

We list below some training and development areas which may be useful as a guide, once individual needs have been identified.

### **EFFECTIVE TRAINING CHART**

#### **TO INCREASE THE DOMINANCE**

Handling conflict and disciplining  
Objective setting  
Decision making  
Problem solving  
Lateral thinking  
Strategic planning  
Negotiation to win  
Closing sales  
Delegating skills  
Assertiveness

#### **TO INCREASE THE INFLUENCE**

Interaction  
People problem solving  
Motivating others  
Decision making  
Communication  
Public speaking  
Building team spirit  
Creating enthusiasm  
Body language (non-verbal skills)

#### **TO INCREASE THE STEADINESS**

Routine planning  
Active listening  
Prioritising  
Time management  
Organisation and methods  
Skill training  
Customer service training  
Self-organisation  
Planning for change

#### **TO INCREASE THE COMPLIANCE**

Writing reports  
Critical path analysis  
Assessment skills  
Data analysis  
Time management  
Organisation and planning  
Effective controls  
Technical presentation skills  
Self-awareness  
Effective planning

