



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.

	<h2>LEADERSHIP</h2> <ul style="list-style-type: none">✓ 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)
	<h2>COMMUNICATION</h2> <ul style="list-style-type: none">✓ Presenting with impact 8h✓ Interactive styles: how to identify them and flex your communication to convince 4h✓ How to improve interdepartmental communication 4h✓ How to facilitate face-to-face sessions and/or training 8h✓ How to facilitate sessions and/or virtual training 2h
	<h2>COMMERCIAL</h2> <ul style="list-style-type: none">✓ Commercial attention basics: 4h<ul style="list-style-type: none">» 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
	<h2>PEOPLE</h2> <ul style="list-style-type: none">✓ New Managers Assimilation (either by promotion or new joiners) 4h✓ Competencies identification and mapping 4h
	<h2>OTHER SKILLS</h2> <ul style="list-style-type: none">✓ Time management (includes e-mail management, prioritization and learning to say NO) 4h✓ How to develop critical thinking (through autonomy and challenging the status quo) 4h