

TRAINING SESSIONS IMPULSA CAPITAL HUMANO

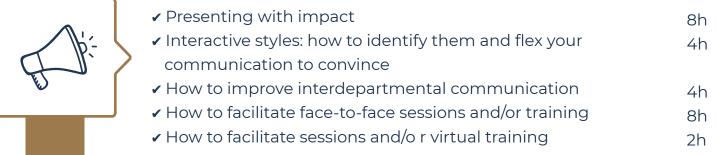
The duration of the training is recommended to ensure a correct knowledge integration. Our goal is to encourage participation and interactivity in the sessions so that later it will be easy to apply the acquired knowledge and habits in your day to day. However, we are flexible when adjusting times and/or combining trainings. We do guarantee an adjustment of the contents to the needs and real situations of the client. We adapt the theory to the daily practice of our audience.



LEADERSHIP

✓ Leadership through Coaching and Communication	8h
✓ Team Management tips	4h
✓ How to manage disruptive behaviours	2h
✓ Delivering quality feedback	3h
✓ Communication skills in Leadership	8h
✓ Make the most out of your team by combining their strengths	4h
✓ Guide to conducting quality performance reviews	4h
(may include discussions about compensation)	







COMMERCIAL

	✓ Commercial attention basics:	4h
	» Types of customers and how to influence	
)	them to increase the conversion rate	4h
	» Sales cycle and upselling opportunities	

✓ How to improve the customer experience

4h



PEOPLE

- ✓ New Managers Assimilation (either by promotion or new joiners)
- ✓ Competencies identification and mapping

 4h



OTHER SKILLS

- ✓ Time management (includes e-mail management, prioritization and learning to say NO)
 ✓ How to develop critical thinking (through 4h)
- ✓ How to develop critical thinking (through autonomy and challenging the status quo)