



PROGRESSIVE
LEARNING ACADEMY

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ESSENTIAL SKILLS COURSES



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B. CAREER DEVELOPMENT COURSES

1. Active Listening

Course Description

Active Listening involves hearing what others are saying, processing the information, and responding to it in order to clarify and elicit more information.

Active listening is a fundamental business skill, and this training course will provide participants with techniques to listen actively and create deeper connections with others.

Topics covered include ways to become a better listener; understanding the difference between sympathy and empathy; encouraging conversation through paraphrasing and questioning; building rapport; and overcoming listening roadblocks.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

For more options, please contact us through email or phone.

Course Material

Participants get access to the course material, which they can go through even after the course is complete. They can also watch session recordings for upto 2 weeks after completing the course.

Program Structure

STEP 1->PRE-ASSESSMENT: After enrollment, participants complete a pre-assessment.

STEP 2->TAKING THE COURSE: Participants take the course according to their chosen schedule. The course includes discussions, Q & A, both oral written response questions, to ensure the participants understand the course content.

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STEP 4->CERTIFICATE: Students who successfully complete the course, get a certificate.



2. Advanced Writing Skills

Course Description

This course is geared towards strong writers who are looking to improve in specific areas. Trainers will devote time to writing letters of recommendation, persuasion, refusal, and action. It is recommended that participants complete our *'Business Writing That Works'* course before taking on this advanced workshop.

This training will assist participants with:

- Keeping their writing clear, concise, and grammatically sound.
- Improving sentence construction and paragraph development.
- Dealing with specific business requests that call on strong writing skills.
- Creating effective business cases, proposals, and reports.
- Thoroughly documenting sources that are used or referenced.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
- ❖ **PART-TIME WEEKDAY/WEEKEND: 1-2 HR SESSIONS PER DAY**

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3. Becoming a Better Learner

Course Description

There was a time when what you learned in school before entering the workforce would be all you needed to know for the rest of your career. That is no longer the case, as today skills can become outdated very quickly. The rapid evolution of workplace technologies and best practices means you need to keep your skills current. You must truly be a life-long learner and can no longer rely on what you already know.

The definition of learning is the process of acquiring new, or modifying existing knowledge, behaviors, skills, values, or preferences. It is a means of honing our skills, enriching our minds, and changing the way we see things in the world.

This course will help you to become a better learner, and as a result make you a more valuable employee and well-rounded individual.

You will learn: what it means to learn and become a life-long learner; what a mindset for learning looks like and how to adopt one; how to set realistic goals; what your network is and why expanding it is important; how to ask questions and why that is important; how to become accountable for your goals and take responsibility; and how to accelerate your learning.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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4. Building Your Self-Esteem and Assertiveness Skills

Course Description

A healthy sense of self-esteem is essential for growth and achieving success, and *'Building Self-Esteem and Assertiveness Skills'* training materials will encourage participants to believe in themselves.

During the course, participants will discover techniques that can dramatically change how they feel about themselves, and how to approach the world in a way that will facilitate achieving desired outcomes.

Topics covered in this course include learning how to turn negative thoughts into positive thoughts, building confidence, and setting goals that reflect one's dreams and desires.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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5. Business Writing That Works

Course Description

The novel we can't put down, the poem we never forgot, and the speech that changes the way we look at the world are all examples of good writing. Good writing is the memo that gets action and the letter that says what a phone call can't.

In business situations, most of us will have to write, whether this involves emails, proposals, memos, or letters. And in business writing, the language needs to be concrete, the point of view clear, and the points well expressed. With practice and coaching from this course, you can feel more confident about your own writing.

This course will give you the tools to become a better writer, with lessons that include: the value of well written communication; how to write and proofread your work; making your writing clear and concise; how to apply these writing skills in real world situations; paragraph structure, tone, and syntax specifics; formatting memos, letters, and emails for different professional settings.

Course Duration

This course can be completed in two ways: -

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6. Creative Thinking And Innovation

Course Description

It's not uncommon to hear people claim that they aren't creative. The reality is that most of us simply don't recognize the ways that we're being creative on a daily basis. Whether it's stretching a tight budget at work or deciding who to invite to a project launch, there is a great deal of creativity involved in achieving success in business. Boosting creativity and innovation takes practice, and honing creative skills is a process.

This course will teach participants how to:

- Recognize their own creativity
- Develop their own creative environment
- Explain the importance of creativity and innovation in business
- Apply problem-solving steps and tools
- Use individual and group techniques to help generate creative ideas
- Implement creative ideas

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
- ❖ **PART-TIME WEEK/WEEKEND: 1-2 HR SESSIONS PER DAY**

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7. Communication Strategies

Course Description

Communication Strategies will provide participants with an understanding of the impact that their communication skills can have on others, while exploring the different ways in which developing these skills can make it easier for them to succeed in the office and beyond.

This training course includes: identification of common communication problems; developing skills to ask questions; learning what their non-verbal messages are saying; developing skills in listening actively and empathetically to others; enhancing the ability to handle difficult situations; and dealing with situations assertively.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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8. Emotional Intelligence

Course Description

Emotional intelligence, also called EQ, is the ability to be aware of and to manage emotions and relationships. It is a pivotal factor in personal and professional success.

This course teaches essential EQ skills to students, including topics such as how emotional health and physical health are related; techniques for using emotional intelligence in the workplace; how to understand different emotions and manage them; how to create a personal vision statement; and how to validate emotions in others.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
- ❖ **PART-TIME WEEKDAY/WEEKEND: 1-2 HR SESSIONS PER DAY**

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9. Getting Stuff Done: Personal Development Boot Camp

Course Description

This course is designed for trainers to help people to become more organized, efficient, and effective at time and task management.

In this training course, participants will learn:

- How to create a personal vision statement and goals
- The building blocks of a strong organizational system
- How to overcome procrastination and develop effective habits
- What personal efficiency means, and the skills and attitudes that make it possible
- Systems for being more organized

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
- ❖ **PART-TIME WEEKDAY/WEEKEND:** 1-2 HR SESSIONS PER DAY

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10. Getting Your Job Search Started

Course Description

Getting Your Job Search Started is the perfect course for trainers and job coaches who help active job seekers develop their skills and kick off their job search. While looking for work is fun for some, finding a new job can be a daunting, frustrating task for others. This training course teaches job seekers to make the most of their local labor market, and to be ready to accept a job offer.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
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11. Goal Setting

Course Description

Goal Setting is a popular and effective course for any trainer's toolkit, as establishing and achieving goals is a hallmark of success in life. This course gives trainers access to activities and theory to help people understand how to turn their dreams or wishes into reality.

At the end of this training workshop, participants will be able to identify what's truly important to them personally and professionally; use goal setting activities and appropriate language to articulate what they want out of life; use motivational techniques to help them reach their goals; understand how to deal with setbacks, and more.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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12. Mastering The Interview

Course Description

Mastering the Interview training materials are designed for trainers who work directly with job seekers, providing them with advanced skills and techniques. The job market can be fierce at times and having any edge over the competition helps job seekers secure that highly desirable position, the one for which they have worked, studied, and prepared.

In this advanced training course, trainers will create the opportunity for participants to:

- Understand the interview process
- Effectively answer questions
- Follow up on the interview
- Manage common problems and solutions

Lead the way and help job seekers through the interview process in this dynamic course.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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13. Networking For Success

Course Description

Business networking is an effective and efficient way for business people to connect, develop meaningful relationships, and grow their businesses. In this interactive Networking for Success course, you'll learn the essential ingredients for business networking, including in-person, people-centered connections, and online spaces such as LinkedIn.

This course also offers sessions on business card etiquette, growing relationships, mastering small talk and conversation, a discussion of introverts and extroverts, and more.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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14. Public Speaking: Speaking Under Pressure

Course Description

In order to be effective and most importantly, adaptive, public speakers need to react appropriately in situations where the audience is hostile, demanding, or difficult. *Public Speaking: Speaking Under Pressure* is the course that trainers need to equip their students for those situations.

An asset for learners, this course is tailored to those seeking the confidence to speak up in meetings, make presentations on behalf of their organization, or effectively organize thoughts and ideas to convey them convincingly, persuasively, and confidently.

Topics covered in this workshop include: how to use quick and easy preparation methods; preparing for questions, even before you know what those questions will be; overcoming nervousness, particularly if the group is not sympathetic to what you have to say; using presentation techniques that establish credibility and help to persuade

Course Duration

This course can be completed in two ways: -

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15. Skills You Need For Workplace Success

Course Description

This course will help participants enhance their life tools in the office. A number of studies identify the key skills that workers need to be successful in the workplace. Eight of the most commonly identified skills are: Being a Productive Team Member, Flexibility, Problem Solving, Resourcefulness, Giving and Receiving Feedback, Self-Confidence, Creative Thinking and Emotional Intelligence. These skills can be enhanced through training.

Sessions in this course give participants the grounding they need in a range of skills that have been identified as being vital to workplace success.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME:** 3-4 DAY WORKSHOP
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16. Time Management

Course Description

Time Management is an ideal training course to add to your training repertoire because people who have too many things to do and not enough time to get them done, will want to take it.

This course will teach participants to develop skills that include how to organize themselves and their workspace for peak efficiency; how to set and achieve goals; how to identify what's important and create action plans to get things done; and, how to delegate properly.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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17. Working Smarter: Using Technology to Your Advantage

Course Description

Technology is an extremely useful asset to any workplace, but the duality is that it can also stand in the way of productivity if not managed effectively. In *Working Smarter — Using Technology to Your Advantage* — trainers will guide participants to a better understanding of workplace technology issues, and best practices, including how to coordinate tools and gadgets to ensure that they enhance our productivity and help us get things done.

In this workplace course, we've included training sessions on how to effectively make the most of the modern software and hardware that we use daily, including personal computers, phones, instant messages and email, contact management applications, and scheduling software. Additionally, students will learn how to set an IT budget, practice strong online security habits, and more.

Course Duration

This course can be completed in two ways: -

- ❖ **FULL-TIME: 3-4 DAY WORKSHOP**
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