



Training Courses Workshops 2018



Professional training for Cook Island businesses and organizations, and the community

Our goal is to help organisations achieve greater productivity, increased profits, higher levels of staff and customer satisfaction, and a positive impact on the community. We strive to achieve this by providing professional, effective training that helps managers and staff acquire new skills and knowledge, a greater understanding of themselves, opportunities for strengthening work relationships, and increasing personal confidence in their roles, and their overall job satisfaction.

Our public workshops and courses vary in length from 1/2 day and 2 days duration. We deliver regular in-house programs to suit our clients specific needs, interactive workshops, educational seminars, and small group presentations.

We are accredited to deliver a range of internationally recognised training programs. Our training is strength-based and skill-focused, and respectful of the specific needs of the individual and the training outcomes of each organization we work with.

In-house programs are customized to meet the unique needs of the organizations we partner with.



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Professional Development Training Courses

Professional Business Writing

Duration | ½ day (4 hours)

Overview | This course will help you improve your professional writing, whether you're writing an important email to a customer, a proposal to a potential client, or putting together a management report.

Improving your professional writing takes a lot of practice. It's also important that when you write professionally you follow a process that leads you to an outcome.

This important course is designed to introduce attendees to an easy to follow 5 step business writing process.

Attendees will develop and improve their writing skills, learn how to match their writing to their audience, complete, edit and revise a written draft, use neutral and specific writing tones, and formatting to add emphasis and clarity to their work.

Content | The program includes several hands-on writing activities. Attendees are encouraged to bring their own writing to the course to apply the ideas they learn on their own work.

Effective Listening Skills

Duration | ½ day (4 hours)

Overview | This course is valuable for those who want to learn how to become better listeners – and for those who need others to listen better to them.

Effective listening is a vital business communication skill that is sometimes overlooked. Communication is a two-way process. It involves sending information - and receiving information.

In order to give the right information or response to a customer, staff member, or manager, we need to hear clearly what is being said, how it is being said – and what's not being said. This is a skill that can be learnt, and this course is designed to help attendees develop it.

Content | The program is interactive, and includes learning and practice, and a follow up component.

Attendees will learn and develop a greater awareness of listening as an active process, rather than a passive one.

They will learn how to use different questioning styles that can assist their listening, and will practice applying different listening styles to suit different situations.





Professional Development Training Courses

Building Assertiveness & Confidence | Tu Emi-kore & Turanga Papu Tinamou

Duration | ½ day (4 hours)

Overview | This course will help you build your confidence by understanding the relationship between assertive behaviour and confidence, and developing skills and new beliefs about yourself and assertive behaviour.

There are times – at work, and in our relationships outside work – where we are faced with interactions that require us to show confidence. This can be challenging for many people, and yet it appears easy for others. Learning to be confident can be learnt. One way to become more confident is by developing assertiveness.

This course will help you learn – learn how to be more confident, and how to develop and use assertive behaviour.

Content | The program is interactive, requiring attendees to practice the skills they learn, in addition to the interactive study.

They will learn the differences between passive, aggressive, and assertive styles of behaviour – the advantages and disadvantages of each, when they maybe appropriate, and develop the ability to choose an appropriate behaviour – such as assertiveness – rather than reacting automatically to a situation

Professional Presentations - An Introduction

Duration | ½ day (4.5 hours)

Overview | This course is designed for anyone who needs to present with confidence to an audience – at a small staff meeting, a presentation to a client – or to a larger audience, in the community for example.

The course provides attendees – who may be new to public speaking – an understanding of what they need to do to make a professional presentation.

They will be given guidelines and a process to help them prepare a presentation, and an opportunity to practice what they learn, delivering a confident presentation in front of other course attendees.

Content | This course takes attendees through the 5 important requirements of a professional presentation:

- How to present yourself
- How to move and engage with your audience
- How to use your voice
- How to develop and present your message
- How to respond to questions





Professional Development Training Courses

Time & Priority Management

Duration | 1 day

Overview | This high energy course gives attendees the tools they will need to always be in control of their time, rather than finding their time controlled by others, events and interruptions.

Through self review and learning activities, and hands-on interactive exercises, this full day training program will help attendees learn how to manage themselves and their priorities. They will review their current use of time and be introduced to several tools and techniques that they can use instantly to help them use their time more efficiently.

Content | Attendees will focus on 3 main areas:

- 1/ Managing yourself
- 2/ Managing your work environment
- 3/ Managing your work relationships

Course goals include:

- * Recognize personal strengths and any shortcomings in their approach to managing time as a crucial resource
- * Better organize themselves and their workspace for better efficiency
- * Take control of time and make improvements to ways of working
- * Set goals and use time planning methods
- * Identify “time thieves”, review priorities and handle time related stress more effectively
- * Learn and use best practice successful delegation steps



Leadership Development Training Courses

Staff Coaching & Mentoring

Duration | ½ day (4.5 hours)

Overview | This hands-on course is designed for managers or supervisors who have a responsibility – and a desire – to develop their staff, and help them grow, and reach their full potential. They will learn how to achieve this using an organised and planned series of coaching sessions which taken together form a complete coaching assignment, with clear and achievable goals for the staff member being coached.

On completion of the course attendees will have learnt how to plan, direct and review a coaching assignment. They will also have learnt how to manage each coaching meeting involved.

Content | Attendees will:

- * Explore what coaching is, and what it involves. They will be introduced to a seven-step coaching framework, and will use the framework to plan out a coaching assignment.
- * Learn the importance of using questioning in the coaching process, and will explore what questions would be best to use in their sessions with staff.
- * Develop a checklist to help them assess the effectiveness of each coaching session.
- * Practice the skills they learn, and develop their own style of coaching



Leadership Development Training Courses

Motivating Staff

Duration | ½ day (4 hours)

Overview | A big part of being an effective leader is being able to motivate and get your team to lift their performance to their full potential.

This ½ day hands-on course will give your leaders up to date ideas and practices, confidence and motivation, new understanding about motivation and engaging staff, practical skills, a specific plan, and an opportunity to effectively motivate staff within your organisation.

Content | Designed for managers team leaders, and supervisors, the course includes:

*Activities that help us understand what motivates us and others, and how to successfully adapt to the differences.

* Attendees will be presented with a workplace model for motivation, and will look at how it can be applied to their team – or any team.

* We explore some motivation “myths”, and help attendees consider what their staff (really) want from their jobs.

* Uncover hidden sources of motivation and learn about the 6 best motivation conditions for staff.

Build a High Performing Team

Duration | 1 day

Overview | Designed for business teams who want to create a more dynamic and effective workplace. This is a highly engaging training program packed with fun activities focused on building the key characteristics of high performing teams. This high energy training course will help equip members of your team with the skills and thinking to be a professional team player in a high performing team – a team where everyone takes responsibility to be productive, proactive and reliable.

Content | Attendees work together and explore the purpose of teamwork, and what it means for them.

* Course activities help the group decide if they're all pointing in the same direction, and what adjustments need to be made to their shared goals.

* Attendees also learn about what makes a high performance team, looking specifically at communication and trust, with team activities to help build and strengthen these skills and qualities.

* Cooperation activities help further build trust, and mutual support within the group.

* The team spends time exploring the roles needed within a high performing team, and using a self assessment tool, discover the role they each play, and where the team needs to further develop to reach their maximum, performance potential.





Workplace Skills Training Courses

Handling Difficult and Angry Customers

Duration | 1 day

Overview | A course for customer service staff, call centre staff – or anyone who may have to deal with difficult, angry customers.

This special one day program will teach you a simple – and powerful – process that will help you calm angry customers, and get control of a difficult customer situation more confidently and professionally.

Using a proven 3 step process you'll learn how to bring down a customer's strong emotions – and move on to working together to resolve his – or her – problem.

Content | The course is active and hands-on, with attendees getting the opportunity to practice what they learn. We look at: Angry customers and their expectations

- * Seeing a complaint as a gift
- * Understanding the importance of fixing the customer before the problem, and learning effective ways to fix the customer
- * Why we need to own the problem, and the differences between fixing and blaming
- * Learning language that helps us connect with the customer; winning words and phrases, and how to avoid the customer's (already) hot buttons
- * Discover how to find win-win solutions, and learn the importance of having resilience – and how to cope with the stress of a stressful customer service job – with difficult customers

Managing Workplace Conflict

Duration | ½ day (4.5 hours)

Overview | This course has proven helpful to many Cook Island businesses, and was originally requested by the Department of Internal Affairs, Department of Labor as a public course.

It is designed to help managers, supervisors, team leaders – and staff – resolve conflicts in the workplace.

Conflict can occur with customers, between staff, staff and managers, and anywhere that people interact in the workplace.

Workplace conflict can have a harmful effect on any business; resulting in reduced staff productivity, increased staff turnover, as well as negative customer reports, declines in customer satisfaction and loyalty, and reduced profits. Workplace conflict is often overlooked, avoided, or not dealt with in a way that fully resolves the issues – that usually repeat themselves, and never seem to go away.

Content | This course helps attendees learn about different types of conflict, how conflict develops, and how to recognize it.

Attendees learn a method for helping resolve conflict when it occurs, and learn to recognize and appreciate – people's "Hot Buttons" - things that can trigger conflict situations.

The course combines learning with practice, with role plays to allow attendees to practice what they've learnt.





Workplace Skills Training Courses

Business Sales Skills

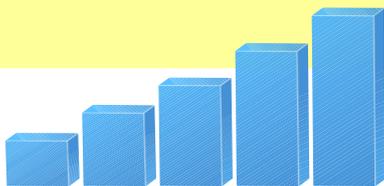
Duration | ½ day

Overview | This important sales course is for staff who need to develop – and improve – their sales skills, presenting and selling your businesses products and services. This short course covers: how to ask client questions and lead a sales conversation, how to handle client objections, and how to close the sale, everytime!
Attendees will learn a proven, step-by-step sales questioning technique that can be put into action immediately, in any sales situation. They will learn how to 'ask good questions', questions that get customers to open up and share their needs. This leads both the sales person and customer to a win-win solution and a sale for the business.

Content | The course is active and hands-on, with attendees getting the opportunity to practice what they learn.

Attendees will learn:

- * How to ask questions that lead them to discover what their customer really wants and needs
- * Learn how to discover areas of difficulty or dissatisfaction their customer is experiencing
- * Create questions that lead towards a product or service you already have
- * Learn how to point questions towards solving a buyer's problem and create a positive, win-win outcome
- * Know when and how to ask these types of questions to encourage the customer to solve their problems or improve their situation by using your products and services.



Total Sales Excellence

Duration | 2 days

Overview | This comprehensive sales training program helps attendees develop and practice the necessary skills – and thinking – to work as a successful sales professional. Attendees learn how to lead a sales conversation, how to ask the right questions to uncover a customer's needs, and how to adjust their message to meet those needs, and close sales.
The program teaches a highly effective and professional sales approach that focuses on careful questioning, which leads customers to their own solutions, along with a motivation to use your products and services.

Attendees will learn about different personality types, and how to adapt their sale approach to successfully build more relationships – and close more sales.

Content | Learn how to lead a sales conversation, and how to use questions – and different types of questions – to achieve different results

- * Learn to listen – how to tune into your customer – identifying their decision making process, and
- * Know your business FAB - Features, Advantages, Benefits – thoroughly
- * Learn how to successfully handle objections, and close the sale.
- * Learn an effective model for handling customer objections, including price objections – and learn 9 sales closing techniques
- * Understand how to think – and use your mind – to achieve more sales.
- * Understanding different buyer types – and how to sell to each, and how to sell to different personality types.
- * Appreciate the importance of follow-up, and after sales customer care



Organisational Training Courses

Managing Change

Duration | ½ day

Overview | This short course is useful for business owners, managers, supervisors, HR practitioners, and other employees and professionals who are responsible for facilitating changes in an organization – and who need to effectively manage the people and resources involved.

Attendees spend time reviewing the idea of change within an organisation – why it's needed, the benefits of change – and the risks. We develop an understanding of why people often resist change, and how to overcome – and work with – the resistance.

The goal is to learn how to bring change into an organisation – or within a department or a team – successfully.

Content | The course, which includes learning and activities, covers:

- * How change happens, positive and negative change, the forces that lead to change
- * Why and how resistance happens, how to manage it, and work with it – and what NOT to do
- * Why change often fails or creates problems, and
- * How to successfully implement change using a proven Change Model, and an 8 step best practice guideline.



Creating a Team Culture Based on Values & Virtues

Ko te aroa mou i roto ra, ka kitea toou tu meitaki | The gifts within, and being our best selves.

Duration | 3 x ½ days

Overview | This program includes proven strategies that can help organizations create and maintain a work culture that's based on their core values and virtues. These core values may already exist – as a mission statement or a motto – or they can be developed as part of the program.

The program helps management and staff understand what's important for their organization, in addition to the products or services it sells. What do they stand for? Virtues – like Courtesy | Tu Maru, Reliability | Irinaki'anga – become a common uniting focus across an organization, or within a department or a specific team.

This unique and transformational program helps organisations develop their identity – and helps staff bring these positive qualities – virtues – to life in each other, and themselves.

Content |

- * Learn about the power of language, the power to lift people up – or put them down. Learn how to use language – especially virtues language – to inspire, and awaken the best within each other – bringing these qualities out within the workplace.
- * Learn ways of getting rid of shaming and blaming, along with backbiting and disunity.
- * Learn how to motivate staff to perform with excellence, and to fix problems instead of making excuses.
- * Learn how to direct and motivate staff to expected standards rather than making more rules and regulations



Course Feedback *

* The comments below have been copied from anonymous course feedback questionnaires – and referral letters – and are used with permission

“Three years ago, CITC worked with Mark Henderson to develop a Virtues training program specifically for CITC. These sessions underpin CITC’s Corporate Values and the language we use with each other, our Customers and Suppliers.

We have had only great feedback from our staff on the training and have seen how this can really help them professionally as well as personally.

It is great that this type of training is available locally and encourage other businesses to look at implementing similar courses for their staff.”

Gaye Whitta
General Manager, CITC (May 2017)

"Fantastic training by Mark. He is very culturally aware, and understanding of our needs. When's the next course?"

Course Attendee

"The course made me look inside myself and be honest, and have a deep desire to be better personally"

Course Attendee

"The (course) content was very rewarding and inspiring"

Course Attendee

"It has given me encouragement to help strengthen my team at work"

Course Attendee

"This will help our workplace and homes be better places to work and live"

Course Attendee