

THE COMMUNICATION EXPERTS WITH HUMAN TOUCH

UAE - LEBANON - QATAR - GERMANY



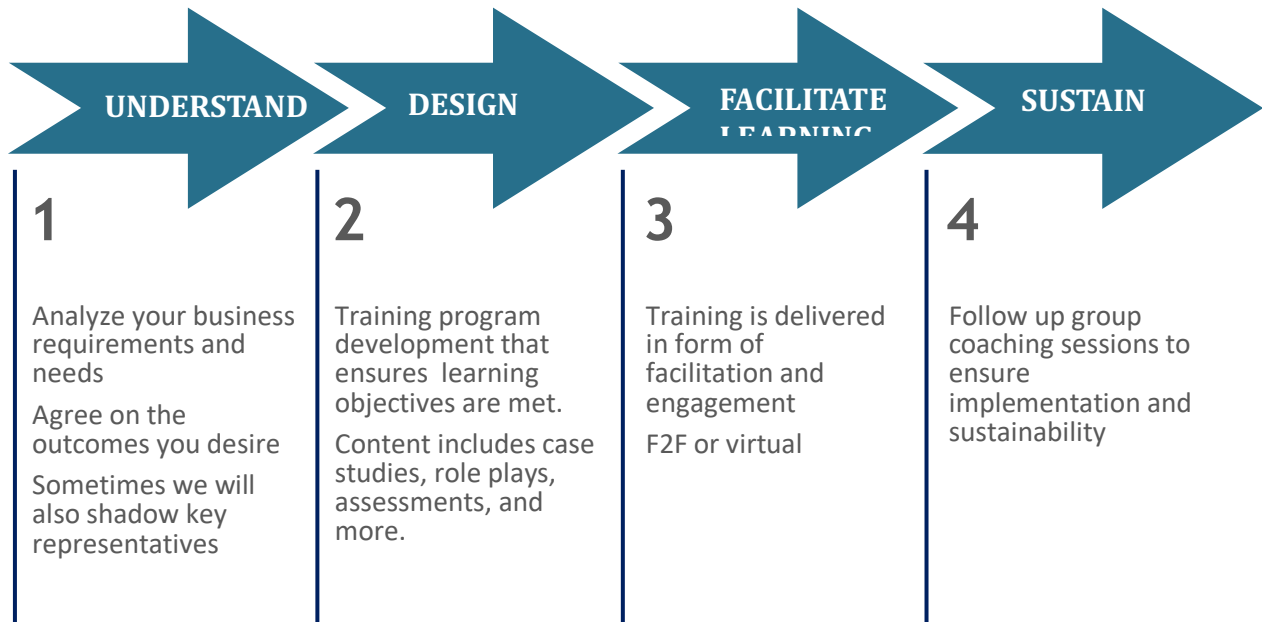
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Train the Trainer

The MYP process



1. Train the Trainer

This workshop will prepare you to assess needs, design and deliver high impact training programs.

In preparation, the process of a training needs assessment is crucial for designing a dynamic training program that fulfills company goals and needs.

The second part of the workshop focuses on integrating the needs analysis findings into a logical design flow, using the appropriate visuals and engaging elements.

Lastly, and most importantly, the program focuses on the 'HOW' in order to make it an effective and audience centered session.

Objectives:

- Understand the role of a Training Department
- Conduct a Training Needs Analysis
- Designing a training program
- Facilitating with an audience centered approach
- Develop skills to ask questions that give you information you need
- Identify the steps in planning a training
- Create a Dynamic Training Program
- Develop the Skills required for a Trainer
- Dealing with stressors
- Understand the audience
- Understand the different “languages” of communication
- Handle questions and attendees
- Develop skills to listen actively and empathetically to others
- Deal with situations assertively
- Discover ways to address an entire audience
- Balance between fact-based content and story telling
- Learn how to keep an audience engaged
- Understand the tricks to a presentation that will be remembered
- Evaluate the effectiveness of the training based on the ROI model

2. Training details – 3 days

Day 1

- Learning and styles of learning:
- Self-Awareness
 - Short introduction demo by participant (
 - What have I done so far?
 - The importance of Emotional Intelligence
 - What are my strengths/weaknesses/emotions/communication style?
- Training Needs Analysis
 - Needs and Wants
 - Types of Needs Assessments
- The WHAT
 - Preparing
 - The goal
 - Time keeping
 - The content
 - Opening
 - Closing
 - Central theme
 - The slides

Day 2

- The HOW
- How do we communicate?
 - Body Language and Tone
- Barriers of communication
- Social Awareness
 - Recognizing different communication styles
 - VAKs
 - Linguistics
 - Screening the audience
 - Interacting with the audience
- Facilitator skills
 - Rapport
 - Active listening
 - Empathy
 - Flexibility
- Training specifics
 - Keeping it entertaining
 - Attention getters
 - Storytelling
- Identification of Training Activities

Day 3

- Group handling skills
 - Questions
 - Handling the audience
- Methods of evaluation
 - ROI model
- Final Presentation
 - Feedback

Ongoing Support:

To help ensure that the attendees are implementing the learning into the workplace, we will be offering 4 follow-up coaching sessions

3. Methodology

*"I hear and I forget
I see and I remember
I do and I understand"*
~Confucius

This is a highly experiential and interactive program. The session will include:

- PowerPoint Presentation
- Games and Group Activities
- Group discussions
- Tools/models
- Stories/videos
- Role plays
- Self discovery/reflection
- Personal action plan

4. Participants:

Maximum: 12

5. Investment

Our daily rate is 5000 USD, based on a one-off, 1 day training only.

This day rate will reduce and is adjusted according to the number of training sessions/days/batches.

The rate includes a thorough briefing, discovery interviews, customized design with unlimited changes.

6. Mind Your Power Portfolio

Mind Your Power is a holistic consultancy, focused on the wellbeing of employees to ensure effective communication and interaction in all walks of life and on all levels.

We base most of our very interactive and hands-on workshops on Neuro-Linguistic Programming, Emotional Intelligence, and Human Psychology and add a bespoke design to fit your needs.

Below are some of our delivered workshops:

- NLP for business
- Unconscious Bias
- Balancing work and Life
- Selling as Non-Sales professional
- Empowered Women in business
- Embracing a new Culture
- Leadership Excellence
- Communication Skills
- Solution Selling
- Emotional Intelligence
- Motivational Leadership
- Effective Team Work
- Team building
- Effective and emotionally intelligent teaching Skills
- Presentation Skills
- Stress Management
- Family Management
- Interpersonal Skills
- Cross-Cultural understanding
- Coaching Skills
- Complaint Management
- Customer Service with NLP
- Communication in times of trauma
- Empathic Customer Service
- Trust
- Relationship Management
- Effective teaching and leading
- Train the trainer
- Patient communication
- Negotiation skills
- Mindfulness
- Solution orientation
- Communicating with different personality types
- Emotional Intelligence for wellbeing
- Change and resilience
- Mindfulness
- Coaching Skills
- Developing a Growth Mindset
- Harmonious Family Communication
- Your inner critic
- Communicating positively
- Motivation for success
- Laughter Yoga
- Leading with Emotional Intelligence
- Diversity & Inclusion
- and of course many more Customized topics

Our clients include:

						ORTHOCARE LEBANON
						STRATA للخدمات A Mahara Company

7. Your Trainer



Mona Abdulrahim-Santl
Managing Director Mind Your Power LLC
Trainer, Facilitator, Coach, Therapist
Member of ATD, NGH, NFNLP, AUNLP
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With an extensive training and knowledge in communication skills and customer service, Emotional Intelligence and NLP, Mona has successfully conducted numerous trainings at a wide variety of large and small organizations around the world. She has a keen sense to identify the factors that hinder the positive development of groups and individuals alike, whether intra- or inter-personal, and does so with creative techniques, along with a contagious passion, compassion, diplomacy and motivation. All of these have led to significant positive changes to the groups and individuals she has trained and coached.

With a background in natural Psychology, Mona has always believed in the power of the mind and the ability of utilizing that power to unfold the full potential.

She holds certifications in Hypnotherapy as Instructor, NLP as Instructor, Train the Trainer, DISC, Workplace Big 5, ISI Influencing Styles, CSI Change Style Indicator, FIRO-b and FIRO Business, ACTEE, Kinesiology, EFT, Pranic Healing, Emotional Intelligence, Pain Management, Transactional Analysis and Hypno-Coaching, amongst others.

She is the founder of the international program “Hypno-Parenting” and has worked with International Schools, training parents, and also academic staff in the art of effective communication.

Coming from an Arabic-European background, having lived in several countries and continents, and being fluent in 4 languages, Mona epitomizes the flexibility and understanding needed to adapt her training style to cultural, unique and individual needs.

Mona appears regularly in TV interviews, and has inspired audiences speaking at industry events in Boston, Las Vegas, Zurich, Berlin and London, and corporate events in the UAE, Bahrain and Lebanon.

She has worked with below organizations, independently as well as in association with major consultancies:

We are excited to work with you!



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