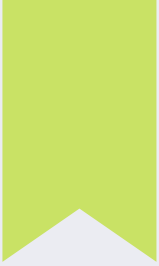


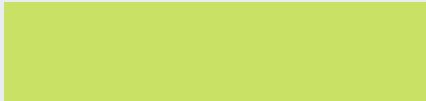
Creative Team Management and Coaching





So you got a band of amazing people but don't know how to channel their awesomeness into something productive? Well, look no further. With this amazing Creative Team Management and Coaching bundle, you will be able to manage your already star-studded team to success.

Here are the courses that will help you develop your team management & coaching skills:

- **Team Management**
 - **Life Coaching**
 - **Creative Thinking & Innovation**
 - **Coaching and Mentoring**
 - **Telephone Etiquette**
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Course Content Overview

Team Management



Course Coverage

Teamwork is essential for the success of your business. It makes your dream come true. The collaboration, efficiency, and intelligence of your entire team will allow you to achieve greater success together. When everyone in your team works together, success will follow. For this reason, effective team management is of paramount importance nowadays.

Taking this interactive online course will help you improve your team management skills. You will learn how to establish a team culture, build high-performance teams, and manage multicultural teams. Additionally, this course will discuss the qualities of leadership and encourage you to become a better leader by improving your communication and mentoring skills. Furthermore, you will learn different ideas and strategies to keep your team motivated.

Module One: Understanding Team

In this lesson, you'll learn what a team is, types of teams, teamwork and establishing team cultures.

Key Topics:

- Defining Team
- Types of Teams
- Understanding Team Norms
- Establishing Team Norms
- Creating and Applying Norms
- Working As a Team

Module Two: Team Building

In this lesson, you will understand how a team is formed and how to build and manage teams to get the most from each member.

Key Topics:

- The Stages of Developing a Team
- Building Effective Business Teams
- Composing High-Performance Teams
- Managing Culturally Diverse Teams

Module Three: Leadership and Management

This lesson will cover the ins and outs of managing and leading your team and how you can become a better leader.

Key Topics:

- Definition and Factors of Leadership
- Leadership Qualities
- Effective Team Management
- Team Motivation



Module Four: Creating a High-Performance Team

In this lesson, you will learn about the factors that make up a high-performance team, its characteristics and how you can build up a high-performance team from the ground up, both in reality and online.

Key Topics:

- Defining High-Performance Team
- The Three Pillars of High-Performance Teams
- Characteristics of a High-Performance Team
- Team Environment
- Creating a Team Vision
- Managing High-Performance Virtual Teams

Module Five: Communication and Leadership

This module explores communication's definition, its objectives, the communication process, and its factors. You will also learn why questioning is crucial to team management.

Key Topics:

- The Idea of Communication
- Types of Communication in Business
- Objectives and Necessity of Communication
- Communication Elements
- Barriers of Communication
- The 3 Levels of Listening
- Importance of Listening
- Powerful Questions that Inspire Others
- Types of Questions

Module Six: Leveling-Up Team Motivation

This lesson aims to prepare you with all the tips and techniques you need to motivate your team through the rough patches.

Key Topics:

- The Concept of Motivation
- Factors of Motivation
- Ideas and Strategies of Team Motivation



Aims of The Training:

By the end of the course, you will be able to -

- Learn how to work as a team
- Identify the three pillars of high-performance teams
- Manage culturally diverse teams effectively
- Oversee remote teams
- Know how to inspire your team members



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Course Content Overview

Life Coaching



Course Coverage

A life coach can assist people in exploring significant life changes and identifying their life's purpose. This comprehensive Life Coaching course will thoroughly discuss the life coaching process and the abilities necessary to influence positive changes in your professional and personal life.

Throughout this Life Coaching course, you will gain all the skills you need to succeed as a life coach. As you progress, you will discover a deeper understanding of more complex life coaching aspects. In addition to developing self-awareness, which is a key component of life coaching, you will be able to recognise and conquer your fear, boosting your self-confidence. We'll also teach you how to communicate effectively, which is essential for being a life coach. Here is not the end; using our advice, you'll discover the marketing plan to reach your target customers and many more.

Some expert course designers have designed this "Life Coaching" course to provide you with the best learning experience possible. Our goal is for you to learn and apply the lessons from this course to improve your skills and make you an expert in this subject.



Module One: Life Coaching: The Purpose And Fundamentals

People can make informed decisions in their professional and personal lives with the help of life coaches. In this lesson, you will find the definition, purpose and benefits of life coaching. In addition, the lesson teaches you how to apply life coaching to your situation.

Key Topics:

- What Is Coaching?
- Definition of Life Coaching
- Misconceptions about Life Coaching
 - Life Coaching Is Not Counselling or Therapy
 - Mentoring Is Not Life Coaching
 - Life Coaching Is Not Giving Advice
- What Is NLP?
- The Purpose of Life Coaching
- Getting Ready for Change
- Choosing Life Coaching for Long-Term Results
- Giving Yourself The Gift of Your Own
- Turning Up The Volume

Module Two: Develop Your Self-Awareness

Emotional and behavioural self-awareness involves being able to recognise your thoughts and feelings. In this lesson, you will learn how to develop your self-awareness. You can explore external and internal self-awareness to succeed in your life.

Key Topics:

- Introduction
- Introduction to Self-Awareness
- Internal Self-Awareness
- Identifying Your Internal Self-Awareness
- Developing Internal Self-Awareness
- Defining External Self-Awareness
- Identify Your External Self-Awareness
- Develop Your External Self-Awareness
- Make Your Goals Public
- Visualise Yourself Succeeding

Module Three: The Development of Core Beliefs and Managing Fears

Underneath whatever a client reports as their problem or issue are their core beliefs, which are causing the problem or issue. Clearing a core belief changes the orientation and perspective of the psyche fundamentally. This lesson teaches you how to know and develop your core beliefs. Also, you will understand how to identify and manage the fear.

Key Topics:

- How to Choose Your Beliefs
- Understand How Your Beliefs Shape You
- Sources of Your Beliefs
- Beliefs You Hold
- Being Aware of Your Beliefs
- Outcomes of Your Beliefs
- Changing Your Beliefs
- Reshape Your Limiting Belief
- Identify Your Fears
- How to Reduce Your Fear
- Manage Your Fears

Module Four: Life Coaching Types and Key Attributes of a Life Coach

In life coaching, different types of coaching are involved in discussing other points of view. We discussed here various styles of coaching and how to develop your coaching skills.

Key Topics:

- Group Coaching
 - Fundamentals of Group Coaching
 - Advantages of Group coaching
 - Prepare Your Coaching Groups
 - Setting Up the Group
- Relationship Coaching
 - Introduction to Relationship Coaching
 - Skills for Choosing and Starting a Relationship
 - Coaching for Reflecting Feelings
 - Train to Manage Relationship
- Occupation Coaching
 - Occupation Coaching Basics
 - Manage Your Time Effectively
 - Reading Skills
 - Writing Skills
- Health Coaching
 - Manage Your Stress
 - Meditation
- Develop Your Coaching Skills
- Key Skills of a Successful Coach



Module Five: Understanding Emotional Intelligence

Emotional intelligence is the ability to perceive, control, and evaluate emotions. It has been suggested that emotional intelligence can be learned and strengthened, but others claim it is an inborn trait. In this lesson, you will find the definition of emotional intelligence and how to improve your emotional intelligence. Moreover, the lesson discussed why EQ is more important than IQ.

Key Topics:

- Introduction to Emotional Intelligence
- Know Your EQ
- Components of Emotional Intelligence
- People with High Intelligence
- Why EQ Is More Important than IQ
- Develop Your EQ skills
- Evaluate Your Emotional Intelligence

Module Six: Body Language and Communication Techniques

As a life coach, you can gain insight into the client's untold story through body language. In this lesson, we discussed the fundamental instruction and process of learning body language. Moreover, the lesson teaches non-verbal communication that will help to treat your client for life coaching.

Key Topics:

- Fundamentals of Body language
- Non-Verbal Communication
 - Definition of Non-Verbal Communication
 - Types of Non-Verbal Communication
- Listening
 - What is Listening
 - Active Listening
- Questioning
 - Questioning Basics
 - Personal Growth Questions
 - Relationship Questions
 - Fun Questions
 - Health Questions
 - Career Questions

Module Seven: A Structure for Client Work and Goal Setting

In life coaching, Helping the client set the goal and making the client's structure work is crucial for the coach. In this lesson, you will learn how to encourage the clients to set goals and attain them. Moreover, the lesson discusses the goal-setting criteria and models.

Key Topics:

- Introduction to Goal Setting
- Encourage Your Clients to Setting Goals
- Creating Realistic Goals Skills
- Set Your Goal Criteria
- Goal Setting Models
 - STEPPPA Model
 - TGROW Model
- Monitoring, Evaluating, Reviewing and Developing
- Attain Your Goals

Module Eight: Becoming A Professional Life Coach

You might want to consider becoming a life coach if you are passionate about life, enjoy helping others, and want to start your own business. In this lesson, you will learn about the right process how to become a life coach.

Key Topics:

- The Basic Coaching Model
- Empowering The Client
- Stretching The Client
- Creating Momentum With The Client
- Coaching From The Inside Out

Module Nine: The Ethical Coach: Protect Yourself and Your Clients

For the ethical coach, it is very challenging to develop a complete risk management plan because the client does not understand its importance. This lesson helps you to know the ethical issues and risks of coaching. Also, you will learn how to overcome the issues and all the Coaching Code of Conduct.

Key Topics:

- Introduction
- Risk Against Ethical Standards
- Major Ethical Issues
 - Confidentiality
 - Equity
 - Race and Ethnicity
 - Working with Vulnerable Groups
 - Supervision
- Terminating Coaching
- Set Your Coaching Code of Conduct
- Handling Risk
- Health and Safety



Aims of The Training:

By the end of the course, you will be able to -

- Know the difference between mentoring and life coaching
- Discover how to manage fears and develop the core beliefs
- Explore the key skills of a successful coach
- Learn about the emotional intelligence
- Find out the ways to inspire your clients in goal setting and many more



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Course Content Overview

Creative Thinking and Innovation



Course Coverage

We all go through times in our professional and personal lives when we have to make decisions keeping in mind that the results should meet our goals. One should have skills in innovation and critical thinking in order to achieve the desired outcome. In this course, you will learn how to utilize critical thinking and innovation skills for personal and professional success.

With this course, you will learn how to think laterally and parallelly by developing your thinking process. The purpose of our program is to help you become more creative as well as make you believe in yourself. We will discuss the factors that prevent you from becoming creative in your life. This will allow you to discover what is holding you back from being innovative and creative. Our course has been designed to offer learners a step-by-step guide to becoming more creative and innovative by developing critical thinking and innovation skills.

Module One: Defining Lateral Thinking, Parallel Thinking, Creativity and Innovation

The purpose of this lesson is to help you better understand how to think lateral, and parallel and how to be creative and innovative.

Key Topics:

- What is Lateral Thinking
- What is Parallel Thinking
- Creativity Vs Innovation
- How to Think Lateral
- Creating Visual Links



Module Two: Eight Factors That Block Your Creative Thinking

This lesson will help you understand the eight factors that block creative thinking.

Key Topics:

- The 8 Things That Can Stop Your Innate Creativity
 - Believing You Aren't Creative
 - Making Assumptions
 - Following The Rules Too Strictly
 - Being Too Serious
 - Avoiding Risks or Being Wrong Is Bad
 - Always Staying With Your Routines/Habits
 - Thinking There is Only One Solution
 - Making Judgements Too Quickly

Module Three: Problem-solving & Decision making

This lesson will help you understand how to solve problems and make decisions.

Key Topics:

- Definitions
 - Problem
 - Decision
 - Crisis
- Problem Solving - Fishbone/Cause & Effect Diagram
- Decision Making - Force Field Analysis

Module Four: Brainstorming & Reverse Brainstorming

This lesson is designed to help you better understand brainstorming and reverse brainstorming and how to use these techniques effectively.

Key Topics:

- What is Brainstorming
- The Four Principles of Brainstorming
- The Brainstorming Techniques
- Reverse Brainstorming
- Brainstorming Ground Rules



Module Five: SCAMMPERR & De Bono's Six Thinking Hats

The aim of this lesson is to help you gain a deeper understanding of SCAMMPERR and the six thinking hats used by De Bono.

Key Topics:

- SCAMMPERR - A Creativity Tool
- Two Different Uses of SCAMMPERR
- Overview of The Six Thinking Hats

Aims of The Training:

By the end of the course, you will be able to -

- Understand lateral and parallel thinking
- Identify factors that block creative thinking
- Learn the process of decision making
- Identify problems and learn how to solve them
- Learn techniques of brainstorming



Course Content Overview

Coaching & Mentoring



Course Coverage

Are you aiming to be a good coach? Do you want to learn the magical process of coaching that enables mentees to improve their performance and focus better at their work? Then, this course is for you as it will discuss in detail different aspects of coaching.

This course will teach you about the remarkable skills every good coach possess. Moreover, you will learn about different types of coaching models. As a result, you will know when to apply which model for which learning group.

If you want to be a good coach, you must become proficient in providing feedback to your team members. This course will teach you how to get feedback from the mentees of the diverse teams and apply different coaching skills to help them. The goal of this course is to help you in becoming an effective corporate coach.

Module One: What Is Coaching All About?

The obvious goal of the lesson is to provide a neat overview of coaching skills and processes. As you go through this module, you will gain a deeper understanding of the dissociation definition of coaching as well as coaching opportunities.

Key Topics:

- The Definition of Coaching
- The Opportunities Presented by Coaching
- The Scope of Coaching
 - Identifying Opportunities
 - Clarifying Targets
 - Timing
 - Agreeing Tactics
 - Monitoring Progress
- Difference between Coaching, Training, Counselling And Mentoring
- How A Corporate Coach Can Help Employees in the Workplace?

Module Two: Different Types of Coaching Models

This module will shed light on different types of coaching models so that you can decide which one suits you best as a coach.

Key Topics:

- Defining GROW Coaching Model
 - Awareness
 - Responsibility
 - Coaching Questions
- The Body Coaching Model
 - Head Questions
 - Body Questions
 - Leg Questions
 - Feet Questions
- STAR Feedback Model
 - Giving Positive Feedback
 - Giving Feedback For Improvement

Module Three: Coaching Skills

This lesson is intended to provide an overview of coaching skills and processes. In this module, you will also learn about different types of coaching. Furthermore, we will teach you how as a coach, you should choose an area that needs development.

Key Topics:

- Some Useful Coaching Skills
 - Listen Actively
 - Be Empathetic
 - Be Innovative
 - Be Positive
 - Be Communicative
 - Provide Feedback
 - Improve Morale
- Different Types Of Coaches
 - Career Life Coaching
 - Behavioural Coaching For Leaders
 - Coaching For Leadership Development
 - Coaching For Organisational Change
 - Strategic Coaching
- How To Choose An Area To Improve
 - Finding Development Areas
 - Observing The Same Characteristics
 - Getting A Complete Picture And Proper Analysis Of Performance



Module Four: Coaching Feedback

The purpose of this lesson is to present a neat outline of coaching feedback. You will learn when to give feedback and how to give feedback in this lesson.

Key Topics:

- When Should You Give Feedback?
- The Rules of Giving Feedback
- Why Do People Misinterpret Feedback?
- How to Ensure That Your Feedback Is Making A Difference?
- Giving Negative Feedback

Module Five: Qualities Of A Coach

This module will focus on the qualities of a great coach. You will learn about the key responsibilities of a coach. Then, you will study the key characteristics of a great coach where we will discuss in detail about positive attitude, growth mindset, flexibility, collaboration, discipline and other qualities of a coach.

Key Topics:

- The Key Responsibilities of A Coach
- The Characteristics of A Good Coach
- Knowledge Requirements for A Coach
 - Professional Knowledge
 - Interpersonal Knowledge
 - Intrapersonal Knowledge

Module Six: Understanding The Diversity in Your Team

In order to be a great coach, you need to understand your coaching style. You also need to understand that all your team members do not act or think alike. This module will help you understand the diversity in your team and provide you with some great tips to provide feedback to your team members.

Key Topics:

- How Are You Coaching Currently?
 - Narrative-rich Discussions
 - Understanding Different Ways of Learning
 - Understanding Different Beliefs & Behaviors
 - Being Non-Judgemental
- Top 10 Feedback Tips

Aims of The Training:

By the end of the course, you will be able to -

- Learn The Opportunities Presented by Coaching
- Understand How A Corporate Coach Can Help Employees
- Master The Art of Providing Feedback while Coaching
- Discover Different Types of Coaching Models
- Acquire Knowledge of Different Coaching Skills



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Course Content Overview

Telephone Etiquette



Course Coverage

Being on the phone is stressful and annoying. In many situations, you need to speak professionally on the phone but don't know what to say or how to react to make the other person feel comfortable.

Your performance and the service you provide to your clients will suffer if you aren't verbally confident. Don't risk your business success with a wrong word or inappropriate attitude, let's learn telephone etiquette.

The course will equip you with essential knowledge for being assertive on the phone, including how to deal with a difficult customer, engage in small talk, and avoid losing patience when someone is pressing for too much information. Speaking on the phone will become easy, stress-free, and productive for you.

This course covers everything from basic telephone etiquette to handling angry clients and what to do when the other person can't hear you. Master your phone skills so you can deal with difficult and aggressive callers.

Today, telephone etiquette is an essential skill for anyone working as a sales agent, personal assistant, or product support representative. This course will help you master the art of listening and dealing with angry clients by providing step-by-step instructions.

Module One: Introduction & Aspects of Telephone Etiquette

The purpose of this lesson is to introduce telephone etiquette and its aspects.

Key Topics:

- What Is Telephone Etiquette?
- Why Telephone Etiquette Is Important
- Aspects of Telephone Etiquette
 - Phrasing
 - Tone of Voice
 - Speaking Clearly
 - Listen to The Caller



Module Two: Talking The Right Way On The Phone

The goal of the lesson is to provide the best representation to understand the right way to talk on the phone.

Key Topics:

- How to Speak Professionally on The Phone: A Step-By-Step Guide
- The Art of Listening And Silence

Module Three: How to Eliminate Phone Distractions

The purpose of the lesson is to find the steps for eliminating the phone distraction. This module also provides insight into the effects of distractions on workplace performance.

Key Topics:

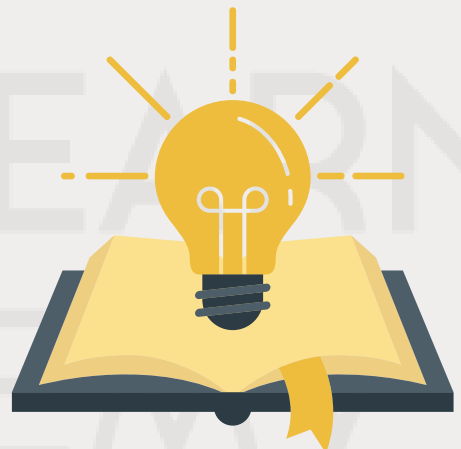
- Phone Distractions
- Avoiding Eating or Drinking
- Minimising Multi-Tasking
- Removing Office Distractions
- Do Not Let Others Interrupt You
- The Effects of Distraction
- Improving Telephone Etiquette

Module Four: Inbound & Outbound Calls

An explicit purpose of the lesson is to identify the inbound and outbound calls and compare which one is the best for your business.

Key Topics:

- Inbound Calls
- Outbound Calls
- Which One is Best for You



Module Five: Dealing With Angry Customers

The lesson aims to explicitly discuss how to deal with angry customers with some tips to handle or inactive them.

Key Topics:

- Handling Rude or Angry Callers
- Interacting with An Angry Customer to Provide Value
- Tips for Handling Angry Customers

Module Six: Voicemail Messages & Interoffice Calls

The goal of the lesson is to deliver a discussion about voicemail messages and interoffice calls. You can learn the whole telephone usage from here.

Key Topics:

- How to Use Voicemail Messages
- Benefits of Using Voice Mail in Your Business
- What Are Interoffice Calls
- Tips for Transferring Calls
- How to Place Callers on Hold
- Taking Messages
- How to End The Conversation

Module Seven: Methodology for Training Employees

The objective of this lesson is to explain the methodology for training employees in telephone etiquette.

Key Topics:

- Methods of Training Employees
- Group Training
- One-on-One Training
- Peer Training
- Job Shadowing
- How to Train Employees in Better Phone Skills



Aims of The Training:

By the end of the course, you will be able to -

- Learn the importance of telephone etiquette
- Discover how to speak professionally over the phone by following our step-by-step guide
- Be a good listener and a good speaker
- Find the steps for eliminating the phone distraction
- Distinguish between inbound and outbound calls and learn how to deal with each
- Find out how to deal with angry customers with some tips on how to deal with or inactivate them
- Become familiar with voicemail messages and interoffice calls
- Get professional training on putting callers on hold and taking messages
- Learn how to train employees to improve their phone skills

