



Building Stronger Teams: Leading with Empathy using the Empathy Toy® Game

Unlock the power of empathy and collaboration in this 2-hour seminar. Join us for an interactive session where participants tackle real-world challenges through collaborative gameplay. Explore and elevate your skills in navigating communication breakdowns and hone your ability to help foster more cohesive work environments, using the tactile and interactive Empathy Toy® game.

TARGET AUDIENCE: ALL LEVELS OF THE ORGANIZATION

Learning Objectives

Gain a deeper understanding of empathy as a foundation for effective collaboration and leadership.

Examine the impact of miscommunication on team dynamics and the work environment.

Explore the value of trust within teams and its importance in enhancing collaboration and leadership effectiveness.

Engage in hands-on activities to develop practical insights and strategies for collaborative problem-solving in real world scenarios.

Acquire practical insights and skills applicable to real-life work situations, contributing to a more cohesive and empathetic work environment.

PLATFORM	ZOOM
FORMAT	VIRTUAL INSTRUCTOR LED
DATE	15 APRIL 2024
TIME	10AM - 12NOON AST
COST	\$95 USD

REGISTER BY: 10 APRIL 2024

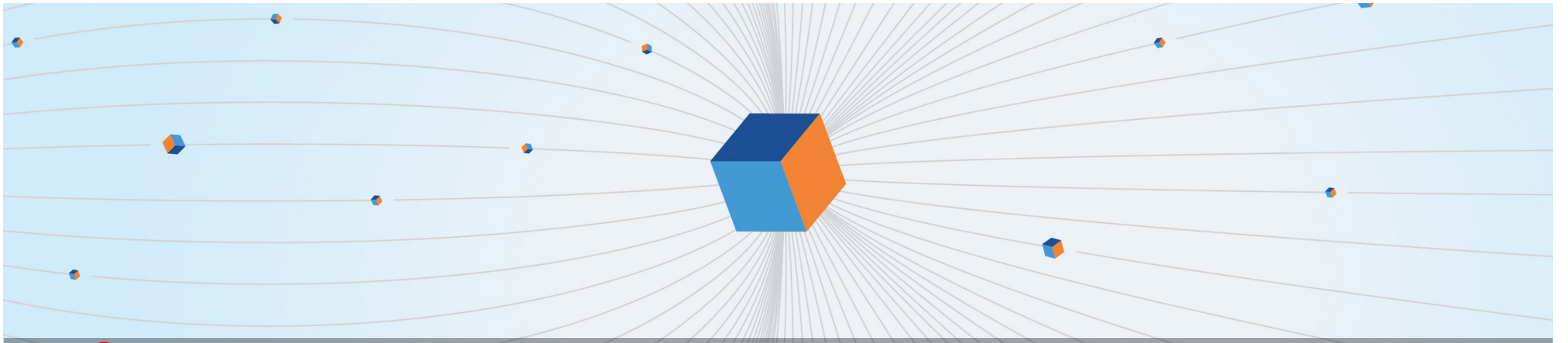
MEET YOUR FACILITATOR



Tricia Conyers
Facilitator, Coach, Podcast Host &
Co-Author of Amazon bestseller
“Own Your Expertise”

Register Today with Your Supervisor/Manager

A Force Of Nurture



Listen Like A Leader

Face-to-Face Edition

Good leaders speak. Brilliant leaders listen. Drawing from global manufacturing company Barry-Wehmiller’s philosophy of “truly human leadership”—which measures success in terms of impact on people, instead of simply impact on bottom line—this course will equip you with skills to improve your relationships in the workplace and everyday life.

TARGET AUDIENCE: ALL PEOPLE LEADERS

Learning Objectives

Self-reflect and understand how a temporary shift in behaviour can improve your relationships with others.

Leverage the art and science of the communication cycle to build bonds, increase understanding and improve relationships with others.

Understand the power of non-verbal communication and embrace the “I am the message” mantra.

Practice the skills of empathic listening to help others truly get what they need.

Practice constructive confrontation in order to meet your own needs.

FORMAT	FACE TO FACE
LOCATION	ARTHUR LOK JACK GLOBAL SCHOOL OF BUSINESS
DATE	17, 18 & 19 APRIL 2024
TIME	8:30AM-4:30PM AST
COST	*\$1,175 USD

*SPECIAL OFFER LIMITED TIME ONLY!
REGISTER BY: 10 APRIL 2024

MEET YOUR FACILITATORS



Audra Mitchell
Vice President - Group Learning and Development & General Manager - MLI



Earl Boodasingh
Leadership and Executive Coach

Enroll via mli.enrollment@massygroup.com

A Force Of Nurture



The Art of Selling: Your Roadmap to Success

Whether you are a seasoned sales professional, or just starting out, this comprehensive 2-day programme is your roadmap to success in the ever-evolving world of sales. Register today to gain fresh perspectives on selling techniques, learn how to confidently grow in your markets, and leverage the strategic use of various tools to help you thrive in today's global marketplace. Don't miss this opportunity to elevate your sales game and establish yourself as a force to be reckoned with.

TARGET AUDIENCE: ALL LEVELS OF THE ORGANIZATION

Learning Objectives

Gain an understanding of the traits and characteristics that contribute to effective sales personality in today's dynamic market place.

Develop competency in utilizing profiling and probability measures to strategically manage qualified leads and customers, leading to improved sales performance and achievement of targets.

Learn how to strategically manage leads and customers to enhance personal sales performance and exceed targets.

Acquire techniques for navigating and managing customer emotions and expectations to create positive experiences and build long-lasting relationships.

PLATFORM	ZOOM
FORMAT	VIRTUAL INSTRUCTOR LED
DATE	16 & 17 APRIL 2024
TIME	9AM - 12NOON AST
COST	\$230 USD

REGISTER BY: 11 APRIL 2024

MEET YOUR FACILITATOR



Dorian Winfield
Sales Professional
Cloud Vision Consultancy Ltd.

Register Today! Email us at mli.enrollment@massygroup.com

A Force Of Nurture



Introduction to Business Analytics

For every business to succeed and stay competitive in its domain, there is a need for continuous improvement and increased efficiency in processes and procedures to streamline the business. In this 3-hour introductory workshop, you will understand the importance of using business analytics in detecting inefficiencies as well as business opportunities.

TARGET AUDIENCE: ALL LEVELS OF THE ORGANIZATION

Learning Objectives

Understand the concept and relevance of business analytics.

Explore the evolution of business analytics.

Examine the various types of business analytics.

Understand the scope of business analytics using various case studies.

Explore software tools best suited for the presentation of data.

PLATFORM **ZOOM**

FORMAT **VIRTUAL INSTRUCTOR LED**

DATE **23 APRIL 2024**

TIME **9AM-12NOON AST**

COST **\$120 USD**

REGISTER BY: 18 APRIL 2024

MEET YOUR FACILITATOR



Julie Turney
Founder & CEO
HR@Heart Consulting Inc.

Register Today with your Supervisor/Manager

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Handling Disciplinary Matters

Are you confident in your ability to navigate disciplinary matters with precision and compliance? If not, then this 2-day workshop is designed to equip you with the essential knowledge and skills to confidently handle disciplinary issues effectively. Delve into fundamental areas of disciplinary procedures, gain practical advice, and learn actionable steps for navigating both existing and new scenarios. Register now to secure your spot!

TARGET AUDIENCE: ALL PEOPLE LEADERS

Learning Objectives

Gain an understanding of the pertinent elements of the law in relation to handling disciplinary matters.

Understand the importance of adherence to procedural steps in the handling of disciplinary matters.

Develop the ability to undertake and/or oversee the execution of investigations.

Explore the process of effectively executing disciplinary hearings and maintaining procedural fairness.

PLATFORM	ZOOM
FORMAT	VIRTUAL INSTRUCTOR LED
DATE	23 & 24 APRIL 2024
TIME	9AM-12NOON AST
COST	\$230 USD

REGISTER BY: 18 APRIL 2024

MEET YOUR FACILITATOR



Register Today with your Supervisor/Manager

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Conflict Transformation

Conflict is inevitable. It's how it is managed that makes the difference. Maintaining relationships everywhere – whether professionally or personally – requires honed skill in conflict management. In this programme, you will learn how to actively listen, identify win-win solutions and apply techniques to ultimately resolve conflict in a variety of situations. This programme's emphasis is on constructive conflict management, where conflict inevitably strengthens the team by creating a greater sense of self-awareness.

TARGET AUDIENCE: ALL LEVELS OF THE ORGANIZATION

Learning Objectives

Understand the various sources of conflict.

Use conversations to level up your leadership.

Examine and identify the mechanics surrounding conflict.

Identify and understand your conflict style along with exploring the pathways to resolution.

Appreciate and apply transformation principles.

PLATFORM	ZOOM
FORMAT	VIRTUAL INSTRUCTOR LED
DATE	25 APRIL 2024
TIME	9AM-1PM AST
COST	\$140 USD

REGISTER BY: 22 APRIL 2024

MEET YOUR FACILITATOR



Anderson Kellman
Managing Director
Evergreen Associates

Register Today with Your Supervisor/Manager

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