

PRACTICAL TRAINING COURSES TO HELP SOLVE KEY BUSINESS PROBLEMS

UNIQUE

HIGH IMPACT



INNOVATIVE

HANDS-ON

TRAINING PROGRAMS AND SEMINARS



The
**Business Navigation
Specialists™**

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SUCCESSFUL SYSTEMS IMPLEMENTATION SEMINAR

The Need

Most systems deployment projects are heavily challenged, meaning over budget, over the timeline, or not meeting needs. Many IT projects also end in outright failure, meaning the project is cancelled before it is fully implemented and achieving the benefits expected. The problem has been chronic for over 30 years since most IT project plans are not designed with realities in mind. These realities include resource issues, reorganizations, management and user community changes and technology changes. Systems implementation project plans are doomed to failure unless a new approach is employed.

Audience

The course is designed for sponsors, project managers, and staff working on the rollout and deployment of new, large-scale systems projects. This training program will take the participants through the project lifecycle using our techniques—the techniques that will change the way you manage and take control of deployment projects. Participants will leave this seminar feeling empowered to be change agents and apply the art and science of systems implementation.

Course Description

One of the keys to systems implementation success is understanding human psychology and user motivation. Many systems fail not because of the wrong technology but because all stakeholders and their motivation for change have not been fully considered and designed into the project plan. We teach how to perform a stakeholders analysis and then build an effective communication plan that includes dealing with problem situations and project crises. This program takes a holistic look at the implementation process from planning and strategy, delivery, ongoing support and post-implementation analysis.

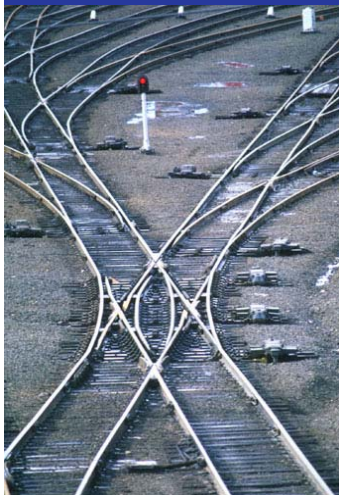
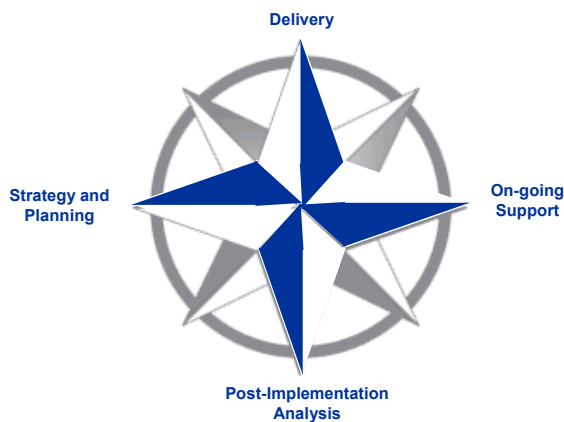
Duration

- 1 day training seminar format, or
- 4 day hands-on seminar plus workshop for project managers and implementers

After attending this course you will realize that there truly is a better way to deploy systems.

Course Topics

- Why do IT Projects Fail?
- The Art and Science of Project Management
- 4 Phase Implementation Process
- Implementation Planning
- Implementation Delivery
- Implementation Support
- Post-Implementation Analysis
- Phasing Strategies
- Training
- Stakeholders Analysis
- Communication Plans
- The Spin Doctor
- Support Strategies
- Key Performance Indicators
- Project Recovery Techniques



PROBLEM SOLVING POWER™ TRAINING PROGRAM

The Need

The future success of any organization is dependent upon the ability and skill with which its people can solve problems faster and develop better quality solutions.

Audience

This course is directed at executives, managers or professionals who are faced with difficult or complex problems. This course starts participants on the path to mastering the art and science of creative problem solving.

Course Description

This high energy, hands-on training course covers the A-Z of problem solving, including unusual techniques that are not taught elsewhere. Participants will learn how to immediately take control of any problem situation including crisis situations, situations seemingly past the point of no return, complex technical problems or strategic business problems.

Duration

3 days (plus optional 1 day workshop)

“After attending this course, you will never look at a business problem the same way again.”

Problem

Identify and Define the Problem

Objective

Create Objectives and Goals

Waves

Alternating Waves of Creative and Critical Thinking

Execute

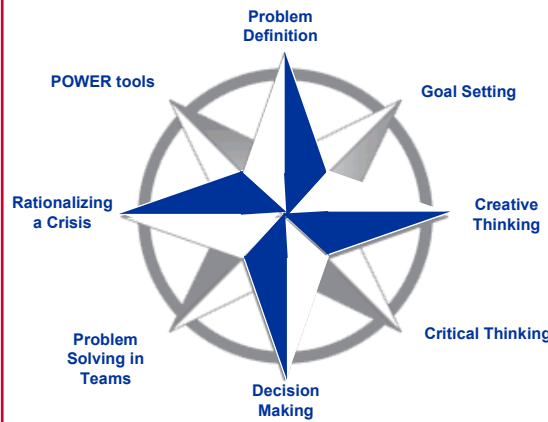
Create and Execute the Plan

Review

Review the Progress and Success

Course Topics

- Problem and Opportunity Identification
- The POWER Process and Methodology
- Defining Problems
- Goal Setting and Vision Creation
- Exploring the Creative Mental Elements
- Separating Creative and Critical Thinking
- Blasting the Creativity Barriers
- POWER Strategy Management
- Effective Decision Making
- Working in Problem Solving Teams
- Business and Technical Applications on the Job
- Conquering the Problem Solving Obstacle Course
- Hindsight and Decision Analysis
- The Creative Competitive Advantage
- Avoiding Common Errors in Problem Solving
- Rationalizing a Crisis Situation
- Managing Complex Problems
- Using the POWER Process Under Extreme Pressure
- How to Use the Problem Solving POWER TOOLS



TOP GUN TTT™ TRAINING PROGRAM

The Need

When implementing new systems, processes or organizational changes, often companies rely on their internal trainers to communicate the messages and properly train managers and staff. There is much room for improvement in the training skills of most trainers to be able to effectively train in these complex topics.

Audience


The course is appropriate for new or experienced trainers of business or technical subject matter. This train-the-trainer programme is designed to take new or experienced trainers and make them better... much better. The focus is on creating a great facilitator of learning, not a great lecturer. Participants are guaranteed to walk away with new skills never encountered before in a TTT program.

Course Description

At Xalles we know that one of the keys to success when implementing new technology or undergoing rapid change is having high quality trainers to facilitate skills development and convey new information. This training course can accelerate a trainer's development and immediately improve performance. Advanced techniques are practiced that even a beginning trainer can apply on their first assignment. Participants progress through stages to become a "Top Gun" trainer.

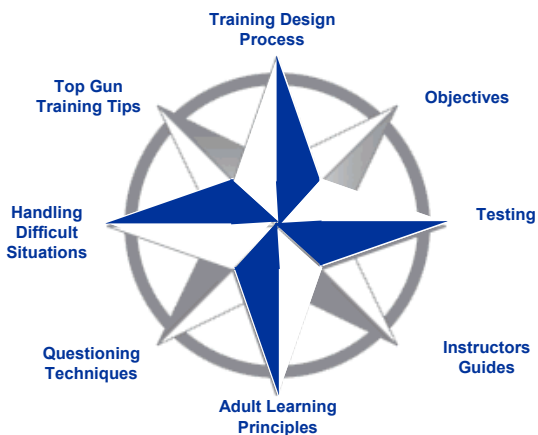
Duration

1 day training plus coaching sessions on the job

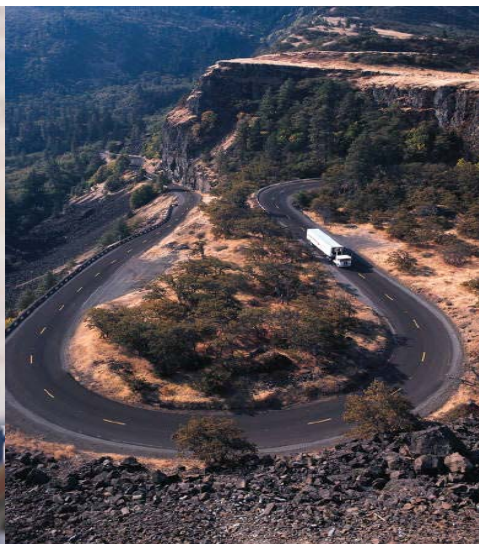


"This course turns new trainers into good trainers, and good trainers into great trainers."

Course Topics



- Train-the-Trainer Objectives
- Introduction to Training
- The Training Design Process
- General Principles of Learning
- The Responsibility for Learning
- Purposes of Training
- Course Design
- Adult Learning Principles
- Participant Learning and Motivation
- Building Rapport with a Group
- Presentation Techniques-Verbal and Non-Verbal
- Techniques for Questioning and Answering Questions
- Dealing with Difficult Situations
- Top Gun Training Tips



INTERNATIONAL MARKETING SEMINAR

The Need

Selling IT products or services in foreign markets is about more than translating brochures into another language and exporting your product. Creating a marketing strategy that will work depends on understanding cultures, local business practices and creative distribution channels.

Audience

The course is aimed at executives and senior managers of IT companies who are currently or considering exporting their products and services to other countries. The focus is on creating an effective international marketing strategy.

Course Description

This seminar will arm IT firms with practical tools and information needed to prepare themselves for international expansion. The speech will include topics of: culture and language, business management, financial readiness, product development and packaging, international marketing, distribution, pricing and international business intelligence. This motivational seminar will guide the participants through the global opportunities available. It includes a facilitated workshop session for participants to begin crafting a strategy suited to their company and situation that will direct their actions in areas of effort they might not have thought to be critical for successful international marketing.

Duration

1 day seminar

"Xalles once again demonstrated their understanding and experience in marketing software in growing markets, particularly Europe, the US and Canada. A company like Xalles can be a great partner to firms who are interested in expanding into new markets."

Marcelo Salazar
Business Development Manager
ITS
São Paulo, Brazil

Course Topics



- Why Create an International Marketing Strategy
- Regional Comparison of International Markets
- Culture and Language
- Business Management
- Financial Readiness
- Product Development and Packaging
- International Marketing
- Distribution
- Pricing
- International Business Intelligence
- Your Strengths and Weaknesses Relative to Different Geographies
- International Marketability Self-Test
- Planning your International Marketing Campaign
- Marketing Strategy Checklist
- Common Tricks and Traps in International Markets

