



XAGE Consultancy develops tailor made training that effectively improves your staffs' skills, knowledge and attitude.

Our experienced facilitators adopt a "train—assignment—coach" approach, utilising a combination of real life case studies, activities, group discussions, debriefing and project work in an active forum.

This approach means the participants benefit from practical application of the learning, reinforced by coaching from our experienced facilitators.

The learning and development topics covered by XAGE Consultancy include:

Self Management

- Career planning and development
- Time management
- Assertiveness skills
- Professional image
- Stress management

Providing Direction

- Task management
- Operational planning
- Strategic planning
- Leadership skills
- Fundamental management skills
- Advanced management skills
- Managing risk
- Decision making and problem solving skills
- Coaching and mentoring skills

Change Management

- Encouraging innovation
- Leading change
- Planning change
- Implementing change

Working with People

- Developing teams and subordinates
- Feedback skills
- Counselling skills
- Interpersonal skills
- Delegation skills
- Improving work performance
- Team building
- Managing conflict
- Influencing skills
- Meeting skills
- Cross-cultural awareness

Using Resources

- Information management and analysis for decision making
- Effective communication skills
- Effective presentation skills
- Resource management
- Occupational health and safety

Achieving Results

- Project management
- Customer service
- Negotiation skills
- Resolving customer service issues
- Developing marketing plans
- Developing a customer focussed organisation
- Professional selling skills

Human Resource Management

- HRM overview
- HRM essentials for non-HR Managers
- Workforce planning
- Attracting and retaining talent
- Organisational design
- Corporate training management
- Interviewing for selection skills
- Recruitment and selection skills
- Succession planning
- Job analysis and design
- HR policy and procedures
- Performance management systems
- Compensation and benefits