ALMENTA INTERNATIONAL TRAINING SOLUTIONS

☎ 407 572 2355
✉ info@almentainternational.net
🌐 www.almentainternational.com
Welcome! At Almenta International we believe in the critical role the “human element” plays in the management of a successful organization. Our purpose and passion is to help organizations develop and empower leaders and the workforce operate effective and sustainable organizations. We provide training and consulting services in the areas of Customer Management and Leadership and Team Development. We are a John Maxwell certified partner.

Almenta draws knowledge and expertise from a wealth of diverse experiences gained over the years in different work environments and economies. We’ve had the privilege to work locally and internationally providing training and consulting services in diverse industries, for small, medium, and large organizations.

The central theme of our work has been to enable others to be people of influence.

We’ve assisted organizations to build highly productive teams, communicate effectively, and work harmoniously to achieve successful business and personal outcomes. We’re known as thought-provoking leaders who connect with our clients to make a lasting positive impact on their organizations.

At Almenta International, we’re passionate about what we do and it shows. We’d love an opportunity to partner and join hands with you, understand your organizational needs, and help you devise strategies to achieve your vision of success.
Our training solutions are divided into three main areas:

- Customer Management
- Leadership Development
- Workforce Development

These solutions can be delivered on site, via webinars, or through a combination of classroom and on-the-job training. The duration of each course will depend on client needs, but can vary between hours and multiple days.

**METHOD AND APPROACH**

Through a combination lecture, audience participation, role play, exercises, and more, participants will learn specific skills for working through different scenarios. We take a global and holistic thinking perspective by adopting various case studies and problem-solving exercises, individual assignments, and examples and stories. Through thought-provoking facilitators and speakers, our practical and results-driven training approach is based on experiential and action learning. We provide an in-depth understanding of the material and the reinforcement necessary to fully internalize and master the content.

Training solutions can be customized to meet our client’s specific and unique needs. We can conduct in-depth interviews and facilitate focus groups to gather insights and assist in the customization, thus precisely reflecting the culture and work environment of the participants.
A ROADMAP TO CUSTOMER CENTRICITY

Creating a customer culture that differentiates your brand is vital to your organization's long-term success. This course offers practical advice on how to take a holistic approach (Customer Centricity) to creating a reputation for excellence in the participants’ businesses.

The course allows the learners to realize the importance of customer centricity and appreciate taking an “outside-in” perspective.

Participants will learn how to plan, devise strategies, and implement these strategies in a way that keeps the customers at the center of the entire process. Participants will then learn how to optimize and align resources, processes; etc. to effectively meet customer needs. At the conclusion of the training course, participants will have a customer centricity strategy outline that can be developed for implementation. Participants will learn about customer service skills that create positive first impressions, manage customer expectations, build customer loyalty, and more.

"Customer management transformation is key to building and leading a successful business in this time."

Doug Leather

CUSTOMER SERVICE ESSENTIALS

Our evolutionized customer service training course explores and covers all aspects of customer service management; utilizing a holistic approach and taking a systems thinking perspective. The course aim is to make customer service management and customer loyalty a successful organizational business strategy. Through a combination of lecture, audience participation, and role play (and/or on the job-training), participants will learn specific skills for working through common customer service scenarios, including turning around negative service situations, delivering customer service remotely, listening and analyzing skills, and increasing sales and customer loyalty. Participants will learn about customer service skills that create positive first impressions, manage customer expectations, build customer loyalty, and more.
A 50% increase in retention increases business profits by 25% - 95%

CUSTOMER EXPERIENCE

The Customer Experience course is an excellent and thought-provoking program for any organization committed to improving their performance in a sustainable way. The course provides learners with excellent tools and skills to develop and implement a coherent customer experience strategy. It provides insight and foresight to what is required to increase customer’s satisfaction, loyalty, retention, and growth. It teaches the participants valuable lessons on the development and implementation of Customer Experience measurement strategies. Participants will learn why Customer Experience is crucial and assists them to build the business case and develop and execute a customer experience. If you want to change how your customers experience your brand – attend this course!
Leadership plays a significant role in the success of an organization.

Almenta International provides solutions that touch all levels of leadership to enhance their skills, strategic thinking, decision making, team development, and other competencies.

LEADERSHIP: ESSENTIAL SKILLS FOR SUCCESSFUL LEADERS

This highly engaging training program allows participants to improve performance by increasing effective leadership and management skills. The course provides numerous avenues to enhance qualities of good leadership in an ever-changing business world.

The curriculum focuses on core business competencies and allows participants to fulfil their potential in areas such as team building, strategic planning problem solving, decision making, people management, delegation, motivation, communication, customer centricity, change management, and many more all from a systems thinking perspective thinking. Our course is proven to work in the “real world” environment as it extends practical tools.
LEADERSHIP:
THE ENLIGHTED 21ST CENTURY LEADER

The 21st century leaders and managers are faced with unprecedented challenges that are complex and on-going. Among these are unpredictable economic conditions, diversified work forces with different perspectives, and customers with high expectations. Thus, the responsibility lies on the leader/manager to manage these complexities effectively.

Our highly engaging training course provides participants with skills that go beyond “essential and basic” leadership and management skills. The training course covers topics such as inner traits, leading self and others, emotional intelligence, conflict resolution, resilience, understanding different behavior styles and how to effectively manage them without conflict, effective communication, perseverance, courage, coaching, co-active coaching, etc. The skills earned in this course position leaders and managers to be effective and relevant in the 21st century by building and leading high performing teams to improve business performance.

Effective leaders outperform average leaders by 50%
FORGING NEW LEADERSHIP PATHWAYS

The fate of future business depends, in part, on how well leaders can anticipate and manage change, demonstrate authentic leadership - inwardly and outwardly, maximize the power of their teams, and effectively lead and embrace the social context. The workshop will provide participants with tools and skills that enhance their leadership and help them manage their operations, teams etc., more effectively. This will be accomplished by discussing a leadership model that addresses four levels of leadership (based on Transformational Leadership):

- Leading Self
- Leading Others
- Leading Business
- Leading Community/Social Context

The audience will learn the importance of effectively leading self-first, and how to do that as a foundational step to leading successful teams and the organizations. The course will provide participants tools that help with self-discovery, introspective thinking, and self-growth enabling true self and organizational transformation.

Some of the questions the workshop addresses include but not limited to:

How do leaders effectually interact, engage, communicate with employees or other stakeholders, set directions for them, and involve them in the direction-setting process?

What methods can they adopt to tap into their team’s intellect to create an environment of outside thinking, creativity, and innovation?

How can they create a culture of win-win and inclusion? How do they create this as a sustainable culture?
EMPLOYEE ENGAGEMENT

Our Employee Engagement training session helps managers and leaders steer employees into committed team members who are dedicated to organizational success. The course explores the critical role of front-line leaders and managers in creating and sustaining employee engagement as a driver for well-being, growth, and profitability within the organization. It examines the evidence of why engagement matters and how to build it into the organization by offering techniques that will enhance engagement. The course provides the knowledge and strategies needed to integrate employee engagement principles and positively influence an organization’s engagement and performance.

Participants will learn how to connect with employees on an emotional level to motivate them as well as the cost of employee disengagement. The session will demonstrate how organizations can begin engaging employees from the onboarding stage to building on that base by developing strategies for training and creating positive culture and measurement to keep employees engaged. We explore the leadership competencies, skills, and behaviors required to build and maintain successful outcomes. Proven tactics for employee engagement, continuous observation, and inspiration will be discussed.
EMPLOYEE ENGAGEMENT: EFFECTIVELY ENGAGING MILLENNIALS IN THE WORKPLACE

The session aims to help the audience learn effective strategies of engaging millennials in the workplace. With their distinctiveness, millennials provide unique skill sets that can be tapped into, thus allowing an organization to gain competitive advantage. They are a crucial part of any organization. The course will provide foundational information on who this generation is in terms of character traits, mindset, motivations, and expectations. It further explores their perspectives on work and employers, rewards and recognition, teamwork, and the value they bring into the workplace.

At the back-drop of this understanding, participants will learn how millennials prefer to be engaged from time of hiring to exiting. The session will demonstrate how organizations can start engaging millennials from the interview stage and build on that base by developing strategies for training and building positive culture and measurement to keep them engaged. The course provides the knowledge and strategies needed to integrate millennial engagement principles and positively influence an organization’s engagement and performance. We explore the leadership competencies, skills, and behaviors required to build and maintain successful outcomes. Proven millennial engagement tactics, continuous observation, and inspiration will be discussed.

Millennials are creating a change in how work gets done, as they work more in teams and use more technology. How do you plan on attracting, engaging and retaining them?
MANAGING MULTI-GENERATIONS IN THE WORKPLACE

The 21st century workplace consists of five diverse and distinct generations. At times, the way these generations think, communicate, and behave is so different that in some cases interactions are fueled with challenges and misunderstandings.

An “us and them” attitude underlies the interaction, thus leading to conflict. However, the differences each generation adds can bring great value to the organization if channeled appropriately.

The right leadership management can extract and capitalize the value each group brings.

The course will provide techniques, skills, and strategies that can be applied in managing the different generations.

Multi-generations in the workplace provide different perspectives, ideas and experience - if managed effectively can result in creativity, innovation and growth.”

Mary Ritz, PhD
BUILDING AN EFFECTIVE TEAM

Almenta International’s Building an Effective Team training program provides team members with tools to work efficiently and effectively towards one vision. To be effective, team members have to know how to collaborate, effectively communicate, deal with conflict, and build healthy, lasting relationships. Successful teams are work groups whose effectiveness rests in the degree of motivation, coordination, and purpose; and whose synergy produces an energy and creativity beyond them as individuals.

In this highly interactive and eye-opening training session, our thought provoking expert trainer will provide your team with excellent tools and techniques that could be incorporated in their daily activities. Application of these techniques and principles will result in creating high team morale and an increase in performance.

THE ART OF INFLUENTIAL COMMUNICATION

Being an effective communicator takes real skill. Communication skills have to be developed, honed, and consistently increased. They are the heart of interpersonal skills and the greater your awareness of how it all works, the more effective your communication will be. Strong communication is essential for business success. This training course will help you master the human relation skills demanded in today's tough business environment.

To connect with many types of people while projecting confidence, credibility, and trustworthiness requires specific tools and strategies. Participants will focus on improving communication skills and competencies necessary to build mutual understanding and connectivity with others regardless of roles. Participants will discover influential strategies and learn how to critically evaluate each unique communication event.
RESILIENCE TRAINING

An evolving world economy, ever changing work environment, high expectations to constantly outperform competition and others, and social and personal life uncertainties are the stressors and pressures people face. If these pressures are not managed effectively, business, organizational performance, and quality of life will be negatively impacted. To manage and rise above these pressures, people need to develop their resilience skills.

This thought-provoking training course improves how teams and individuals handle pressure and change. It will empower them to thrive despite challenging environments and setbacks. Almenta International has carefully planned the course to comprise all essential tools, philosophy, and understanding for building resilience to improve moral, productivity, and organizational performance in a sustainable way.

CONFLICT MANAGEMENT

Conflict can be detrimental to an organization and its effectiveness if not well managed. Having the skills to resolve internal conflicts effectively is one of the biggest challenges in today’s diverse and demanding workplace. Given the complexity of the workplace misunderstandings between all levels of employees, conflict is bound to happen.

This course is essential for leaders and individuals who want to foster a more cooperative and productive working environment. In this highly interactive workshop the Facilitator provides practical tools and techniques in resolving interpersonal conflicts and helps change attitudes and behaviors so that conflict is minimized. It teaches participants how to deal with others, settle differences in a refined manner, accommodate to others’ needs, and resolve disputes in a peaceful and constructive manner. By attending this course; you will empower your employees to facilitate and mediate difficult disputes.
EMOTIONAL INTELLIGENCE (EQ)

Emotional Intelligence is the capacity to recognize and effectively manage emotions in ourselves and with others. Emotional intelligence increases our ability to make effective decisions, build relationships, deal with stress, and cope with change. Emotional Intelligence is significant for anyone who leads or works with other people no matter the size of the organization.

In this thought-provoking course, the facilitator provides participants with the tools and techniques to develop emotional intelligence to better lead teams, work with peers, and manage up. This course further explores how participants can develop their own EQ; thereby increasing career success and improving relationships both inside and outside the workplace.

An excellent course for building effective and high performing teams!

360 DEGREES TRAINING

In some instances, our clients want to enhance different skill sets for their employees all in one training course. Therefore, Almenta International has designed a training course that encompasses different components that enable individuals to become well-rounded employees (multi-sessions). This course is delivered from a systems thinking perspective – by trying to cover a matrix of skills from both the organization and the employee’s perspective. This course helps with reducing training time and costs as participants can learn different skills in a short period of time versus attending different and several courses over a longer period.

THIS COURSE HAS TO BE CUSTOMIZED
PROBLEM SOLVING

The ability to solve problems offers an organization a competitive advantage. A team must be able to innovatively and creatively generate great ideas that are significant to impact the bottom line. This highly interactive training session will provide participants with the skills to understand fundamentals of problem solving. They will develop their critical and creative skills and learn how to utilize them when solving problems. The course introduces an array of different problem solving and decision making tools and techniques. Participants will learn how to analyze problems, generate creative solutions, and decide which solution closely matches their needs.

PEOPLE MANAGEMENT

The overall objective of the course is to ensure that human resource capital is highly optimized in the organization for business performance. An organization cannot achieve greatness if its human resources capital is not managed effectively; from talent acquisition until the talent decides to leave employment. A team must be able to innovatively and creatively generate great ideas that are significant to impact the bottom line. This highly interactive training session will provide participants with the skills to understand fundamentals of people management. They will develop internal values as leaders and managers that bring self-awareness of their impact on how they manage people. They will also learn how to develop the best leadership style and how to generate creative strategies to manage people effectively in their organizations.
Our Train-the-Trainer program is interactive and hands-on. It empowers new and experienced trainers with training techniques. The program is designed to benefit employees that are being asked to design and/or deliver training in the workplace. It demonstrates how trainers can conduct workshops in a more effective and interactive manner. Participants will also learn how to master training and facilitation techniques as well as know-how of developing interactive course curriculum. Furthermore, participants will learn about various learning needs of adults and planning and developing different types of training, delivery, and assessment.

Trust is imperative in organizations today. Aside from just wanting all employees to trust the people they work with because that makes for a more efficient and pleasant workplace, there are other compelling reasons to care about trust at work – reasons that are likely to affect the bottom line. Research suggests that personal trust is linked to cooperation, performance, and communication in organizations. When employees trust the people around them, they are able to focus on their work rather than spending time protecting themselves or their job.

Our Building Trust in the Workplace workshop teaches participants how to build trust to increase engagement, creativity, and commitment. The workshop focuses on helping individuals understand the impact of their behavior on building or eroding trust with their leaders and colleagues. Overall, the training program teaches people how to build and repair trust.
As a John Maxwell Certified Teacher, Speaker and Coach, Almenta International trains, facilitates, and speaks on John Maxwell’s work and content. Topics include leadership, team and relationship building, and personal development. Content can be delivered through:

- Training/Facilitation
- Masterminds
- Lunch-n-Learns
- Coaching