

## Training and Development

Have you ever been on one of those workshops where only 20% of the workshop covered information you required and where you felt you were back at school?

Career Express recognises the uniqueness of each individual and organisation. We use this information to develop and tailor development programs to suit the needs of the participants and the organisation.

Using the emotional intelligence methodology and tools, we ascertain what is required and in consultation with learning and development managers or senior management we can deliver programs which will have a lasting effect on both you and your organisation.

Our programs are designed to be interactive and create self awareness. Dealing with the competencies of emotional intelligence we work with individuals and teams to improve behaviours including leadership skills, empathy, problem solving and conflict management. Our focus is to deliver a program designed to develop behavioural competencies which will assist your business in enhancing its efficiency, productivity, staff morale and improve the bottom line. Tailor made programs can include a number of competencies and examples of programs include:

- Improving open communication amongst your employees
- Developing a customer focus service ethic
- Improving problem solving skills
- Relationship Management techniques
- Managing diversity and intercultural communication
- Enhancing team participation and sharing of ideas
- Goal setting

We can tailor our development workshops for individual or group participation. We have developed a number of competency assessment and development workbooks to assist with the self ratings of individuals and measuring these against actual competencies.