



**Performance
Technology
Solutions**

Training Paths

Catalogue

2022–2023

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Our training approach

We adopt a systematic approach to the design and delivery of performance-based paths which allow our clients to achieve results which can be monitored and measured objectively. The goal of our approach is not just that participants are satisfied but that they make behavioural changes in the workplace.

The training paths listed on the following pages describe our "**standard**" proposals.

All the paths can be **customised** according to the specific organisational and participants needs in terms of:

- **contents and duration;**
- **modality:** traditional classroom, virtual classroom, hybrid;
- **language:** Italian, English.

All our trainers / facilitators use **a highly interactive methodology** through analysis and discussion of real cases, individual and group application exercises, role-play, simulations, etc.

To facilitate the transfer to work of the skills acquired during the path:

- we guide the participants to compile a **development plan** to motivate them and help them to focus on the objectives they intend to achieve and to keep track of the progress and results obtained;
- we offer support in the implementation of the plan through **individual coaching** sessions (face-to-face or virtual) and / or **group follow-up** a few months after the end of the path.

Our training offer includes two main areas:

Area	Objective
Soft skills paths for all organisational levels	Develop communication, leadership and professional development competencies through the acquisition of proven techniques and tools that allow to achieve observable and measurable performance improvements .
HR paths for Human Resources Responsibles and Specialists	Acquire techniques and tools to effectively carry out the needs analysis , the design of development interventions and the evaluation of their impact (ROI).

Effective communication and presentation



Preparation

Facet5
SuperSkills
of great conversations

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural** communication **style**

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Speaking in front of a group is recognised as a stressful and difficult situation to manage for many of us.

The path provides **proven techniques and tools** for improving the effectiveness of your presentations both face-to-face and virtual.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ plan and design the presentation contents based on **objectives** and **characteristics of the audience**
- ✓ structure information and **key messages** effectively
- ✓ use different types of language (**verbal and non verbal**) effectively
- ✓ manage **stress** during the presentation
- ✓ **interact** effectively with the audience
- ✓ evaluate the **effectiveness** of your own presentation

Pitching:

how to influence decision making



Preparation



- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural** communication and influencing **style**

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Pitching is the ability to make a brief and effective presentation which persuades the decision making of the audience.

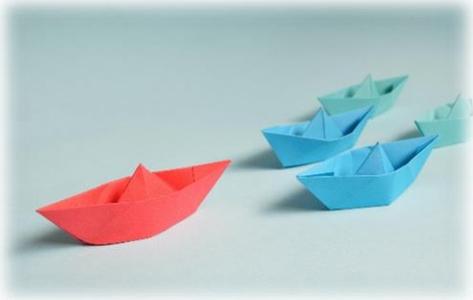
The path provides **proven techniques and tools** for improving both the planning and the delivery of a pitch.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ acquire a **systematic method** to **design** the pitch structure and develop **key messages** based on audience characteristics
- ✓ improve the ability to **make a pitch** through the consistency between verbal, para-verbal and non verbal aspects
- ✓ apply the techniques and tools provided to your own pitch and receive immediate **feedback**

Leadership and team management



Preparation

Facet5 Profile

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural** leadership **style**

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Managing and/or working within a team requires the development of specific skills that allow to achieve group goals effectively and efficiently.

The path provides **proven techniques and tools** for improving the effectiveness of your role as a leader and manage the typical dynamics of a team.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ improve leadership effectiveness applying the **Situational Leadership** model
- ✓ **delegate** activities when appropriate
- ✓ maintain team performance high, leveraging on **motivational factors**
- ✓ acquire techniques to improve team **communication**
- ✓ manage effectively **group dynamics**, resolving **conflicts** and developing a **collaborative** attitude

Inclusive leadership



Preparation

Facet5 Profile

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural** leadership **style**

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Inclusive leadership is essential to maximise motivation, engagement, sense of belonging and performance at individual, team and organizational level.

The path provides **proven techniques and tools** for improving the effectiveness of your role as a leader, recognising and valuing the differences between team members.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ acquire awareness of your "**unconscious bias**" to improve the effectiveness of your leadership
- ✓ facilitate the exchange of **constructive feedback** for continuous improvement
- ✓ involve others in the **decision-making process** and **delegate** activities
- ✓ keep the team's performance high by leveraging on **motivating factors**
- ✓ acquire techniques to improve internal **communication**
- ✓ create a work environment based on **trust** and **collaboration** by promoting **psychological safety**

Performance improvement:

how to manage and improve direct report performance



Preparation

Facet5 Profile

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural** managerial **style**

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Managing your direct reports effectively is essential to achieve the desired performance objectives.

The path provides a **methodological and behavioural model** to analyse, plan and monitor the performance of your team for **continuous development and improvement**.

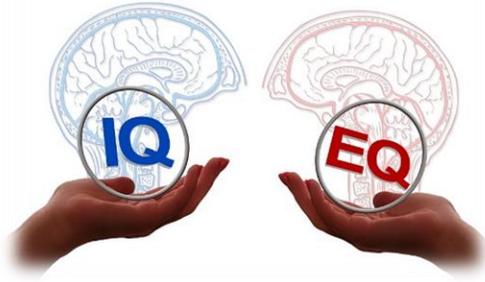
The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ define **clear and shared objectives** in order to motivate direct reports
- ✓ identify key factors to **analyse** direct reports **performance**
- ✓ identify the most appropriate strategies to resolve **performance gaps**
- ✓ increase productivity overcoming resistances and providing **constructive feedback**

Emotional intelligence:

how to empower yourself and collaborate with others



Preparation

EMOTIONAL INTELLIGENCEview360

- ✓ 360 **online** questionnaire, internationally validated
- ✓ detailed report to know your actual level of **emotional intelligence competencies**

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Emotional intelligence is the ability to identify, understand and effectively manage emotions and behaviours.

Research shows that emotional intelligence is an important element of effective leadership.

The path provides **proven techniques and tools** for improving the skills linked to emotional intelligence.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ identify the **areas** of the emotional intelligence model
- ✓ acquire **awareness** of your own strengths and development areas regarding the competencies included in the model
- ✓ apply techniques and tools to improve emotional intelligence in a working context

Building Key Managerial Competencies:

basic path for neo managers



Preparation

Facet5 Profile

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural** managerial **style**

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Effectively managing relationships within the workplace is an essential skill at all organizational levels.

The path provides **proven techniques and tools** for improving communication skills (giving and receiving feedback, active listening, assertiveness), interpersonal relationship management, conflict management and negotiation.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ communicate **constructive feedback**, improving **active listening** and **assertiveness** skills
- ✓ create **strategic** and productive **relationships** with your supervisor and colleagues
- ✓ identify and recognize the **causes of** interpersonal **conflicts** in the workplace
- ✓ acquire and apply new **strategies** to manage **conflict** effectively
- ✓ improve **negotiation** skills

Work smarter, not harder:

how to improve time management



Preparation

Facet5 Profile

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural style** of time management

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Effectively managing your own working time and the time of your direct reports requires specific skills.

The path provides **proven techniques and tools** for prioritising and planning activities in order to achieve the defined goals both in presence and in smart working.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ recognize and **value** the time management style of each participant
- ✓ use effective techniques and tools for:
 - complete the tasks, achieving the defined objective within the deadline (**effectiveness**)
 - manage time wasters (**efficiency**)
 - reduce working **stress**

Effective meeting management



Preparation

Facet5 Profile

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural style** of meeting management

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Managing meetings effectively is not easy: meetings are often improvised, long and unproductive.

The path provides **proven techniques and tools** for planning and managing meetings effectively **both in presence and virtual**.

The path includes **simulations** of typical meetings **with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ identify **when** is appropriate and useful **to have a meeting**
- ✓ acquire a **systematic method** to planning a meeting
- ✓ apply techniques to **coordinate the discussion**, facilitating the problem solving and decision-making processes
- ✓ acquire a method to **summarize the meeting results** and manage the "next steps"
- ✓ **evaluate** meeting **effectiveness**

Needs analysis, planning & control of development interventions



Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6–8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

The needs analysis represents an opportunity for the company to understand if and how development solutions can solve **performance problems**, eventually together with organisational interventions.

The path provides **proven techniques and tools** for designing and managing development plans based on the results of the needs analysis conducted.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ analyse development needs and define **tangible and measurable objectives** for the projects
- ✓ distinguish between **training and non-training needs**
- ✓ quantify, justify and manage the estimated budget for **short and medium to long term**
- ✓ apply techniques for **control, analyse and update** plans, budget and development projects

Monitoring effectiveness of development interventions



Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Monitoring development interventions to assess quality and alignment with business objectives allows to have fundamental decision-making elements to improve planning, design and delivery.

The path provides **proven techniques and tools** for monitoring the impact of development projects.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ evaluate development intervention's impact on the organisation, at **various levels**, determining when it is appropriate to use each monitoring level and identifying the most suitable tools
- ✓ follow a **step-by-step process** for effectively planning, conducting and documenting evaluation activities
- ✓ use a **collaborative approach** to establish expected and achieved results

Measuring ROI of development interventions



Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

It is important that the results of development interventions are subject to careful **evaluation**, just like any other **investment**, for continuous improvement.

The path provides **proven techniques and tools** for evaluating the impact of development projects in financial terms (ROI - Return on Investment).

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ understand how to apply the **methodology** for ROI calculation
- ✓ identify how the methodology can be used in **different situations** within an organization
- ✓ distinguish between the **application** of the ROI measuring methodology for "**soft skills**" (e.g. managerial, communication, etc.) and "**hard skills**" training (e.g. technical skills, operating, etc.)

Instructional Systems Design:

effective training design



Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6-8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Designing and developing traditional or online training requires specific skills.

The path provides an **internationally validated methodological model** for making training design really effective.

The path includes **simulations with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ conduct an **activity analysis** to identify participants characteristics, course contents and objectives
- ✓ **structure** the course based on the activity analysis
- ✓ define **learning objectives** aligned with the results of the analysis
- ✓ **classify and design training contents** (facts, concepts, processes, procedures, structures, principles)
- ✓ plan the **evaluation** of training **effectiveness**

Designing learning test



A	
B	
C	
D	

Structure

- ✓ approximately 16 hours, divided in modules, depending on the modality of implementation (traditional classroom, virtual classroom, hybrid)
- ✓ exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up after 6–8 weeks to share the progress and results obtained and continue the application of the techniques acquired

Individual coaching upon request during or after the path for a **customised** approach based on your specific needs

Why participate?

Evaluating the learning level of participants at the end of a training is an important step in verifying the effectiveness of the training provided.

The path provides **proven techniques and tools** for designing effective tests that allow to understand the real learning level of the participants for training continuous improvement.

The path includes **exercises with feedback** in order to facilitate participants' engagement and learning.

Objectives

- ✓ identify **when to use and how to structure** a learning test
- ✓ improve existing multiple choice tests identifying **design mistakes**
- ✓ apply guidelines to designing effective and valid **multiple-choice tests**
- ✓ conduct a **statistical analysis** of the test items to evaluate effectiveness and validity