

# **BRAINPOWER**

## **Training Program**

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## Brainpower Human Capital Solutions Services

We offer exclusive, on-demand solutions that cover most of organization's talent needs, based on international best practices and hands-on experience with local and international companies, including, but not limited to:

- ▣ Assessment (external, internal candidates)
- ▣ Outplacement (career transition)
- ▣ Coaching (executive level)
- ▣ VIP individual training (executive level)
- ▣ Group training (middle level)

12 Topics

12 Coaching Sessions

12 Customized training programs

## Training

Emotional  
Intelligence

Effective Goal  
Setting

Effective  
Communication

Change  
Management

Effective  
Decision  
Making

Effective  
Motivation

Time  
Management

Public  
Speaking

Leadership  
Training

Stress  
Management

Service  
Excellence

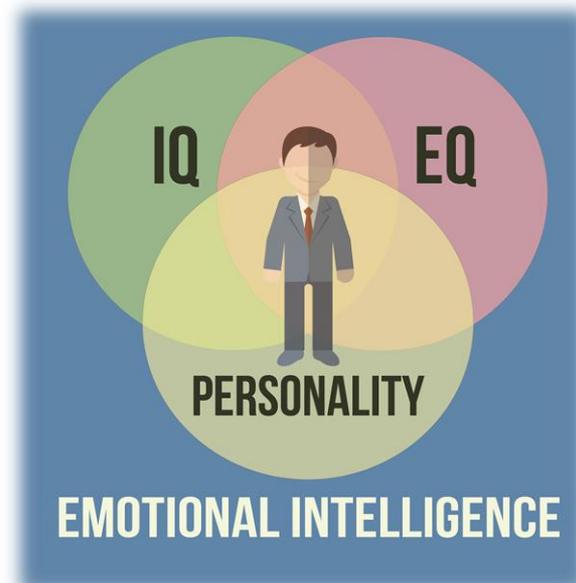
Building  
Relationships

## Emotional Intelligence

Emotional intelligence (EI) in corporate life is key to being an effective and high-performing organization member. More so when an employee becomes a team leader. This training gives business professionals an opportunity to understand the connection between emotions and actions, as well as tools to apply EI skills to maximize efficiency of business and personal communication.

### Outcomes:

- ☑ Adopt an ability to understand your own emotions and those of others, as well as other people's intentions, needs, and desires
- ☑ Understand the structure and dynamics of EI, witness its influence on every life sphere;



- ☑ Obtain tools to further develop EI
- ☑ Learn to better understand the emotional background of relationships;
- ☑ Define ways to influence your own emotions and motivation to reach certain goals

## Effective Goal Setting

This training is a synthesis of knowledge, experience, and professional expertise gained during 14 years of work in applied psychology. Its uniqueness lies in variety of approaches used and in learning reinforcement by means of practical exercise and home assignments.

Participants will realize the ways emotional intelligence development increases effectiveness of goal setting. They will also define areas, directions, and instruments for further development of this competence.

### Outcomes:

- ❑ Adopt an ability to set goals effectively, understand both your own emotions and intentions, needs, and desires of other people
- ❑ Understand the structure and dynamics of EI, witness its influence on effective goal setting



- ❑ Obtain tools to further develop effective goal setting skills
- ❑ Learn to better understand the emotional background of goal setting
- ❑ Define ways to influence your own emotions and motivation to reach certain goals

## Effective Communication

Not only what we say but when and how we say it that distinguishes the competent, effective leader. Effective communication skills allow opposites get along and reach common goals, they represent the ability to understand another point of view and to compromise. The aim of effective communication is to build and maintain interconnection, support and business relationships, make them mutually beneficial and thus long-lasting. This training looks at the ways development of emotional intelligence lifts communication level and provides tool for being effective in the workplace.

### Outcomes:

- Learn to build effective communication, understand both your own emotions and intentions, needs, and desires of other people
- Understand the structure and dynamics of EI, witness its influence on effective communication



- Obtain tools to further develop effective communication skills
- Learn to better understand the emotional background of communication
- Define ways to influence your own emotions and motivation to reach certain communication goals

## Change Management

Change is the new constant in today's world. Whether your organization is experiencing a major restructuring due to a merger, acquisition or divestment, or facing change as a result of launching a new product or method of doing business, we are here to help you create sustainable change through your own workforce. We deliver practical, relevant training for leaders to build core skills around managing organizational change both as individuals and for their teams.

### Outcomes:

- Realize your ways of behavior in the situation of change
- Define constraints on the way of successful implementation of new initiatives



- Learn to use your internal and external resources to efficiently overcome the constraints
- Gain the stimulus and the capacity to initiate change within your surroundings

## Decision Making

Decision making is an essential skill for an effective manager/leader as they have to make major and strategic decisions, both individually and as a group. Often the justification for a decision is as important as making the decision. This training looks at psychological difficulties that may prevent a person from effective decision making, at the ways to eliminate such difficulties. It will also give tools to develop and improve a personalized decision making strategy based on individual particularities. It is a practical course that will teach you make time-effective decisions bringing the best results to the business.

### Outcomes:

- ❑ Discover various algorithms of managerial decision making
- ❑ Work out the skill of making decisions under uncertainty



- ❑ Gain a possibility to find new ways to reach business goals
- ❑ Learn to prioritize when making decisions

## Effective Motivation

Motivation is one of the most discussed management topics. It is an important tool being often under-utilized in today's workplace. Managers use motivation to inspire people to work individually or in groups to produce the best results for business in the most efficient and effective manner. Meanwhile, each individual has their own set of motivating forces, that should be carefully identified and addressed by the manager. This training will help managers become more effective at creating a positive motivational environment, to increase performance of a department or the whole company via non-financial motivation. The training looks at the phenomenon of motivation from different perspectives.

### Outcomes:

- Study the benefits of using effective motivation
- Explore the techniques to build authority and trust among subordinates



- Learn the structure and the algorithms of effective motivation
- Master effective motivation methods
- Work out the skill of using various effective motivation instruments

## Time Management

Multi-tasking is a very common reality of today's workplace. Loads of tasks "due yesterday" makes us feel constant tense, thus influencing our emotional state and efficiency. However hard we try to make time for everything in the to-do list, sooner or later we have to postpone as it is nearly impossible to cope with all the to-do's. Thus, it is very important to set priorities, to overcome psychological barriers placed by "frames" and "duties" in order to accomplish the most important tasks in due time. This is exactly the skill this training is focused on. Being a synthesis of knowledge and expertise gained during 15 years of applied psychology practice, this training embraces various approaches, practical exercise, and home assignments.

### Outcomes:

- Learn to identify the first priority tasks
- Master the methods of setting priorities
- Create an effective inner attitude to "big tasks"



- Learn to control split of energy between tasks
- Identify sources of energy to fulfill strategic tasks
- Learn to keep the work-life balance

## Public Speaking

Public speaking is nowadays fundamental to succeed in professional and public life: whether your employee is a conference speaker, gives team presentations, sales pitches, lack of this skill may jeopardize a new contract, a business relation, or company's public image. Bright and powerful speech is followed by the audience devouring every speaker's word, gesture and intonation. This training is a result of knowledge, experience, and professional expertise gained during 15 years of applied psychology practice, coaching, and training. It is devoted to self-presentation, public speaking and emotional intelligence development. Our trainers developed public speaking skills of international companies' top managers and political elite.

### Outcomes:

- Perfect in integrating thoughts, emotions, and desires with the output
- Learn to enjoy public speaking
- Master the skill to develop a resource state and to share it with others



- Understand and get a feel of the dynamics and the structure of self-presentation
- Identify areas of improving the quality of one's public speaking
- Gain instruments for further personal advancement work

## Stress Management

Stress is nowadays one of the main management problems for organizations across the globe. Stress can affect a person's mind and body, and prolonged, unmanaged stress can reduce quality of life, productivity, quality of service provided by the company, personnel turnover rate, worsen the situation with the discipline in the workplace, on-the-job injuries, employees' illnesses, and more. Eliminating the aftermaths of organizational stress may lead to considerable costs.

### Outcomes:

- ❑ Discover the nature of stress and its influence on person's psychological and physical condition
- ❑ Set targets on eliminating stressful situations in the organization



- ❑ Study the mechanisms of protection against stress and master instruments for increasing stress resistance
- ❑ Reveal joint instruments for a manager and employees to take anti-stress action

## Effective Leadership

An effective leader is a person with a passion for a cause that is larger than they are. Someone with a dream and a vision that will better the company, or at least, their team. A manager faces the necessity to distribute their own resources and those of the team to solve a wide range of tasks. Time management, team management, delegation and other skills help performing operational tasks, find resources for strategic ones, and create a comfortable atmosphere around themselves, driving joint success.

### Outcomes:

- ✉ Discover effective leadership techniques
- ✉ Learn to save your time by delegating tasks
- ✉ Reveal various ways to motivate employees



- ✉ Master coaching techniques for interacting with employees
- ✉ Practice various management styles

## Service Excellence

Service is the extent to which a service meets the customer's needs and expectations. Whereas excellent service is when these experiences are surpassed and when customers feel that they have received that little unexpected extra in the shape of extra effort. Clients should not perceive your company as a place to buy a product/service. They should perceive it as a place the like being at. Putting excellent service in focus gives motivation to company's employees and constant satisfaction to its clients. The latter, in turn, means clients' loyalty and business success. This training gives a feel of and an opportunity to elaborate all the stages of working with a client.

### Outcomes:

- ❑ Discover the proper attitudes to work with a client
- ❑ Learn to engage all the employees to work with clients
- ❑ Investigate ways to increase the level of client service quality



- ❑ Master efficient instruments of work with clients
- ❑ Elaborate true mechanisms of excellent client service

## Relationship Building

Effective relationship building is a basic competence for developing strong connections with clients, subordinates, managers, and peers. Any team is a “living organism” functioning according to its own rules and regulations, and demanding a personalized approach when building a relationship with. This training will help obtain the competence of managing team’s spirit/energy. It will give specific powerful instruments for problem shooting along the team building process, to identify your own style and master the skill of effective team building. Participants will realize and get a feel of their own approach to interpersonal cooperation, to professional engagement and interaction. They will discover what “team spirit/energy” is and how it can be managed/directed.

### Outcomes:

- Learn to build effective relationships in the workplace and to manage team’s spirit/energy
- Discover a individual approach and style of team spirit/energy management



- Master the team coaching instruments
- Learn to engage people and to manage team’s motivation
- Perfect the skill of effective interaction with the team on different levels

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