



# Training Directory for Banks

AMD International

Dear Colleague,

I'm delighted to present AMDI directory, which showcases a range of exciting programmes and workshops for the banking industry. This year we continue to focus on what AMDI represents and stands for, our ambition to bring real positive behavioural change of personnel in your organisation, creating real motivation and inspiration to perform to the full potential.

The high level of competition in the banking industry makes it difficult to sustain a competitive advantage in the long term. In an operating environment where what you do cannot really be exclusive, your competitive edge lies in the unique capabilities of your people at all levels.

There is a demonstrated relationship between better talent and better business performance and the financial value of your organisation largely depends on the quality of your workforce. Our focus is to effectively work with you to provide appropriate and timely interventions that reconnect individual and team goals to corporate goals and develop talent to enhance performance in the current positions and enable readiness for transition into the next level.

Our programs have been designed around you; to enhance profitability, productivity, cost management and growth of your organisation. We have made a significant investment in redeveloping and modularising our course designs so that not only are we able to configure the programs to suit your needs but we can also deliver them within days.

I request you to take some time to view our program directory and I'm confident you will find the solution to your capacity-building needs. Remember that any programme you see can be tailored for in-company delivery to maximise the value of proven designs while also making learning fit the culture and context of your organisation.

Should you not find the program you are looking for, kindly contact our dedicated team of professionals who will work with you to develop the program within your specified timeframe.

We look forward to working with you this year.

*Terry Mitchell*  
Chief Executive Officer



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# Structured Trade and Commodity Finance

## Overview

Banks are adapting to the future by effectively utilising various structured finance tools like pre-shipment or pre-export financing, post-shipment financing, warehouse receipt financing, and structured trade and commodity financing to add desirable new customers and expand into markets that are simply not accessible through traditional channels.

This programme is designed to deliver a comprehensive understanding of structured trade and commodity finance, with specific focus on risk management and financing of physical flows of commodities. Drawing from real situations, the course provides best practice for application of key concepts relating to risks and commercial priorities from the perspectives of both the borrower and lender.

## Course Content

- Overview of international trade and commodities
- Risks in international trade
- Financing trade in challenging markets
- Pre-finance and key considerations
- Risk workshop: origin countries
- Assessing terms sheets
- Legal risk issues
- Transport documents
- Cargo Insurance
- Political and Credit Risk Insurance
- Price risks
- Focus on Warehouse finance
- Alternative financing methods

## Learning Outcomes

At the end of the programme, participants would be expected to be able to:

- Understand a comprehensive coverage of a structured approach to trade finance – close examination of the structures and how they work.
- Structure trade and commodity finance transactions – both upstream and downstream financing
- Apply structured trade and commodity finance based on export receivables-backed financing, warehouse receipt and inventory financing techniques, prepayment techniques, etc.
- Understand the features and application of essential documentation and methods of payment; and the risk and commercial priorities from the perspective of borrower and the lender

## Target Participants

- Credit Managers/Officers
- Corporate Banking
- Treasury Departments

# Advanced Sales Techniques for Treasury Products Training

## Overview

Appropriate Treasury and Account Relationship strategies should professionalise and refine sales and marketing techniques to address commercial priorities from the perspective of both the bank and the customer. This programme offers tools, models and techniques for diagnosing clients, understanding their personal/corporate drivers and motivations, and getting to the heart of the client's preferences and needs.

## Course Content

- Overview of the Financial Markets
- Treasury Risk Management
- Defining treasury needs
- Selling and Marketing Treasury Products
- Commercial insights – Mapping Client Needs
- Effective selling and marketing strategies
- Handling objections to Treasury and Corporate products
- Effective client strategy: cross-selling treasury and corporate banking products
- Ensure consistent superior client experience
- Actionable insight to optimise customer experience
- Continuous client service improvement

## Learning Outcomes

At the end of the programme, participants would be expected to be able to:

- Understand the core treasury products of the bank and optimise the bank's strengths to sell and market the products
- Develop a deeper understanding of the behaviour of the treasury customers and their expectations and optimise growth opportunities across a range of treasury products
- Gain practical insights into how to gear treasury business and its operational model to sustainably generate valuable income for the bank
- Develop renewed focus on developing and increasing the treasury customer base and building higher levels of customer satisfaction

## Target Participants

- Treasury Officers
- Treasury Managers
- Account Relationship Managers
- Branch Managers

# Accounting for Lending/Credit Officers

## Overview

A good credit decision requires experience, judgement and a range of financial analytical and evaluative techniques that are designed to determine the likelihood that the credit facilities will be repaid. Laxity of credit assessments, poor lending practices and inappropriate credit policies are some of the causes of credit risk.

This comprehensive programme covers essential financial analysis of credit applications using the evaluation techniques and analytical models that support the ultimate lending decision. It presents accounting from the lender's point of view, and empowers participants with the skills needed to extract critical information from financial statements that informs risk analysis and lending decisions.

## Course Content

- Key commandments of Credit: Lending to the future and security
- Understanding the business and owning the credit decision
- Analysis of Financial Statement for risk analysis
- Objectives of a business: Profit or survival?
- Concept of growth rate and sustainable growth
- Financial ratios for risk analysis: Critical success factors for survival,
- Financial Risk continuation – analysis of cashflow statement
- Determining the debt servicing ability using cash flow statement
- Recognising the limitations of financial statements for credit decisions

## Learning Outcomes

At the end of this program participants would be able to:

- Know where to find relevant information and how to approach new customers' credit applications and apply a structured approach to assess the creditworthiness of a borrower
- Understand the make-up of financial statements, their limitations and convert accruals based financial statement data into information that can be used to determine debt service capacity
- Identify the key ratios for making financial credit decisions and understand how they are calculated and recognise the general signs that a customer may be unable to pay debts.
- Review the debt structures to assess to what extent they meet the commercial needs of the borrower and protect the bank's interests

## Target Participants

- Account Managers/Officers
- Credit Managers/Officers
- Credit Analysts/Officers
- Branch Managers

# Marketing of Banking and Financial Services

## Overview

The marketing of financial services is challenging because of their unique characteristics, often they cannot be visually communicated in advertisements. The relatively unexciting nature of financial services makes the task of attracting consumer attention and inspiring consumer desire a difficult one. However, marketers with appropriate knowledge and skills should exploit predictable behaviours that consumers often exhibit in their dealings with banks.

This programme is designed to equip participants with the tools and techniques to utilise the abundance of existing data and the predictability of customer behaviours to enable development and execution of successful strategies for marketing of financial services.

## Course Content

- Principles of marketing of banking products, skills, client relations
- The unique strengths of banks/financial institutions
- Categorisation of customers for financial service providers
- Customer attitudes and behaviours
- Features, advantages and benefits
- Pricing, promotion and distribution of financial services
- Handling objections, reservations and general sales resistance
- Quality and service – delivering beyond client expectations
- Developing customer retention strategies

## Learning Outcomes

At the end of the programme, participants are expected to be able to:

- Understand elements of the marketing mix as they apply to financial services and recognize consumer attitudes and buying behaviour towards financial services
- Learn the sequential stages of the sales process and how to determine which stage is taking place during a sales discussion with a customer
- Understand the differences between product features and benefits, and how to apply these in their sales discussions and presentation
- Identify key issues or strategies relating to services in the banking sector

## Target Participants

- Credit Managers
- Relationship Managers
- Account Executives
- Marketing Managers
- Credit Analysts
- Branch Managers

# SME Banking – Development and Management

## Overview

Developing a successful SME banking business requires banks to adopt novel approaches to overcome unexpected challenges. Key challenges come from poor quality data, ill-suited organisational structure, higher default rates, low interest income, unfamiliarity of managers with the culture of SME banking and strong competition. Despite the challenges, the development of strong SME portfolio should remain a priority because of its large market size, low sensitivity to prices, strong customer loyalty, profitable relationships and high growth potential

This programme draws on our knowledge and practical experience of working with banks and financial institutions and provides pragmatic solutions to the problems facing banks and help them build strong and profitable SME banking business.

## Course Content

- SME strategy and managing growth - model choices, competition and profitability
- Market segmentation and relevant customer characteristics
- Benchmarking the competition - Maximising the “share of wallet”
- Building competitive product range: lending- based, transaction-based and cash flow based products
- Marketing SME products: process, channel and promotion
- Differentiating and insights for frontline staff
- Streamlining credit decision process for SME customers
- Risk Management – Risk-based pricing and non-performing loans

## Learning Outcomes

At the of the programme, participants should be able to:

- Develop SME products/services that customers really need and introduce innovative products and “product bundles”
- Manage the “cost to serve” problem and overcome the perceived risks of SME banking
- Deliver products to the market in the most efficient way and increase cross-selling rate and the “share of wallet” of your bank
- Improve the credit decision process and implement effective risk limits for the banks

## Target Participants

- SME Managers
- Departmental Heads
- Relationship Managers
- Retail/Branch Managers
- Bank Supervisors

# *Client Relationship Management in Banking and Financial Industry*

## **Overview**

Clients are now expecting more individual attention, responsiveness, customization and access, yet not willing to pay a premium for these services. High client expectations and lower exit barriers threaten to increase client attrition. There is therefore need for a sound CRM approach that integrates internal processes and functions, and external networks, to create and deliver value to the targeted clients at a profit.

This program is designed to equip participants with competences required to take total responsibility in managing the balance between satisfying clients' needs and business goals.

## **Course Content**

- How CRM fits within the organisational strategy
- Different perspectives of CRM and how it is a holistic approach
- Customer-centricity vs. product-centricity and what matters in CRM
- Customer retention and the underpinning profitability
- Segmenting clients and understanding their expectations, attitude and behaviour
- Principles of client solutions and product/service bundling
- Collaborative CRM to boost leads, products and sales
- Identifying and managing critical moments in the client life-cycle
- Mapping touch points, channels and processes

## **Learning Outcomes**

Delegates will learn how to:

- Apply the contemporary concepts and principles of client relationship management and sound "Consultative Sales" techniques
- Develop a clear understanding of the relationship between client satisfaction, retention and loyalty, and how this impacts on the overall vision of growth for the organisation.
- Differentiate between Customer-centricity Versus product-centricity and understand what matters in CRM
- Gather actionable insight to optimise customer experience by addressing vital clients' issues proactively and being responsive to address client loyalty

## **Target Participants**

- Relationship Managers
- Credit Managers
- Account Executives
- Marketing Managers
- Credit Analysts
- Risk Managers

# SME Credit – Lending and Financial Analysis

## Overview

In SME lending, surprise outcomes usually turn out negative for financial institutions. Low efficiency and high default rates are the major risks in SME lending. Financial institutions should make sure that right lending decisions are made using practical tools that minimise risk exposure and maximise profitability.

The course provides delegates with the thorough understanding of the credit process, including gathering of relevant information from SME clients, assessing the clients' credit worthiness, structuring of debt, carrying out industry and economic analysis, financial analysis and interpretation, non-financial analysis, monitoring, legal documentation and exit strategies.

## Course Content

- Evaluation of risks in the SME's operating cycle
- Market analysis – Bank's experience with the market/industry
- Financial Analysis on SME – structure and Financial Analysis
- Key elements in loan structuring – Amount, tenor and covenants
- Analysis of collateral – adequacy of collateral and vulnerability to market changes
- Legal documentation and structure and timing disbursements
- Monitoring of the project: spotting the warning signs
- Managing defaults: temporary and permanent non-performing accounts
- Debt restructuring, extension of repayment periods.
- Relationship management: opportunities for growth

## Learning Outcomes

At the end of the program, participants should be able to:

- Understand how "Top Down" analysis and detailed financial and credit analysis of the borrower interrelate and impact SME borrowers
- Carry out detailed market/industry, technical, financial, management and security analysis
- Know how to read, adjust and understand SME financial statements and apply that understanding to the objectives of their credit analysis of a borrower
- Know key issues in determining what documentation and security should support the credit facility

## Target Participants

- Account Managers/Officers
- Branch Managers
- Risk Managers/Officers

# *Driving Business Performance: Unlocking the Potential of Frontline Managers*

## **Overview**

What hurts the financial outcomes of most banks is not the lack of grasp of technical concepts by personnel, but their lack of “soft skills” or personal qualities that should enable frontline management to effectively play their critical role in the people and performance causal chain. While technical skills enable them build the framework for achieving the desired financial outcomes, it is the soft people management skills that they draw from in their day-to-day activities.

This programme is designed to provide participants with the right set of knowledge, skills and competencies they need to significantly influence and contribute to higher level of individual and team performance.

## **Course Content**

- Mechanics and dynamics of frontline leadership and management
- Aligning people, work and processes – improving efficiency
- Leading and communicating more assertively in team meetings
- Overcoming barriers – ensure your communications get results
- Self-awareness, gaining control and making an Impact
- Team performance, work allocation and delegation
- Maximising input and motivation – Building the desire for results
- Managing assumptions to build trusting working relationships
- Managing performance management and conducting individual performance reviews

## **Learning Outcomes**

- Gain insights into the preferred leadership style and learn how to be flexible in both leadership and management roles
- Transform from individual contributors into taking the responsibilities of the team management and identify personal leadership styles and the effect they have on the variety of work situations
- Implement newly-refined interpersonal skills aimed at reducing workplace conflict, increasing cooperation, improving morale and boosting employee engagement to new levels
- Build cohesive teams that work together to achieve objectives and fostering team positive attitude, work ethics and productivity

## **Target Participants**

- Line Managers
- Supervisors
- Senior Officers

# Redefining Functional Leadership in Banking

## Overview

Functional Managers require focus on developing personal and business insight to grasp the big picture, enterprise-wide issues across boundaries and to leverage and integrate the capabilities of resources under their control to accomplish complex and multiple objectives. They need to shift the emphasis towards redefining market boundaries, getting the operational sequence right, and reaching out to customers beyond the existing demands.

This programme is designed to provide participants with unique themes and patterns, tools and models to purposely and actively build capacity for new ways of working; new thinking, tools and processes that result into organisational success. It unravels the complexities of leadership and explore best practice and behaviours that lead to consistent decision-making habits.

## Course Content

- Functional leadership requirements for high performing organisations
- Creativity vs. productivity approaches to operations
- Critical perspectives of operational agility
- Driving real functional transformation
- Decision making process – biases and traps
- Creating the right conditions for strategy implementation
- Building operational excellence into services and driving value
- Breaking down cross functional barriers for effective collaboration
- Integrating coaching and mentoring into leadership style

## Learning Outcomes

At the end of the programme, delegates will gain the skills to:

- Build leadership and management style that creates trust, sets a clear vision and guides the entire team toward greater organisational performance
- Develop enhanced decision-making capabilities and to think faster and more creatively about current operational strategies and solutions
- Gain deepened understanding of organisational dynamics, improve the design and implementation of new initiatives and avoid destructive conflicts
- Become alert to systematic cognitive biases and traps that operate on individuals and groups and learn how to overcome them.
- Apply hands-on experience on modelling operational objectives and value trade-offs, as well as uncertainties and risks

## Target Participants

- Departmental Managers
- Branch Managers
- Senior Managers

# *Managing Credit, Account Receivables and Debt Collection*

## **Overview**

Achieving excellence in managing credit, accounts receivable and collection is now critical in realizing and optimizing the profit and cash benefits of increased bank's income. While an aggressive approach to credit management and debt collection brings with it an image problems, a customer-centric debt collection approach could increase repayment rate, enhance bank's brand image, improve customer retention and minimises lost revenue.

This programme is designed to deliver tools and techniques to improve risk management, improve collection efforts and increase accounts receivable by applying best practice for credit management, a structured approach for enhancing collections and testing new strategies.

## **Course Content**

- Overview: the cost of unrecovered debt
- Understanding the role of credit policies and procedures
- Credit policy and risk management cycle
- Using non-financial information to identify and manage risk of default
- Early detection of possible default situations
- Looking at the debt situation from the client's position
- Strategy for effective debt collection
- Understanding escalation procedures/customer meetings/preparations, etc.
- Successful communication with difficult clients
- Overcoming objections and excuses
- Legal aspects of credit management and debt recovery

## **Learning Outcomes**

At the end of the program, participants would be able to:

- Understand the reasons for credit management and appreciate the importance of credit policy to achieve maximum profitability for the bank
- Understand the importance of commercial/ business awareness and the strategic importance of credit management
- Improve their analytical skills in collection and to benefit from a variety of techniques in collection of debts.
- Detect early warning signs and initiate the right strategy to counter them and leverage on proven solutions in recovering debt

## **Target Participants**

- Account Executives
- Relationship Managers
- Personal Bankers
- Credit Officers

# *The Balanced Scorecard: Translating Strategy into Action*

## **Overview**

Banks operate in a very complex market that requires a comprehensive set of performance measures to provide the necessary framework for a strategic measurement and management system. A successfully implemented Balanced Scorecard enables banks to correctly incorporate the complex set of cause-and-effect relationships among outcome measures and the performance drivers that describe the trajectory of the strategy of those outcomes.

This program is designed to provide management with the practical approach for developing and implementing an effective BSC platform that translates the banks abstract strategy into specific, concrete objectives, measures, indicators and actions.

## **Course Content**

- Application of BSC across different departments in the bank – Core and supporting functions
- Strategy mapping: Articulation of drivers and desired outcomes
- Four BSC perspectives to express strategic objectives and KPIs
- Implementation practicalities of BSC – leading and lagging measures for banks
- Cascading the BSC to build organisational alignment
- Integration with existing processes, HR, etc.
- Driving employee performance and accountability
- Effective performance evaluation and learning
- Why balanced scorecards fail – pitfalls to avoid

## **Learning Outcomes**

- Take clear line of sight to the vision and strategy of the bank, becoming alert to the dynamic environment of the bank affecting the fit between its strategy and the BSC
- Create a multidimensional and balanced baseline set of performance indicators and make informed decisions through defined reporting and analysis
- Develop transparent measures for assessing performance, determine root causes of performance gaps and identification of appropriate actions for correcting inefficiencies
- Manage the critical issues of launching and communicating the Balanced Scorecard to the staff and to external stakeholders

## **Target Participants**

- Executive Management
- Senior Management
- Middle Management

# *The Executive Banking Leadership Program*

## **Overview**

The financial services industry continues to face unprecedented change, requiring senior-level bankers to gain new levels of agility, decision-making skills and oversight. Executives must constantly evolve their strategic platforms to keep pace with emerging challenges. The best leaders not only tackle these issues with whole enterprise foresight, they complement intelligent bank finance management with a focus on organizational leadership.

The program incorporates a variety development techniques including case study analyses and skill assessments to explore real-time banks' challenges and solutions while actively developing business acumen, new ways of thinking and executive leadership competences.

## **Course Content**

- Strategic decisions facing bank executives
- Implementing effective risk management practices
- Addressing regulatory expectations
- Valuation methods for assessing and generating value
- Capital requirements, debt and equity markets
- Managing and reducing exposure to risks
- Creating and sustaining high-performance teams
- Growth and product-line decisions
- Leading change and cultural transformation

## **Learning Outcomes**

Participants will walk away from the program with:

- Best practices for your daily and long-term responsibilities, including risk and balance sheet management, competitive analysis, bank value creation and capital planning
- Strategies that balance the tension between earnings growth and capital efficiency while successfully driving overall bank management strategies
- Ways to manage bank-wide change, motivate direct reports and inspire teams with values-driven communications
- Enhanced ability to reconcile differing perspectives and align cross-functional efforts toward a shared vision or goal

## **Target Participants**

- Executive Directors
- Heads of Divisions/Department

# Business Process Redesign and Implementation

## Overview

Establishment of a well-designed and implemented internal management system is a foundation of excellence for all banks. Most banks suffer from lack of process transparency and control; often their process responsibilities and interfaces are not clearly defined and there is no systematic approach to the management of the processes. Consequently, it becomes difficult to monitor and control processes thereby exposing them to high operational risks and affecting efforts for continual improvement.

The adoption of the process approach and risk-based thinking makes the system's redesign a practical building block for deploying and realizing strategic initiatives. It therefore offers an objective framework for orientation and action in daily business.

## Course Content

- Review of core and supporting bank's processes, documentation and workflows
- Redesigning of each process, sub-processes and set of activities
- Development of guidance manuals, standard operating procedures and procedure manuals
- Drawings (typically swim lane and workflow diagrams)
- Developing actionable KPI for all processes
- Practical approaches for new process implementation
- Internal Process Review Assessments
- Performance measurement, monitoring and control
- Internal process and Management Review practices
- Continuous improvement of processes

## Learning Outcomes

This program will give you the ability to:

- Redefine, describe and control your processes (including quality, technical and regulatory processes), their input requirements and output expectations
- Streamline Processes, improve operational efficiency and deliver greater productivity, facilitate process integration and maximize opportunities for cost reduction and new business growth
- Systematically review the capabilities of, and constraints on existing internal resources including people, infrastructure and the environment for operation of processes
- Manage the organizations' knowledge resources and ensure that your products and services satisfy the customer's quality requirements

## Target Participants

- Executive Managers
- Senior Managers
- Middle Managers



# *Business Etiquette and Protocol: The Polished Professional*

## **Overview**

Business is littered with stories of lost sales, eroded relationships, blown opportunities and other scenarios caused by a lack of knowledge or application of 'soft skills.' Business etiquette training directly impacts the bottom line of your organisation because decision makers, colleagues, bosses, clients and prospects will choose to do business with people in whom they have confidence.

This program defines professional behaviour and suggest standards for appearance, actions, and attitude in business environment. It prepares participants to handle a variety of social and business situations: networking events, business meetings, business meals and many more.

## **Course Content**

- The etiquette of Business Communication
- Etiquette on the Move: Business Travel, Parties, Tradeshows, and More
- The Art and Science of Entertaining
- Dressing for Success: Looking Your Best
- Email etiquette and Social Media
- Networking for Success
- International Etiquette

## **Learning Outcomes**

- Explain the four basic behavioural styles and how to adapt to each
- Demonstrate effective self-introductions, introductions of others, and small talk
- Successfully navigate a business meal
- Understand the protocol in ordering in a restaurant, handling alcohol in a business meal, paying the bill, and tipping.
- Understand basic guidelines when it comes to the proper form of address, grammar standards, and use of acronyms in e-mails.
- Understand basic guidelines in the use of the telephone, voicemail, and cell phone.

## **Target Participants**

- Senior Officers and Management – all levels

# Strategic Well-being for Executives (Stress Management)

## Overview

Is stress affecting you and your team members? This is a highly-specialised training course for Executives and Senior Managers that is designed to develop a manager's personal resilience and coping strategies to deal with stress in themselves and others.

Through this development process managers will be better placed in assessing existing and future stressors and enabled to support their teams proactively. Delegates will learn how stress can have a negative impact on organisations and adversely affect productivity and efficiency. Appropriate actions will be explored to reduce this impact.

## Course Content

- Physical, mental and emotional signs and symptoms of stress
- Causes and effects of stress
- Understanding the risk exposure of workplace stress
- The link between stress and absenteeism
- Support our team members and colleagues in recognising and managing stress
- How to create a culture of wellbeing
- Implementing a proactive wellbeing strategy
- Visualisation and positive thinking techniques
- Envisioning exercise – where you want to be as a company and how to get there

## Learning Outcomes

- Understanding and recognising the signs, symptoms and causes of stress at the individual, team and organisational levels
- Minimising exposure to the negative effects of stress
- Improve skills and confidence to support teams by identifying areas for action
- Identifying the key stressors and how they can be used to reduce stress in the workplace
- Identifying areas of action to create and maintain a mentally healthy workplace
- Maximise efficiency through developing a culture of wellbeing
- The Seven Es framework on effective leadership to create a culture of wellbeing

## Target Participants

- Directors
- Senior Managers
- Business Owners
- Heads of Departments

# People Management Skills (Supervisors, Team Leaders & Technical Professionals)

## Overview

One day a person is 'one of the team' and the next day they have become a supervisor of the team. To perform this role effectively and get results through other people, requires a new range of supervisor skills.

This course helps participants to make the transition from team member to an efficient and respected supervisor. Through exercises, case studies, practical examples and clear guidelines we will develop the necessary skills and knowledge to achieve results through the effective supervision of staff.

## Course Content

- Defining Your Role and Responsibilities
- People Management, Team Development and Delegation
- Time Management
- Motivating yourself and others
- Effective Communication
- Controlling the Team
- Maintaining Team Performance
- Improve Team Performance
- Personal Effectiveness

## Learning Outcomes

- Develop the key people management skills to ensure success in your supervisory role.
- Enhance the effectiveness/performance of their team and the achievement of objectives and results.
- Set and reach both personal and team objectives using delegation and time management skills.
- Understand how to overcome barriers to communication.
- Motivate, manage and lead your team and individuals to meet objectives and deliver results.
- Handle difficult situations and people using empathy and constructive feedback.
- Deal more effectively and confidently with difficult behaviours and situations

## Target Participants

- Supervisors, Team Leaders and Senior Officers

## *Mode of Delivery*

*Our programs are highly interactive and engaging to facilitate positive learning and ensure shared best-practice for carrying out daily roles.*

*We incorporate in-training assessments involving:*

- Individual activities and assessments
- Group activities
- Case study analysis

# Why engage AMDI?

*Our real-world style of program designs and mode of delivery provides business assurance.*

*By engaging AMDI, you will benefit from:*

- Strong complementary team of local and international trainers with experience, passion and dedication to provide the right learning intervention for your personnel across all levels
- Rapid tailoring of courses for in-company delivery, to maximise the value of proven designs and making the learning fit the culture and context of your organisation
- Leading edge processes and practices in training delivery which has been cited as the best by our customers
- Strong professional relationship with program development partners including accreditation by the Institute of Consulting (UK)

# Notes



# Notes



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