



MINDSHIFT
LEARNING COMPANY

Improve Your Skills | Build a Team | Grow Your Company

Soft Skills Training

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We're committed to providing impactful 'live' training to professionals, teams and companies - it's that simple. Our courses focus on the most in-demand soft skills and are designed to provide an intensive, low-cost solution to improving individual, team and company performance. All our courses can be set up for in-person training or via Zoom.

Below are some bullet points about what we do and how we do it:

- The courses bring together the best activity-based learning with practical workplace tools. These are designed to provide the participant with the skills to be more productive now, with the resources to continue to grow on the job.
 - We tailor the training to the client organisation using as many industry and company examples as possible. We can also combine elements of different courses to achieve your goals, if needed.
 - Each participant receives a **Learning Journal** to provide a course outline and a take-away document.
 - Each course is complemented with a PowerPoint digital slide presentation.
 - All of our courses come with a **REACH Personal Style Profile** for each participant. These are psychometric reports that provide a detailed overview of an individual's preferred personal style and reveals how the participant achieves goals, communicates and leads. The report is then used as an overlay to the course content and gets great reviews from our participants.
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|--|--------------------------------|-----------------------------|-----------|--------|
| | Thinking-oriented (Methodical) | People-focused (Expressive) | Counselor | Coach |
| | Task-focused (Guarded) | Acting-oriented (Urgent) | Advisor | Driver |
- The course length is from a ½ day up to 3 days and each training session is delivered at one of our locations, the client's site **or via Zoom**. Each day session runs from 9:00am – 4:30pm. ½-day sessions are either 9am to 12:15pm or 1pm to 4:15pm.
 - The training facilitators are all REACH certified and experienced in delivering soft skill training.
 - Pricing is based on the number of participants, the length of the training, the location and the format for the *Learning Journal* (print or digital). We believe our training is very cost-effective and we do our best to make it financially attractive.

On the following page you'll find the list of our courses. We've also included some participant testimonials on page 4. Let us know if you have any questions or would like to discuss a training program for you, your team or your company!

List of Courses

	Days
Leadership and Management	
Change Management – Managing Your Team Through Change.....	1
Communications Skills Training.....	1
Conflict Resolution Training.....	1
Dealing With Difficult People In the Workplace.....	1
Emotional Intelligence Training.....	1
Engaging Business Communication.....	1
Facilitation Skills Training.....	1
Advanced Facilitation Skills.....	2
Leadership Development Training.....	2
People Leadership and Managing Performance.....	2
Supervising Others Training.....	1
The 10 Dimensions of Effective Leadership.....	2
Train the Trainer.....	3
Wellbeing, Stress Management and Leading Change.....	2
Sales and Negotiations	
Sales Training.....	1
Retail Sales Training.....	1
Consultative Sales Training (B2B).....	1
Negotiation Skills Training.....	1
Designed for Teams	
Building Team Synergy.....	½
Cross Cultural Communication.....	½
Identifying Difference as Opportunity.....	½
Problem Solving Capacity with a Growth Mindset.....	½
Managing Stress and Building Resilience.....	½
Taking Productivity to the Next Level.....	½
Personal Effectiveness and Office Administration	
Assertiveness and Self Confidence Training.....	1
Business Etiquette Training.....	1
Business Writing Essentials	1
Business Writing for the Digital Era.....	1
Customer Service Training.....	1
Foundation Skills for Elite Personal Assistants and Executive Assistants.....	1
Advanced Skills for Elite Personal Assistants and Executive Assistants.....	1
Minute Taking Training.....	1
Presentation Skills Training.....	2
Professional Telephone Skills Training.....	1
Time Management for Managing Projects and Complex Tasks.....	1
Time Management for the Modern Individual.....	1

For a course description and outline, please see our *Training Course Catalogue* at www.mindshiftlearning.co.nz.

Testimonials

<i>Communications Skills</i>	Really good course to have an entire team attend. Great way to understand ourselves and others.
<i>Emotional Intelligence</i>	Fantastic course and trainer. I spoke to several friends about how good this course was and they will be looking to complete the training shortly. I also suggested to the head office that all of our project managers should complete this course.
<i>Leadership Development</i>	The leadership development training course was excellent from the start to finish. We couldn't have asked for a better facilitator. Her knowledge level was to a very high standard. She presented in such a way that catered to all of the participants and made it a very interactive environment involving everyone. I not only met my objectives but I left feeling I had learned far more than I expected. I haven't laughed so much in a long time and found it to be a very positive experience.
<i>Leadership Development</i>	I found the trainer extremely good at conveying and interacting with the participants. Great course and great trainer!
<i>Minute Taking</i>	Overall, a wonderful experience. I went away excited and in a great mood that stayed with me for a long time afterwards. The trainer kept me engaged and the content and resources were on point. I have learned a lot about working behaviour also, that I know I will use in my working, personal life from now on. Thoroughly recommend this course.
<i>Foundation Skills for New HR Managers</i>	Fantastic course. The constant interaction and feedback made the day feel like a conversation, which helped with learning. Great knowledge sharing. All questions were answered fully and well.
<i>Leadership Development</i>	Sue was an excellent facilitator. Her knowledge was impressive and her wealth of experience made the content relevant. Excellent two days. I have attended similar courses but she inspired me to look at different ways to build and assist my team. Starting to identify my team's profile and set some goals for our team together. Thanks for the inspiration. I needed this more than I thought.
<i>Train the Trainer</i>	We had an excellent trainer. She has had so many years of experience to draw from that was very valuable. She also engaged really well with all of us and ensured that we were getting the most out of the course and could relate it back to our own work projects.