learn how to design, give and evaluate a training training.
- Learn the importance of conveying information with empathy.
- Learn how to manage group dynamics to optimize impact and interest.

Training designed for

- This training is for internal trainers and instructors, managers and leaders who are often called on to do training, advisers or instructors associated with an educational institution, for professors and teachers. In short, it's for anyone interested in sharing their area of expertise with a group in a compelling way.

Teaching approach

- The training emphasizes practice and exchanges of personal experience between the trainer and participants. As a final project, you will provide to the class a 20-minute training session in your area of expertise, which you will have prepared outside of class.

Length

+ 2 days

Training content

+ Fundamentals of teaching adults.
+ The needs of adult learners.
+ The different learning and teaching styles according to the model developed by Feuillette-Cunningham.
+ Group dynamics in a learning environment.
+ Managing difficult situations in the classroom.
+ Storytelling principles for clarity and impact.
+ Creating a structure for your training session.
+ Different types of training materials and the role of the Internet.
+ The learner's biorhythm.
+ Implementing a personal action plan.

How to implement your action plan successfully.

Drafting an action plan

"

Presentation

If you're going to manage a project, then you need an action plan.
A key element of management processes, the action plan is the interface between the diagnostic and implementation stages. A few tips for creating an effective action plan, no matter what kind of project you're doing!

Training objectives

✓ Write an action plan consistent with the strategy and values of your company.
✓ Understand and analyze a strategy and its elements.

Training designed for

+ Any who is interested.
+ Operational personnel, including team leaders and managers.

Teaching approach

+ Participants leave the training with an action plan for project in an area they would like to address (improvement, consolidation, innovation, etc.).

Length

+ ½ to 1 day
+ On-site follow-up and coaching available for implementation.

Training content

+ Different types of goals and how to set them.
+ The link between goals and action plans.
+ How do you create a SMART goal?
+ Using performance indicators.
+ How to ensure your goals reflect your company values.
+ How to find the necessary means.
+ How to determine the time necessary to achieve a goal.
+ How to evaluate the actions taken?
+ The mid-point evaluation.

Writing meeting minutes

Clear, effective minutes.

"

Presentation

Meeting minutes are among the most widely distributed internal communication tools in organizations and institutions. However, the people responsible for writing them often find it very difficult and are not sure which "model" to follow.

Training objectives

- ✓ Learn how to write effective meeting minutes.
- ✓ Learn how to distinguish between the essential and the incidental.
- ✓ Learn how to read between the lines of what is said in meetings.
- ✓ Learn how to take notes in a tense and difficult setting.

Training designed for

- ✚ Anyone who is interested.
- ✚ Operational personnel, including team leaders and managers.

Teaching approach

- ✚ Case studies and writing exercises.
- ✚ Digital tools for live note-taking.

Length

- ✚ ½ to 1 day

Training content

- ✚ When do you (or don't you) write meeting minutes?
- ✚ Characteristics and structure of minutes.
- ✚ Objectives of minutes.
- ✚ Identifying the subject or situation.
- ✚ Identifying the issues.
- ✚ Tips and tricks for taking notes.
- ✚ Choosing your phrasing and words.
- ✚ Presentation: Organizing the document for highest impact.
- ✚ Digital tools for live note-taking.

Creativity

1. **Tapping into your creativity**
2. **LEGO® SERIOUS PLAY®**
3. *Design Thinking*
4. **Brainstorming techniques and methods**
5. *Mind Mapping*
6. **Problem solving**

Progress
Consulting

Tapping into your creativity

"Creativity is intelligence having fun."

George Scialabba

"

Presentation

The idea that some people use their "left brain" and others their "right" is a myth. Each of us can develop our creativity at work and become more creative as professionals but also in our private lives! It's an ability that can be enhanced, like any other. How do you come up with lots of original ideas in a short time? How do you train your brain to break out of its routines?

Training objectives

- ✔ Understand your own creative profile and learn how to foster creativity in others.
- ✔ Overcome unconscious mechanisms in our brains that hinder creativity.
- ✔ Define the 2 creative brainstorming techniques that focus on specific issues.
- ✔ Practice techniques that encourage creativity in a group setting.

Training designed for

- ✚ Any who are interested.
- ✚ Operational personnel interested in solving problems or marketing communications / R&D professionals interested in coming up with new concepts.
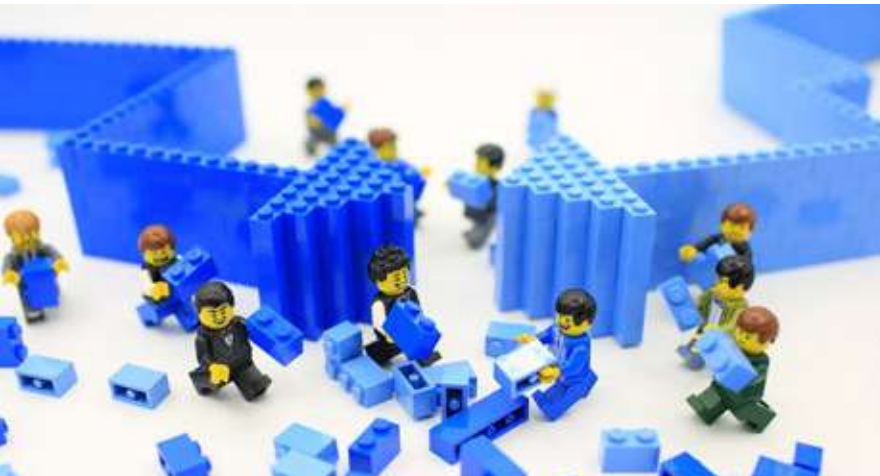
Teaching approach

- ✚ Learn the rules of the game, practical tools and tips and tricks in this interactive workshop. Bring your own project and you'll leave with a plan!

Length

- ✚ 1 to 2 days

Training content

- ✚ Games to get your creative juices flowing and improving your lateral thinking.
- ✚ Questionnaire to determine your innate creative style.
- ✚ Beliefs that limit your creativity.
- ✚ How to frame the question.
- ✚ Diagnostic tools for framing, and reformulating a problem and defining an outcome.
- ✚ Creative inspiration techniques. Examples: Reverse engineering, tarot cards, challenging assumptions, etc.
- ✚ Creative association techniques: Mind mapping, discovery matrix, etc.

LEGO® SERIOUS PLAY®

"You can discover more about a person in an hour of play than a year of conversation."

Anonymous

"

Presentation

LEGO® SERIOUS PLAY® offers an innovative process to improve innovation and performance within a company. Research has shown that this type of practical and intellectual learning leads to a deeper and more meaningful understanding of the world and its possibilities.

Training objectives

- ✔ Make it easier for each person to speak up.
- ✔ Help identify what is not being said.
- ✔ Deepen the thought process.
- ✔ Foster effective dialogue for everyone in the organization

Training designed for

- ✚ Personnel who want to unleash the innovative and imaginative spirit within them.
- ✚ The LEGO® SERIOUS PLAY® methodology is an inventive process designed to improve innovation, business performance and foster effective dialogue among colleagues.

Teaching approach

- ✚ A playful and interactive approach to stimulate creativity and innovation.
- ✚ Work that alternates between questions from the trainer, individual creations and discussion sessions.

Length

1 day of non-stop hands-on WORKSHOP

Training content

- ✚ Hands-on Lego exercises to emphasize "action".
- ✚ Exploring various fundamental questions.
- ✚ Constructing a model based on THE question selected.
- ✚ Sharing the individual model built and explaining its meaning to other participants.
- ✚ Framing questions in a LEGO® SERIOUS PLAY® session.

Try out the method of innovative companies!

Design Thinking

"

Presentation

More than ever, each company is trying to innovate and stay relevant to its customers. Taking into account the user experience and creative dynamics are no longer reserved only for designers, they are available to everyone! Design Thinking is a method centered on the individual and the group. It is the ideal approach to innovation because it is carried out for and with the users. If you feel lost among all these concepts, and you want to try Design Thinking out, this training is for you!

Training objectives

- Learn the basics of the Design Thinking method step by step.
- Try out the process as a group.
- Understand and apply the Design Thinking methodology in business.
- Practice creativity as a team.
- Integrate the fundamentals of the facilitator's mindset.

Training designed for

- Anyone in charge of a project, innovation manager, product/service development project manager, R&D manager, marketing and sales manager, etc.

Teaching approach

- Practical application of the method.
- Work on concrete tools directly applicable after the training.
- "Fun"

Length

- 2 days of training in *bootcamp* mode to try out the method everyone is talking about, in a small group, in a space conducive to creativity.

Training content

- Introduction to Design Thinking (origins, keys to success, obstacles, etc.).
- Creation of a typical customer thanks to the Persona tools.
- Customer Empathy Map and User Journey Maps.
- Explore the Ishikawa or Mind Mapping tools.
- Sales pitching exercises to sell a project.
- 2 brainstorming tools to generate ideas and 2 tools to summarize ideas.
- MVP (Minimum Viable Product) design exercise.
- Various prototypes.
- Collecting user feedback.
- Tool: discussion guide on asking better power questions to challenge ideas.
- Develop your action plan on how to apply the principles of Design Thinking.

Maximize
your employees' potential.

Brainstorming techniques and facilitation

"

Presentation

The myth of the isolated genius is over. Has it been replaced by a constant presence of so-called brainstorming meetings, where post-its are king? Find out the best practices of the most innovative groups, and which brainstorming processes can lead your team to action. This training covers both facilitating behaviors and the techniques and tools to use.

Training objectives

- ✓ Facilitate a group and lead it to generate a maximum of possible solutions.
- ✓ Help a group transform their ideas into action.

Training designed for

- ✚ Anyone interested.
- ✚ From team leaders, project managers to communication / marketing / sales / R&D profiles, and more.

Teaching approach

- ✚ Several key models tested through brainstorming sessions throughout the day. Possibility of coaching and feedback on brainstorming sessions in your office.

Length

- ✚ 1 to 2 days

Training content

- ✚ Differentiate between innovation, design thinking and creativity.
- ✚ Conditions for the emergence of collective intelligence.
- ✚ The rules of collective intelligence according to Émile Servan-Schreiber.
- ✚ Starting a brainstorming session: Alex Osborn's CPS.
- ✚ Checklist techniques.
- ✚ Ensuring creative dynamics when running a session.
- ✚ Brainstorming techniques: Lotus Blossom, Challenging Assumptions, and more.
- ✚ World Café, Brainwalking, and more.
- ✚ Edward de Bono's hats.
- ✚ Practice the art of safe and stimulating questioning.
- ✚ Making ideas converge and selecting ideas: the COCD Box.
- ✚ The test period.
- ✚ Digital brainstorming tools: Mural, Wooclap, and more.
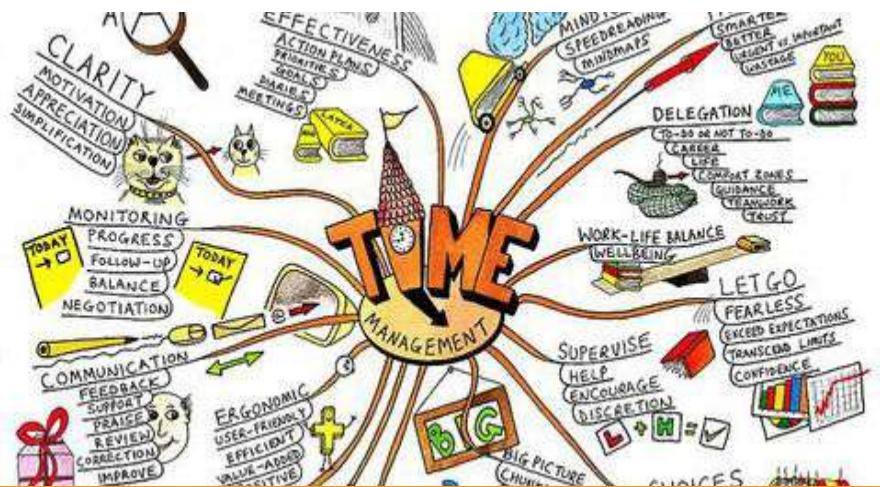
Mind Mapping

And your ideas take shape...

"

Presentation

Mind Mapping is a visual layout that places the subject of work at the center of the map and around it, organized by branches, the sub-topics or groups of ideas generated. Mind Mapping is an indispensable tool for structuring ideas and information visually in order to increase the involvement of your employees. The tool helps them work more efficiently, express their creativity and save time. The technique will be used by the creative session facilitator and/or done directly by the group.

Training objectives

- ✓ Optimize your skills to acquire the mind map methodology.
- ✓ Practice making mind maps.
- ✓ Use mind maps for professional purposes.

Training designed for

- + Anyone interested.

Teaching approach

- + Placement test
- + Roleplay based on professional situations
- + Making mind maps

Length

- + 1 day

Training content

- + How our brain processes information and the impact of visuals.
- + Mind Mapping: who for, what for?
- + Introduction to the main principles of Mind Mapping.
- + Techniques for building mind maps
- + The basics of Mind Mapping: elements, shapes, sizes, colors, etc.
- + Preparation and "practical" aspects: training material.
- + Structure.
- + Techniques.
- + Exercises to learn how to use mind maps to increase productivity.
- + Digital tools.

Tools to find and implement solutions.

"

Problem solving

Presentation

Problems are not seen negatively but rather as opportunities to improve performance. There are techniques and methods specific to problem-solving. Acquiring a method of solving a problem in a company (explaining, analyzing, solving and implementing) and mastering the use of associated tools are two of the key objectives of this training.

Training objectives

- ✔ Help you, through different techniques, to systematize problem-solving and decision-making.
- ✔ Learn how to identify the right problems to solve.
- ✔ Understand the importance of the steps of a problem-solving methodology.
- ✔ Understand the attitudes expected of a manager in problem-solving.

Training designed for

- ✚ Anyone interested.
- ✚ Operational personnel, including team leaders and managers.

Training content

- ✚ Attitudes towards a problem.
- ✚ Framing the problem.
- ✚ Cognitive biases to avoid.
- ✚ The different types of data to look for.
- ✚ Analyzing the causes with the Ishikawa tool.
- ✚ Looking for solutions.
- ✚ Evaluating solutions.
- ✚ Planning, monitoring, adjusting and reacting.
- ✚ Solution sorting tools: COCD matrix, SWOT analysis, etc.
- ✚ Methods of group decision-making.
- ✚ Implementing: the Deming cycle.

Teaching approach

- ✚ Exercises and practical cases from A to Z throughout the training.

Length

- ✚ 1 day

Interpersonal

1. **Assertiveness**
2. **Conflict management**
3. **Giving powerful presentations**
4. **The art of persuasion**
5. **Interpersonal communication**
6. **Decoding and improving non-verbal communication**
7. **Active listening**

Progress Consulting

Assertiveness

How can you say things while remaining yourself? Neither pushy nor a pushover be!

"

Presentation

Do you want to assert yourself while commanding respect in all circumstances and deal with difficult situations effectively? Do you want to learn how to assert yourself in a group? Or have you ever felt afraid to say no?

This training provides you with interpersonal communication keys that you can use immediately in your daily life and that will enable you to gain confidence in your professional relationships.

Training objectives

- ✅ Dare to assert yourself.
- ✅ Explore the benefits of assertive communication.
- ✅ Communicate without aggression.
- ✅ Say things diplomatically.
- ✅ Develop self-confidence.
- ✅ Learn to communicate without hurting the other person.

Training designed for

- ✚ Anyone interested.
- ✚ Operational audiences such as team leaders and managers.

Teaching approach

- ✚ Individual self-assessment questionnaire
- ✚ Role-playing
- ✚ Discussions among participants

Length
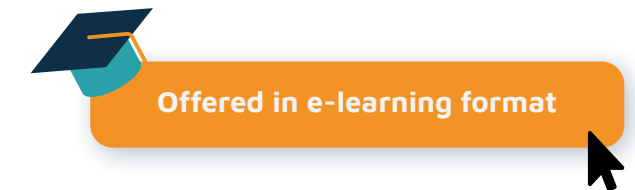
- ✚ 2 days

Training content

- ✚ Self-assessment: to understand your relationship style better.
- ✚ Defining assertiveness.
- ✚ Differences between flight, manipulation or aggressiveness.
- ✚ Removing barriers to assertiveness.
- ✚ The DESC method by Sharon and Gordon Bower and the OFNR method by Marshall Rosenberg.
- ✚ Being assertive when giving feedback.
- ✚ Expressing a clear refusal in an assertive manner.
- ✚ Practicing receiving criticism assertively.
- ✚ Complaining in a constructive manner.
- ✚ Recognizing manipulative behaviors.
- ✚ Managing aggressive behavior.

Offered in e-learning format

Conflict management

Adopt the right attitude towards conflicts and use effective techniques to defuse challenging situations.

"

Presentation

What is conflict management? How do conflicts arise at work and how can they be anticipated? What are the common sources of conflict and how should they be managed? Power struggles, conflicts of values, difficulties or misunderstandings with clients, colleagues at work, etc. Almost every day, everyone is confronted with tense situations. This consumes energy and limits productivity. Don't take this situation for granted! In this training, learn how to defuse conflicts at work for genuine and harmonious relationships.

Training objectives

- ✓ Understand how conflict arises and what the common sources of tension at work are.
- ✓ Recognize the different types of conflicts.
- ✓ Identify and defuse the mechanisms that lead to conflict.
- ✓ Behave constructively despite tensions.

Training designed for

- ✦ Anyone who is directly or indirectly confronted with conflict situations.
- ✦ Human resources managers looking for quality training in conflict management.
- ✦ Managers looking for conflict management techniques in the workplace.

Training content

- ✦ Workshop: developing the ability to anticipate conflicts - phrases and gestures that induce aggressiveness, sources of tension, etc.
- ✦ Introduction to the concept of emotional management.
- ✦ The basics of establishing positive communication and attitude.
- ✦ Key behaviors for managing and defusing conflict.
- ✦ Practice giving and receiving criticism assertively.
- ✦ Workshop: how to react to the different stages and types of conflict.
- ✦ Personal action plan.

Teaching approach

- ✦ Realistic role-playing
- ✦ Individual questionnaire on the 5 conflict resolution styles

Length

- ✦ 1 day

Giving powerful presentations

Learn how to prepare for public speaking and convince your audience.

"

Presentation

This training is intended for anyone who is required to speak publicly in front of a client or internally. Over the training of the day, you will learn how to overcome the stress that public speaking can generate. Non-verbal language is a key element in making a presentation that leaves an impact. That is why, during the day, we will give you the theoretical bases and practical advice to control your stress and your non-verbal language.

Training objectives

- ✔ Learn how to prepare and present yourself during a public speaking session.
- ✔ Learn to introduce yourself in 1 minute.
- ✔ Understand and assimilate the 5 golden rules of public speaking.
- ✔ Charm the audience and, above all, convince them!
- ✔ Control stress and non-verbal language.

Training designed for

- ✚ Anyone who is required to speak in public.

Teaching approach

- ✚ Throughout this training, real exercises, filmed and analyzed, help everyone become aware of the personal and/or technical mechanisms involved in good oral communication:
  - ✚ Diction, public reading
  - ✚ "Letting go"
  - ✚ Techniques for capturing the audience's attention, "surprise effects"

Length

- ✚ 2 days

Training content

- ✚ Warm-up exercises, voice toning.
- ✚ Decoding non-verbal language and the golden rules to fully understand it.
- ✚ Techniques to control stress.
- ✚ Refine your approach to be well prepared.
- ✚ Create your sales pitch: present yourself in 1 minute.
- ✚ Role-playing: controlling question and answer sessions.
- ✚ Presentation exercises: fully understanding all aspects of speaking *on stage*.

Techniques for
effective persuasion at work.

The art of persuasion

"

Presentation

Do you find it difficult to win over your boss, your employees or your partners? We offer you a training to explore interpersonal communication keys to improve your persuasiveness and your negotiation skills.

Training objectives

- ✅ Learn how to find the right arguments. What are the different ways to build a successful argument?
- ✅ What is *pull* or *push* persuasion?
- ✅ Learn how to persuade through "style". Convince through non-verbal communication, through charisma, etc.
- ✅ Learn how to convince without putting forward arguments.
- ✅ Understand the power of empathy, listening and reformulation.
- ✅ How do you determine the most appropriate strategy for each person you deal with?
- ✅ How to convince people in times of change?
- ✅ How to convince people in difficult negotiation situations?
- ✅ How TO determine the most appropriate strategy …

Training designed for

- + Anyone who has to convince a client, a partner, a colleague, a prospect, etc.

Teaching approach

- + Progressive practical exercises.
- + Simple and effective preparation method.
- + Building the participant's confidence.
- + Filmed exercises.

Length

- + 2 days

Training content

- + Workshop : the better you know yourself, the better you can convince people.
- + Learn to identify the way people work.
- + Communication tool: relational intelligence.
- + Implementing persuasion strategies adapted to each situation.
- + The key criteria for convincing someone difficult.
- + Introduction to the concept of active listening.
- + Choosing the best method to convince according to the situation: by argumentation, non-verbal communication, active listening, etc.
- + Implementing a personal action plan.

Offered in e-learning format

Interpersonal communication

For effective communication in the workplace.

"

Presentation

Whether you are team-building in projects, conducting negotiations, presenting results in a meeting, talking on the phone, writing letters or emails, you need to communicate in a sincere and appropriate way. To help you do this, this training has the dual objective of encouraging exploration of your communication practices and acquiring tools that can be used immediately in a professional context.

Training objectives

- Learn how to adopt a better communication style.
- Take stock of your soft skills.
- Put yourself in the other person's shoes to listen to them.
- Convey the right message.
- Perform well in high-stakes situations (negotiation, conflict).

Training designed for

- Operational personnel, including team leaders and managers.

Training content

- Workshop: Know yourself better for better communication.
- Diagnostic tool: analyzing your emotional intelligence and resistance to stress.
- Basic notions on assertiveness.
- Techniques for developing assertive behavior.
- Decoding and fully understanding non-verbal language.
- Identifying and choosing the best communication channel.
- 10 tips and tricks for selling your ideas.
- Learn how to handle tricky situations.
- Implementing a personal action plan.
- Role-playing and situational scenarios.
- Individual self-assessment questionnaire.

Teaching approach

- Role-playing and situational scenarios
- Individual self-assessment questionnaire

Length

- 1 to 2 days

Sharpen your communication by taking into account body language and voice.

Decoding and improving your non-verbal communication

"

Presentation

We are constantly communicating through three sets of behaviors: words, body language and voice. Each component combines with the others and allows us to identify ways to gain influence and clarity in our interactions.

Training objectives

- ✓ Decode and work on non-verbal communication.
- ✓ Learn how to pay attention to non-verbal communication to better understand the other person.

Training designed for

- + Anyone who wants to enhance their communication skills and have a greater impact on others.

Teaching approach

- + Slideshows, scenarios, exercises: decoding of photos and films, filmed work on your own non-verbal communication.
- + Successive role plays: making non-verbal communication effective in meetings, interviews, etc.
- + Use of concrete situations suggested by the participants.

Length

- + 1 day

Training content

- + The notion of territoriality
- + Areas of interaction
- + Posture
- + Gestures: illustrative, emblematic, manipulative
- + Facial expressions and the seven universal emotions
- + What changes on the telephone, in videoconferencing, under a mask
- + The impact of baseline, cluster analysis and context
- + Congruence, synchronization
- + The six voice tools: operation and scope of each of them
- + Action plan

Active listening

Develop your listening and empathy skills.

"

Presentation

Empathy consists in knowing how to "put yourself in the place of the other person", to be open to his or her needs and feelings. How can you behave empathetically and practice empathy? How can you practice active listening? "Speaking truthfully" without attacking the other person. This training in active listening will help you to become flexible and react by adapting to the other person. For smooth and efficient working relationships!

Training objectives

By the end of the training, participants will be able to take part in projects using active listening:
- ✅ Develop the ability to communicate assertively.
- ✅ Analyze cooperative practices in projects.
- ✅ Develop an action plan for improvement.

Training designed for

- + Anyone who wants to improve their listening and reaction skills.

Teaching approach

- + Video and situation analysis, role playing.
- + Fun quizzes to explore how skilled you really are at active listening.

Length

- + 1 day

Training content

- + Differences between sympathy, empathy, compassion, etc.
- + Communication filters.
- + The traps: judgments, distortions, generalizations, etc.
- + Representations, beliefs, values, prejudices.
- + The pyramid and the different degrees of active listening.
- + Reformulating: principles and techniques.
- + Empathy: principles and techniques.
- + Training to put yourself in the other person's shoes.
- + Using assertiveness to fit into a project.
- + The different modes of communication: aggressiveness, assertiveness, manipulation, submission.
- + Communicating effectively in a difficult situation.
- + Communicating a difficult message.
- + Finding the right distance.

Personal development and wellbeing

1. **Developing a positive attitude**
2. **Handling your emotions**
3. **Managing stress**
4. **Increasing your resilience**
5. **Mental coaching**

Progress
Consulting

Towards greater wellbeing in daily life.

Developing a positive attitude

"

Presentation

Demonstrating a positive attitude can influence your relationship with yourself and with others. It energizes the team spirit and leads to better results. The good news is that acquiring a positive attitude is within everyone's reach and can be developed!

Training objectives

- ✓ Learn how take a step back
- ✓ Develop a positive attitude towards yourself, your colleagues and your company.

Training designed for

- + Operational personnel, including team leaders and managers.

Teaching approach

- + Interactive and fun method based on films, games and exercises.

Length

- + 1 day of training and
  2 hours of one-to-one guidance and advice

Training content

- + Drawing up an initial assessment.
- + Defining the zone of influence.
- + Acting in your zone of influence.
- + Techniques to better accept constraints.
- + Developing a positive image of yourself and others.
- + Developing a positive attitude towards the outside world.
- + Film: working on your beliefs.
- + Color game: creating value around you!
- + How can you align your behavior with your values?
- + Implementing a personal action plan.
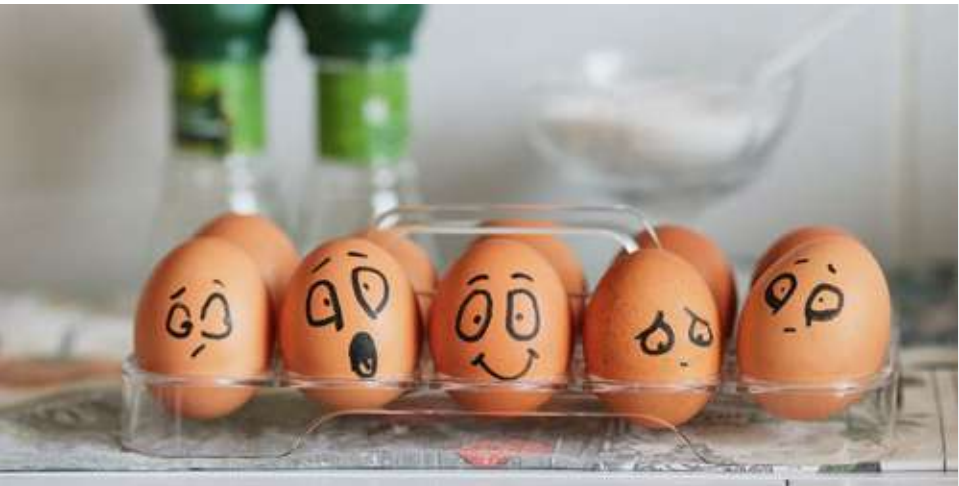
Handling your emotions

Improve your wellbeing and the quality of your interactions through proper management of your emotions.

"

Presentation

Feeling happy, angry, sad, anxious, surprised, disgusted, joyful and so on, from time to time, is part of everyday normalcy.   When our affective states (emotions, feelings, moods) escape our vigilance, reach others and cause damage, we all suffer the consequences. This training aims to develop our emotional wisdom so that it contributes to a caring and non-complacent environment. An inside track to results!

Training objectives

- ✓ Become aware of your emotions and name them.
- ✓ Learn how to channel emotional energy.
- ✓ Manage interactions with others using emotional intelligence tools.

Training designed for

- + Anyone who wants to develop or strengthen their social and emotional intelligence.

Teaching approach

- + Content sharing
- + Role playing
- + Individual and breakout group work
- + Self-assessment questionnaire (optional)
- + Videos

Length

- + 1 or 2 days

Training content

- + Goleman's model: 4 elements and 12 skills.
- + Universal emotions: triggers, roles, effects.
- + Some social emotions: triggers, roles, effects.
- + Automatic thoughts.
- + Self-esteem - Self-confidence.
- + Channeling one's anger - Dealing with the anger of others.
- + Negative internal voice - Pygmalion effect - Halo effect.
- + Techniques of not listening.
- + Active listening - Empathy.
- + Principles of influence.
- + Action plan.

Improve your
emotional control.

Managing stress

"

Presentation

Through our training, explore the keys to avoid and manage stress on a daily basis. Understand the mechanisms and sources of stress and learn how to calmly deal with the situations that generate it. Lastly, tame your stress to make it an ally in your personal and professional development.

Training objectives

- ✔ Understand the mechanism of stress.
- ✔ Understand what the sources of stress are and discover how to overcome them.
- ✔ Develop your own stress management strategy and find remedies to deal with it.
- ✔ Improve control of emotions in stressful situations.
- ✔ Mobilize individual resources.
- ✔ Learn relaxation and breathing techniques.

Training designed for

- ✚ Anyone who wants to learn how to control stress.

Teaching approach

- ✚ Debate–discussion.
- ✚ Sharing real-life situations.
- ✚ Breakout sessions on change.
- ✚ Quiz on preconceived ideas about stress.
- ✚ Assertiveness exercises as part of dealing with others.

Length

- ✚ 1 to 2 days

Training content

- ✚ Stress: elements of a definition.
- ✚ Discovering the causes of stress in everyday life.
- ✚ A stressor at work: change.
- ✚ How can you manage stress in relation to change? How can you guide and advise your employees in times of change? How can you reduce the stress caused by change?
- ✚ Stress: how it works and its consequences.
- ✚ Individual management and stress management strategies.
- ✚ Managing relationships with others.

Increasing your resilience

> Coping with adversity and adapting to change.

"

Presentation

The ever-changing world that we live in today can create a mental overload for many of us. This can lead to physical and/or psychological health problems and at the same time individual and collective productivity can be hindered. By making employees aware of the mechanisms of coping with stress, everyone can take appropriate, stimulating and sustainable measures through resilience. This training shares the keys to resilience to better cope with change.

Training objectives

- ✅ Explain the concept of resilience, i.e., the ability to "move beyond" a painful experience and rebuild yourself.
- ✅ Identify situations in which each of us has already applied resiliency skills.
- ✅ Suggest concrete ways to develop our own resilience skills.

Training designed for

- ✚ Any who are interested.
- ✚ Operational personnel, including team leaders and managers.

Teaching approach

- ✚ Mix of personal work, personal questionnaires and resilience cases from civil society and the business world.

Length

- ✚ 1 day

Training content

- ✚ The PERMA tool of Prof. Martin Seligman.
- ✚ Coping and defense mechanisms in the face of stress.
- ✚ Welcoming what is going on inside us by putting our own emotions into words.
- ✚ Cultivating positive emotions.
- ✚ Identifying the character/life strengths within us that have gotten us through difficult situations.
- ✚ Peterson and Seligman's 24 "character strengths".
- ✚ Csíkszentmihályi's notion of commitment through *flow*.
- ✚ Practicing benevolent communication.
- ✚ Developing your network of relationships: mapping.
- ✚ Action plan: the smallest steps possible.

Unlock your inner potential.

My state of mind under control

"

Presentation

Mental coaching is a discipline in its own right. This one-day training session will introduce you to some of the keys and secrets of the great sportsmen and women, which will help you better manage tension and tap into your potential.

Training objectives

- ✅ Understand your deepest motivations.
- ✅ Acquire routines to prepare yourself mentally to achieve your goals.
- ✅ Become familiar with visualization techniques to help you learn.
- ✅ At the end of the training, you will have a simple and effective method to be your own mental coach and gain confidence.

Training designed for

- ✚ 6 participants max.
- ✚ Any person, sporty or not, wishing to reach their goals and explore/fulfil their potential.

Teaching approach

- ✚ Certified trainer in mental coaching for athletes.
- ✚ Questionnaire to identify your deepest motivations, personal application, sharing best practices when applying mental coaching techniques to the business world.
- ✚ The experience is dynamic and interactive

and can be given in a sports environment.

Length

- ✚ 1 day or 4 sessions of 2 hours.
- ✚ Group sessions are accompanied by two hours of one-to-one mental coaching.

Training content

- ✚ Individual coaching based on clear objectives written by the participants (visualization, motivation scale, routine, etc.).
- ✚ Exploration of your deepest motivations to gain positive energy.
- ✚ Creation of routines adapted to your objectives and directly applicable.
- ✚ Visualization for your results.
- ✚ Motivating your team using mental coaching tools.

Team building

1. **Building trust**
2. **Team building using virtual reality**
3. **Team building through ToTeam**

Increase cooperation within your team.

Building trust

"

Presentation

To build a group, trust is the essential ingredient. Without it, a group of people cannot be called a "team". Trust is something that can be built and sustained! So how do you build trust with your colleagues? What are the ingredients for harmonious relationships at work?

Training objectives

At the end of the training, participants will be able to develop confidence through the following actions:
- ✔ Finding information by asking effective questions.
- ✔ Communicating better and understanding each other.
- ✔ Working together in a spirit of effective co-operation.

Training designed for

- ✚ Anyone who is interested.
- ✚ Operational personnel, including team leaders and managers.

Teaching approach

- ✚ Training adapted to remote and/or multicultural teams.
- ✚ A team coaching approach.
- ✚ Concrete results to implement.
- ✚ A mix of reflective activities and collaborative games.
- ✚ Simulations and training help participants experience the phenomena related to team cohesion and facilitate the transposition to real situations.

Length

- ✚ 1 day

Training content

- ✚ The trust equation.
- ✚ Creating intimacy (even at a distance).
- ✚ Using clear and transparent language to be seen as trustworthy.
- ✚ Active listening, rephrasing, and empathy: necessary practices for good communication.
- ✚ Asking the right questions to communicate well: mirror questions, leading questions, etc.
- ✚ Respect and mutual aid: what does it take?
- ✚ The pitfalls of the ego.
- ✚ Behaviors that promote cooperation.
- ✚ Basic principles of assertiveness.
- ✚ Working on complex communication situations with all your colleagues.

Virtual Reality as a tool for team building.

Team building using virtual reality

"

Presentation

The brain allows us to learn and understand in order to better adapt, and yet we limit its use. This team building training and workshop provides answers to the "why" of our reactions during interactions. Understanding these elements allows teams to adapt flexibly to new situations with a different sort of intelligence. In this training, participants will discover, with the help of neuroscience, how their brain works.

Training objectives

- ✓ Develop team cohesion.
- ✓ Assimilate collective and adaptive intelligence.
- ✓ Increase knowledge of self and others through creative activities.
- ✓ Identify the human complexities within the team and the resources that exist for its smooth running.
- ✓ Learn to appreciate small victories and big successes together and to digest setbacks and failures.
- ✓ Create a positive atmosphere and encourage the pleasure of being together to anchor interpersonal relationships and foster professional relationships.

Training designed for

- + Anyone who is interested.

Teaching approach

- + The theory is applied in interactive escape room *and* virtual reality workshops for a unique experience.
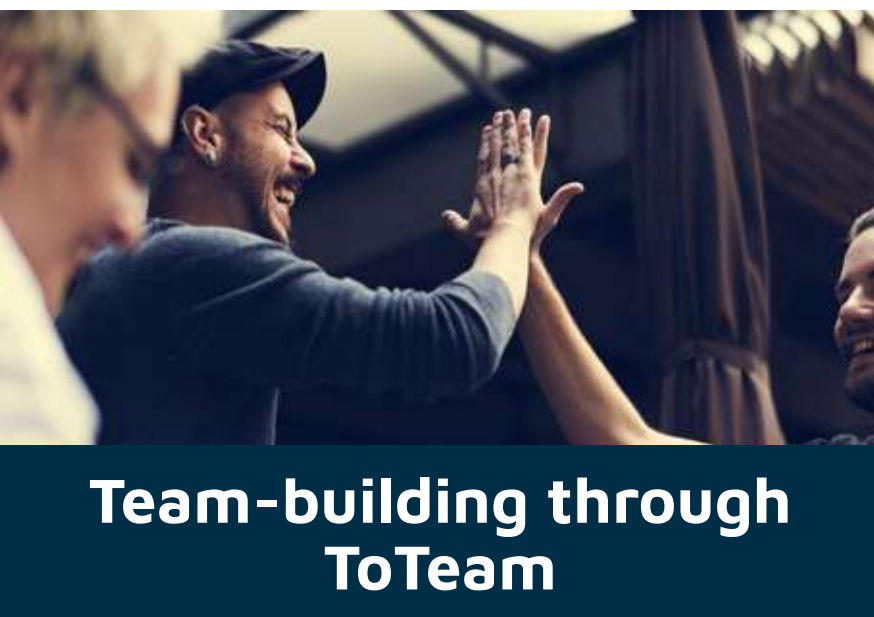
Length

- + 1 day

Training content

- + Introduction and presentation of activities.
- + Escape room session.
- + Debriefing after the escape room.
- + Theory.
- + Virtual reality session.
- + Virtual reality debriefing.
- + Final debriefing and conclusions.
- + Celebratory drink.

Art for team-building .

Team-building through ToTeam

"

Presentation

Are you wondering why you should organize A team-building? What original activity can be done in team-building? What are its advantages? The totem pole is a symbolic representation of belonging to a clan. It is made to strengthen the links of each person with his or her community. Our artistic activity of team-building and creativity consists in making a "ToTeam", as a symbolic representation of "me in my current position".   This creative approach will breathe life into everyone's commitment.

Training objectives

- ✔ Develop cohesion and motivate the team.
- ✔ Develop and revitalize team motivation.
- ✔ Learn how to strengthen team spirit.
- ✔ Develop a better understanding of yourself and others through a creative activity.
- ✔ What is team building at work? Learn how to improve it and encourage mutual support? Our team-building activity is made for you!

Training designed for

- ✚ Anyone who is interested.

Teaching approach

- ✚ Workshop run by an artist coach, acknowledged in the art world

Length

- ✚ ½ to 1 day

Training content

- ✚ Presentation of the activity and the program.
- ✚ Negotiation: who goes where on the ToTeam pole?
- ✚ Individual creation in clay - personal awareness.
- ✚ Exploring the values that are essential for your team to function well.
- ✚ Time to share creations and assembly + celebration.
- ✚ Individual work in 2 areas:
  - ✚ What I bring to the team = my commitment.
  - ✚ What the team brings to me.

Contact us to find the right training for you!

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