

SAGE



Management & Leadership Development Programs

Established in 1997, **SAGE** is a management consultancy specializing in recruitment and organizational development. We help organizations reach their goals through effective human resource practices.

We offer a comprehensive range of workshops specializing in the areas of Sales, Human Resources Management and Leadership. We are particularly well versed in customizing our programs to a company's organizational learning goals.

The Leadership & Management Development program is a program designed for managers at all organizational levels, who want to develop and/or enhance their understanding and practice of fundamental management principles in the context of today's challenging environment.

The workshops are highly interactive and participant-centered using a variety of teaching methods to actively involve participants and facilitate the learning process.

All **SAGE** workshops are conducted in-house on company premises and include comprehensive participant workbooks.



SAGE Organizational Development

Human Resources

Coaching and Counseling at Work

Coaching and counseling skills are vital leadership tools that prove especially important in performance feedback situations. The program strengthens the ability of managers and supervisors to communicate effectively with their staff and provides a framework for counseling in a broad range of situations i.e. grievances, disciplinary and conflict resolution.

What You Can Expect to Learn

- Understand the difference between coaching and counseling
- Identify root causes for performance problems
- Ask questions and give feedback
- Prepare effectively for counseling
- Understand the human dynamics in various counseling situations
- Demonstrate communication skills specific to counseling conversations
- Structure a conversation within a counseling framework
- Handle strong feelings and responses in counseling situations calmly
- Recognize and apply different counseling styles
- Assist others to set objectives and action plans to address performance problems
- Describe the difference between grievance and disciplinary procedures

2 Days

Building the Learning Organization

Training and creating a learning organization is an essential part of organizational strategy. This highly interactive and participative workshop will help participants develop their awareness and skills in managing the learning environment and facilitating learner-centered activities.

The workshop focuses on the communication, presentation and training skills required to both speed up and improve the quality of learning. Delegates learning include needs assessment, curriculum design, using accelerated learning approaches, evaluating training programs and facilitation skills.

What You Can Expect to Learn

- How to use a structured approach to assessing training needs
- Develop training plans
- Creative learning techniques for making learning fast, easy, and effective
- How to appeal to all learning styles
- Define learning objectives to guide course design
- Implement design considerations such as timing, sequencing, involvement and pacing
- Practice designing and delivering a training module
- Develop effective training materials, exercises, case studies and tests
- Enhance your presentation skills and apply delivery techniques that will enhance learning
- Evaluate learning both in and outside the classroom

3 Days

Sales

Selling Skills

The course is designed to provide participants with various sales techniques to conduct effective sales calls and to follow a sales process that utilizes effective questioning and consultative selling techniques.

Designed specifically for the hospitality and leisure industry, participants learn how to prepare call plans and role-play sales calls to a wide variety of market segments in the industry from Corporate to DMC and MICE. The program is intensive, hands-on and case study driven.

What You Can Expect to Learn

- Apply the skills for acquiring, retaining and developing accounts
- Create a positive first impression
- Uncover key buying criteria
- Turn buyers' likes and dislikes to your advantage
- Demonstrate how your hotel meets buyer specific needs better than competitors
- Respond with confidence to buyer's objections
- Consistently move buyers towards commitment to purchase.
- Know how to plan and structure a presentation
- Effectively present your hotel's benefits

3 Days

Negotiation Skills

Business is all about negotiating. Some managers have to negotiate with clients, others with outside partners and others with employee representatives. Virtually all managers have to negotiate internally as part of daily business. This workshop teaches the negotiation basics, to give participants the tools to be more successful in any negotiation.

Participants will have many opportunities to develop their negotiation style through role-playing simulations. Participants will participate in a series of negotiation role simulations of increasing complexity; from a two-party, single issue situation to a multiple party, multiple issue negotiation.

What You Can Expect to Learn

- Understand and develop the primary negotiation skills
- Prepare for negotiation through proper research, exploration of interests and alternatives of both parties
- Use questioning techniques to uncover important information from the other parties.
- Use effective bargaining techniques and strategies
- Deal with different negotiation styles
- Understand the complexity of multiparty negotiations, and apply strategies for effective negotiation in the multi-party context
- Understand the importance of trust and relationships in negotiation
- Recognize and apply sources of power in negotiation

*The workshop can be adapted to focus solely on sales negotiations.

2 Days

SAGE Organizational Development

Leadership

Personalities at Work

The workshop introduces participants to the Myers-Briggs Type Indicator (MBTI®), a tool for increasing self-awareness and improving communication. Participants will gain insight into how they prefer to communicate, gather information and make decisions as the first step in assisting them to understand how to more successfully interact with, motivate, and reward different personality types. Each participant will receive during the workshop, a report detailing his/her personality preferences with tips on how to deal with the workplace challenges and opportunities associated with their personal profile.

What You Can Expect to Learn

- Understand personal preferences for presenting different kinds and amounts of information in different ways.
- Communicate more effectively with other people whose preferences differ from their own.
- Supplies a framework in which participants can understand and better handle conflict
- Identify effective work strategies based on their own personality type
- Develop strategies for managing conflict in the workplace
- Ease the process of giving and receiving positive and corrective feedback.

2 Days

Leadership and Leadership Styles

Leadership is defined as the ability to influence the behavior of others. All of the theories of leadership indicate one key point – there is no one correct way of being an effective leader. Managers need to behave differently in different circumstances.

This program enables participants to identify the most appropriate leadership style to use depending on the situation, the individual and the team. It incorporates principles of the Situational Leadership model developed by Dr. Paul Hersey and Dr. Kenneth Blanchard (“The One Minute Manager”) with case studies and role-plays taken from day to day situations and includes games to focus on leadership styles and team dynamics.

What You Can Expect to Learn

- Be aware of different leadership styles and understand the concept of “style flexibility”
- Become flexible leaders who are skilled at goal setting, coaching, performance evaluation, active listening, feedback, and proactive problem solving
- Understand team dynamics and how to get the most out of the team you lead
- Know how to systematically get things done as a team

2 Days

SAGE Organizational Development

The Facilitator



Peggy S.G Suhirman
Managing Consultant

Peggy is a graduate of Ecole Hoteliere de Lausanne and has 20 years of experience in Human Resources Management and consulting roles. She has held Human Resource unit as well as regional positions with international companies in Indonesia, Australia and Hong Kong. In Hyatt International Peggy held the position of regional Director of Human Resources for Indonesia.

After 10 years with Hyatt International Peggy joined Renaissance Hotels International in the Hong Kong corporate office where she was director of Human Resources – Asia Pacific, a position that covered over 20 hotels in various countries. Peggy has extensive Human Resource experience in Australia, Japan, Indonesia, Thailand and Malaysia.

Peggy is the founder of **SAGE** Organizational Development, and is an accomplished Human Resource professional, consultant and facilitative trainer. In her capacity as managing consultant she has provided Human Resource solutions on projects in the public sector and across a broad spectrum of industry sectors including retail, manufacturing, telecommunications and leisure.

SAGE expertise has a strong focus on the hospitality and leisure industry and has a wide scope of clients throughout the Middle East and South East Asia from boutique villas to 5 star city hotels and independent small resorts.

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