

Learning & Development



SCOPE OF SEMINARS

1



FINANCIAL WELLBEING SEMINARS

These seminars are designed to assist people in better financial planning and increasing levels of financial literacy, with the aim of improving their wellbeing from a financial perspective:

- 1.1 *Financial Retirement Planning*
- 1.2 *Financial Literacy*
- 1.3 *Behavioural Finance*

2



HARD SKILLS AND SOFT SKILLS SEMINARS

These courses focus on developing skills such as communication, teamwork and leadership to enable people to succeed in both the personal and professional aspects of their lives:

- 2.1 *The Role of the Manager*
- 2.2 *Successful Team Leading*
- 2.3 *Effective Communication*
- 2.4 *Persuasiveness*
- 2.5 *Conflict Management*
- 2.6 *Time Management*
- 2.7 *Delegation*
- 2.8 *Giving and Receiving Feedback*
- 2.9 *Motivation*
- 2.10 *Coaching*
- 2.11 *Change Management*
- 2.12 *Selling Skills*

1.1 Financial Retirement Planning Seminar

Training Objectives	Estimated Duration
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We strongly believe that targeted communication improves employees' understanding of their retirement savings and leads to better retirement outcomes as well as improved employee engagement and awareness of employer contributions in retirement plans.

- 2 hours

Our training seminar typically includes the topics mentioned below, which includes information with respect to the Cyprus Social Security System, provides clarity on the projected income at retirement and allows employees to better plan their finances:

- The importance of saving for retirement
- Overview of Social Security system in Cyprus and how much you should be saving in order to achieve an adequate pension provision at retirement
- Role of investments and their impact on retirement savings
- Overview of retirement plan offered
- Available tools to assist members in their retirement journey

1.2 Financial Literacy Seminar

Training Objectives	Estimated Duration
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This seminar focuses on financial literacy with the aim to empower participants to make informed decisions regarding the use and management of our finances. Financial literacy is critical because it provides us with the knowledge and skills we need to improve our wellbeing. It impacts almost every aspect of our lives, yet many of us do not acquire this knowledge and even when we do, we don't often share it with our children.

- 2 hours

The content of the seminar centers around the main pillars of Financial Literacy, namely: Earning, Spending, Borrowing, Protecting, Saving and Investing. Participants will learn about:

- Key financial concepts
- How to develop good financial habits and break bad ones
- Creating and maintaining an effective budget for our household
- Understanding credit and managing debt
- Financial protection for us and our loved ones
- Saving by investing

1.3 Behavioural Finance Seminar

Training Objectives	Estimated Duration
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This seminar focuses on how we make decisions in our daily lives with regards to financial matters. The seminar aims to empower participants in order to make the right decisions by overcoming a series of biases which we may have or which may arise during our decision making process.

Participants learn about:

- Our behavioural biases and how to identify them
- How these biases impact our financial planning as well as our daily decision-making process
- How to structure our thinking to address these biases
- How to organize our environment to enable us to make the right choices

2.1 The Role of the Manager

Training Objectives	Estimated Duration
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<ul style="list-style-type: none">Explore your current personal management style/potential and what it means to your teamUnderstand and apply modern and efficient management techniques and practices (learn how to use them at the workplace)Understand expectations from your direct reports and your managers	<ul style="list-style-type: none">2 hours
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2.2 Successful Team Leading

Training Objectives	Estimated Duration
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<ul style="list-style-type: none">Understand the benefits of teamworkProvide a clear understanding of how teams function, develop, grow and sometimes become ineffectiveGet to know the different roles of team membersImprove teamwork and identify team member roles	<ul style="list-style-type: none">2 hours
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2.3 Effective Communication

Training Objectives

Estimated Duration

- Understand the importance and need for effective communication
- Identify barriers in communication and ways to overcome them
- Improve active listening and effective questioning skills
- Influence others with the use of positive words / phrases

2.4 Persuasiveness

Training Objectives

Estimated Duration

- Convince others to act on information or recommendations
- Provide arguments or rationales needed to change viewpoints or mindsets

2.5 Conflict Management

Training Objectives

Estimated Duration

- Understand how to prevent conflict
- Understand how to better manage conflict
- Create a win/win environment
- Deal with “difficult” people

- 1 hour and 30 minutes

2.6 Time Management

Training Objectives

Estimated Duration

- Understand the importance of time and identify personal time wasters
- Learn about the different types of imposed time
- Understand the difference between urgent and important
- Learn how to prioritise tasks

- 2 hours

SEMINARS (7 / 9)

2.7 Delegation

Training Objectives

- Learn how to delegate effectively

Estimated Duration

- 1 hour and 30 minutes

2.8 Giving and receiving feedback

Training Objectives

- Learn how to give and receive developmental feedback through theory and practice

Estimated Duration

- 2 hours

2.9 Motivation

Training Objectives

- Understand what is motivation and its importance

Estimated Duration

- Identify the factors that motivate and demotivate you and your team members
- Learn about practical ways to motivate yourself and others

- 1 hour and 30 minutes

2.10 Coaching

Training Objectives

Estimated Duration

- Initiate a coaching mind-set
- Obtain qualities of a good coach
- Learn how to delegate through coaching

- 2 hours

2.11 Change Management

Training Objectives

Estimated Duration

- Recognize resistance to change and develop an understanding of change management
- Understand change dynamics and how people respond to change
- Be able to identify different forms of resistance and know how to deal with resistance

- 1 hour and 30 minutes

2.12 Selling Skills

Training Objectives

Estimated Duration

- Overcome sale's basic obstacles
- Obtain vital interpersonal skills (Communication, Persuasiveness and Influence, Negotiation)
- Encouraging Customer Loyalty
- “Draw” our customers’ profile
- Effective investigation of customer needs
- Sell Features vs Benefits
- Deal with objections
- Successful closing of the deal

TRAINING PHILOSOPHY

Our training approach and philosophy, which governs the design and delivery of our training programs, is based on the following principles:

TAILOR MADE

SELF-ASSESSMENT

**PRACTICAL
KNOWLEDGE**

**ACTIVELY INVOLVED
PARTICIPANTS**

**VARIETY OF
LEARNING STYLES**

**LEARNING BY
HAVING FUN**

**LEARNING
THROUGH
PRACTICE**

**RESPECTING THE
AUDIENCE**

TRAINING METHODS AND TECHNIQUES

In order to achieve the objectives of the training program we aim to create an effective learning environment by using the following training methods:



Discussions: throughout the seminar we encourage participants to contribute to discussions and share their experiences and thoughts with the rest of the team. The discussions are facilitated and coordinated by the trainer in order to maintain the focus in the key areas of interest.



Group work: group work facilitates practical understanding of the issues and enhances team working and cooperation amongst participants.



Presentations: presentations aim to provide the background of each subject and create discussion and questions. Presentations will be limited, short and concise to allow for more discussion time.



Role-playing: Role-playing enhances participation and ensures practical application of the skills and methodologies discussed and assist in the identification of the main issues to be encountered during application and implementation.



Demonstrations: demonstrations enhance understanding and practical application of the issues discussed and encourage brainstorming and idea generation.



Case studies: case studies are used as examples where participants are asked to apply their knowledge and techniques learned during the seminar.