



Global Education  
Kazakhstan

# Global Professional Seminars

## WE OFFER

### **Executive Training Series**

- ☞ Marketing
- ☞ Finance
- ☞ Human Resources
- ☞ Strategic Management

### **Corporate Trainings**

- ☞ Leadership Development
- ☞ Foundations of Customer Service
- ☞ Motivating Your Employees
- ☞ New Managers Training
- ☞ Cross-Cultural Teams
- ☞ TeamBuilding
- ☞ Performance Management
- ☞ Change Management
- ☞ Conflict Resolution
- ☞ Coaching
- ☞ Effective Delegation
- ☞ Decision-Making
- ☞ Business Communication
- ☞ Business Writing
- ☞ Communication Skills
- ☞ Train-the-Trainer Course
- ☞ Principle Based Leadership
- ☞ "Good to Great" – Critical Factors to a Successful Business
- ☞ Time Management & Goal Setting

## About us



Global Education began work in Kazakhstan in 1998.

We believe that people are an organization's most important asset. If people are aligned and developed, they will give their company a competitive edge.

Furthermore, we believe that teamwork is critical to effectiveness.

Whether leading a board meeting, equipping new managers, or serving customers with excellence, leadership and interpersonal skills are essential.

In order to serve your company, we use some of the best and most innovative leadership assessments to ensure that your people learn to better understand themselves and others.

We take a personal interest in our clients. We invest the time and resources to understand the critical issues in your organization and how to overcome them.

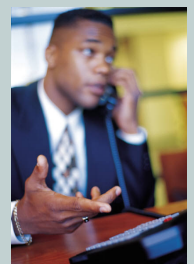
We are able to provide the leadership coaching for your middle to upper management that will enable them to lead to their full potential and we deliver the training programs that enhance your team's effectiveness in executing strategy and achieving your company's goals.

We design our programs to be interactive and practical and can custom design the length to meet your needs.

## Strategic Planning

This in depth facilitated process develops the purpose, objectives, and an implementation plan for your business, so that it is understood by ALL involved, which encourages and rewards those who participate in aligning their activities consistent with the strategic direction for the business.

Our facilitation better ensures objective group processing and team "buy in" fostering greater ownership and execution on the strategic plan. We help you reach your company goals more quickly and efficiently.





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**Among our clients**

- ☞ Bogatyr Access Komir
- ☞ Intercontinental Almaty "Ankara" Hotel
- ☞ PetroKazakhstan
- ☞ Gateway Ventures
- ☞ AppleCity
- ☞ Dostar
- ☞ PWC
- ☞ UMEK Realty
- ☞ AES
- ☞ NurMai



**NAVIGATING YOUR  
WAY TO SUCCESS**

# COACHING – we build it into our trainings

One of the most neglected areas of training within companies is coaching. In order for people to effectively apply what they have learned, most people need direction, encouragement and feedback. We also build into each of our workshops, opportunities for participants to practice what they have just learned. This greatly increases the ability to implement what they have learned at a training session.

A standard process will be customized around the specific needs of the team or company. Each session begins with a short presentation to highlight important aspects in communication, etc. This is followed by a learning exercise (fun and interactive) which will allow team members to put these principles into practice. Then a short debrief will draw out observations and lessons learned. Lastly, there will be a rough draft agreement drawn up to reflect the commitments that the team desires to make when communicating with one another.

Global Education acts as a process overseer whose role is to provide content, facilitate the process, and help all to be engaged.

**Facilitated Process**

## Silver Package

- \* **Half-day interactive workshop up to two full days**
- \* **2 hours of follow up appointments** to assist in forming individual action plans (*30 minutes each for 4 people*)
- \* **1 hour assessment interviews** ahead of time (*1/2 hour with director and 1/2 hour for assessment survey*) to determine needs and goals

## Gold Package

- \* **Half-day interactive workshop up to two full days**
- \* **4 hours of assessment** ahead of time to determine needs and goals (*conversation with director or department head; assessment survey; more in-depth working-style assessment; employee interviews*)
- \* **12 hours of follow up appointments** (*4 hours (30 minutes each for 8 people) immediately following the group session to develop personal action plans; hours (1 hour for 4 people) to observe manager/ supervisor in actual working situation and provide feedback; one month later to provide accountability, encouragement, and constructive feedback.*)

## Platinum Package

- \* **A commitment to 6 months of training and consulting**
- \* **4 interactive training sessions** (every other month) - *Foundations of Coaching & Communication; Conflict Resolution; Time Management & Goal Setting; Strategic Partnering & Delegation.*
- \* **6 hours of assessment inter-**
- views** ahead of time (directors; managers/supervisors; front-line staff; assessment tool)
- \* **28 hours of follow up appointments** (*4 hours (30 minutes each for 8 people) immediately after each seminar to develop personal action plans*)
- \* **24 hours** (*1 hour each month for 4 people*) to **discuss individual's growth** and development and
- make adjustments to personal action plan.
- \* **A final 2 hour facilitated group session** to discuss lessons learned about coaching and what additional changes can be made