

# Skill Cap

Be Scenario-Driven



Research shows employees are more satisfied with their work and tend to exhibit more brand loyalty with firms that invest in them.

**SkillCap** special programs will provide experienced knowledge transfer and workshop sessions, as well as motivational speeches to equip and prepare your teams for successful and more efficient execution of services.

**SkillCap**, will provide you with **workshop sessions**, according to your needs and conveniences.

Workshops are conducted in a communicative way, favoring participation and personal initiative.

Workshops combine comprehensive topics with illustrative models and targeted case studies.

**SkillCap** provides complete series of workshops, as well as separated workshop sessions.

Our facilitators will **customize content** according to your needs, convenience and time constraints without compromising on their value, and performance's quality impact!





**SkillCap's umbrella of workshops** comprises five main series, namely:

- 1- Human Capital Empowerment Series (Soft Skills)
- 2-General & ISO Management Series
- 3-Technical HR CBMS Series
- 4- Sales & Customer Servicing Series
- 5- Leadership and Growth Mindset Series

Each series contains various related topics.



## Human Capital Empowerment Series (Soft Skills)

Soft skills are a combination of people skills, social skills, communication skills, character traits, attitudes, career attribute, social intelligence and emotional intelligence quotients among others that enable people to navigate their environment, work well with others, perform well, and achieve their goals with complementing domain skills. They are the desirable qualities that do not depend on acquired knowledge and include the ability to deal with people with a positive flexible attitude.

**SkillCap**'s Human Capital Empowerment Series Topics include:

- Emotional Intelligence
- Anger & Stress Management
- Flexibility & Change Adaptation
- Creative Thinking
- Dispute Resolution
- Public Speaking & Presentation Techniques
- Social Etiquette
- Personal Branding
- Body Language
- Networking & Interpersonal Dynamics
- Self-Management Techniques for Awareness & Confidence
- Team Building
- Persuasion & Motivation
- Attention to Details & Quick Thinking
- Building Rapport Fundamentals
- Negotiation & Cooperative Thinking



The administration of an organization, whether it is a business, a not-for-profit organization, or government body which includes the activities of setting the strategy of an organization and coordinating the efforts of its employees to accomplish its objectives through the application of available resources is in a

nutshell the Management. **SkillCap** provides the **General & ISO Management Series**, with topics as follows:



- Strategy Setting
- Designing a Balance Scorecard
- MBO & MWBA
- Yearly Strategic Business Planning
- Corporate Governance Principles
- ISO Overview
- Quality Management System Requirements & Kickoff
- Health & Safety Management System Requirements & Kickoff
- Auditing

Competency-based management (CBM) supports the integration of human resources planning with business planning by allowing organizations to assess the current human resources capacity based on their competencies against the capacity needed to achieve the vision, mission and business goals of the organization.

With this aim in mind, **SkillCap** provides the **Technical HR CBMS Series** designed specifically to the HR team members. It comprises the following topics:



- Competencies Framework & Dictionary
- Interviewing & Recruitment Techniques
- Resume Screening & CVs Management
- HR dept. Quality Planning
- HR dept. Launching
- Standard Operating HR Procedures





## Sales & Customer Servicing Series



On paper, the main point of sales is selling a product or service in exchange for money. Customer service on the other hand is all about supporting people interested in your product or service, in order to increase customer satisfaction.

In the real world, however, it can be quite hard to distinguish sales from customer service.

**SkillCap** provides this complementary Series, because it perfectly understands and is keen on relaying the message that Customer Service is the new Marketing, and it's the new Sales Engine of organizations.

Some corporate playbooks leave no or just little room for their people to grow and evolve as individuals.

Because **SkillCap** subject matter experts firmly believe that it is healthy for a workplace to have entrepreneurs who want their professional goals and those of their organization to be in alignment thus the need for authentic leaders that inspire people, and in order to achieve the ultimate aim of positively influencing organizations' futures, the **Leadership and Growth Mindset Series** has been created.



**SkillCap** offers the provision of a Twenty-Week Program planned around the essential attributes needed for the organization's leaders to continually develop their skill sets to be more effective, and eventually as a way to increase profit.

We will walk you through identifying the traits of successful leaders where you need to understand a key area of how to develop the individuals who may not currently possess that skill set, for more efficiency, and for advised succession planning as needed.



Inspiration that fire the audience up and get them to act!



It's inevitable for employees to become worn-out at work. Going through the same old routines, people can quickly lose their creative energy.

**SkillCap** motivational speakers will help your employees to regain their inspiration and to remember why they chose to work with you. Sometimes a great salary, benefits and social environment just aren't enough to restore vitality.

Seek the help of **SkillCap**'s professional motivational speakers whose words are powerful and impactful, regardless of whether they are attempting to challenge, transform or convince the audience.

## Note from our facilitators



Employees with a lack of skills often lack motivation and procrastinate because they feel unimportant and don't care about the quality of their work. Take the wise choice of making your entire organization more productive

Satisfied employees are productive ones. Our workshops will increase wellbeing and reduce stress in the workplace.

A development program allows you to strengthen your people's skills set and brings all employees to a higher level.

Organizations might plan to conduct **SkillCap**'s entire series or just select those of interest. Our facilitators will be glad to assist you!

Our customized content and workshop sessions are provided on site, or in selected locations.