

NEWSKILZ

C O R P O R A T E T R A I N I N G

 <p>IT INDUSTRY FOCUS</p>	<p>IT Training</p> <ul style="list-style-type: none"> - Consulting Skills - Professional Skills
	<p>Soft Skills</p> <ul style="list-style-type: none"> - Training - Coaching
	<p>Business English</p> <ul style="list-style-type: none"> - Oral Communication Skills - Business Writing Skills
<p>IMAGINE ☺ ?</p>	<p>Industry Specific</p> <ul style="list-style-type: none"> - Skills Development - Business knowledge

New Skilz Office

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Shifting Consciousness - New Confidence | New Skills | New Mentality



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1. NewSkilz Company Profile

1.1. Company Overview

New Skilz Corporate Training specializes in cost effective tailored training solutions for companies in Shanghai. IT professional training, cross cultural soft skills and tailored business English skills in the form of skills development workshops and in-house company training.

<p>Corporate Training Services:</p> <ol style="list-style-type: none"> Executive Coaching: 1 on 1 language coaching to business skills development. Management Training: industry specific programs to develop management skills. Soft Skills Training: cross-cultural communication, management / sales skills. Business English Training: tailored communication skills / language training. IT Training: professional skills for software developers, consultants and management. eLearning for convenient English language learning using Skype. 	 <p>http://www.newskilz.com/profile.html</p> <p>NEW SKILZ ADVANTAGE:</p> <p>TAILORED INHOUSE TRAINING</p> <p>SKILLS DEVELOPMENT WORKSHOPS</p> <p>WESTERN INDUSTRY EXPERTS</p> <p>IT CONSULTING SKILLS</p>
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Our corporate training experts deliver a comprehensive range of communication skills courses, skills development workshops, executive coaching and industry specific management training services.

Shifting Consciousness Our training will radically change the way you think!

- **New Confidence | New Skills | New Mentality**



1.2. Management Approach



Shifting Consciousness is what we specialize in! Changing the way your staff thinks about doing business and communicating.

Customer Value Proposition	NewSkilz offers cost-effective tailored training programs. Focusing on client needs analysis, course materials design and delivery management, we keep client training objectives in mind.
Management Team	Our leaders have both Western and China business experience and is dedicated to delivery management of our training programs.
Training Director	He has been conducting corporate training in Shanghai since 2004 and is also an IT Consultant so has developed a series of niche workshops specific to the IT Industry.
Delivery Management	New Skilz client engagement model is based on the consulting model and takes a project management approach to delivering client training programs.
Course Design	Courses have a practical skills development focus that is relevant to Chinese executives.
China: Key Locations	New Skilz center of operations is in Shanghai, but we have an extensive network of western corporate trainers and professional English teachers across major cities in China, such as Beijing, Guangzhou, Shenzhen, Nanjing, Suzhou, Tianjin and Qingdao. Feel free to talk to us should you be outside Shanghai.



1.3. Client Engagement Model

We listen to you carefully in order to understand your specific needs. The course design process is systematic and is tailored to fit your organization's context and training objectives. In-house training is delivered in form of active participant-centered sessions.



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<http://www.newskilz.com/process.html>

1.4. Corporate Trainers

What are your training objectives?
We can provide the right trainer!

What type of trainer would you like?

- English trainers
- Business English trainers
- Industry Specific experts
- Soft Skills trainers
- IT Consulting Trainers



Industry Experts on IT, banking, finance, manufacturing, marketing etc.

Industry Specific Workshop Design

Trainers with banking expertise work on course design for the banking industry and so on.

Tailored Communication Skills Training

Trainers customize our standard materials to produce a more relevant training experience.



Participant centered training leads to relevant skills development.



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1.5. Tailored Training Experts



Does your company staff need to communicate professionally in English with Westerners?

You can get tailored and cost-effective Business English Skills in-house training!

Need a western industry expert ?

Besides communication skills, New Skilz Corporate Training has the ability to design industry specific professional workshops on business areas such as Trade Finance, IT, Risk Management etc.. talk to us about your needs as we may just have a trainer with the right background!

NewSkilz Tailored Programs

**Business English
Communication Skills**

New Confidence
New Identity
New Skills

NEWSKILZ
CORPORATE TRAINING

Contact NewSkilz
Tel: 800 367 8888
Email: info@newskilz.com
www.newskilz.com

NEW SKILZ Tailored Training		Telephoning Skills	COURSE OUTLINE
Western English Communication Skills (CEFR B2 level) - 20 hours			
Session 1	Establishing Rapport Introduction to establishing rapport Useful functional phrases for daily telephone Handling calls using the answering machine		Legal Dictation
Session 2	Opening - Closing Greeting and closing calls professionally Identifying and taking messages Identifying and taking messages		Public Courtroom
Session 3	Building and Managing Taking and leaving messages effectively Identifying and taking messages on the phone Asking for repetition and clarification		Detail oriented Procedure
Session 4	Exchanging Information Active listening and showing interest Facilitating and negotiating Promoting products and services		Speed Deductive
Session 5	Arranging Logistics - Meetings Checking, confirming, suggesting and repeating Checking agreements and being persuasive		Conferring Agreeing
Session 6	Handling Enquiries Giving and receiving information Repeating clearly and providing advice		Professional
Session 7	Western Telephoning Etiquette Development of soft skills and cultural awareness Knowledge of western business conventions		Culture shock
Session 8	Handling Complaints - Difficulties Handling complaints and technical difficulties Overcoming technical and/or office equipment issues Deflecting questions and showing understanding		Self-advocacy Client satisfaction
Session 9	Clarifying - Confirming Confidence to control a call and clarify points Using repetition and confirming for details		Qualification Control
Session 10	Teleconferencing Skills Leading and participating in teleconferences Teleconferencing strategies for working abroad		Group dynamics Meeting skills

www.newskilz.com Tailored Training Page 1 of 1

New Skilz Tailored Training involves designing course materials and tailoring them to your company training objectives. Our western management team and trainers are experts at designing useful skills development courses. Plus, these interactive training sessions will change the way your staff think about communicating at work. We also offer the more generic business English courses using well known textbooks such as Market Leader and Cambridge BEC for clients that have more basic language training objectives.



2. Corporate Training Services

2.1. Training Services Summary

NewSkilz specializes in **cost effective and tailored training solutions** for companies.

What skills development does your staff need

.....to be more effective?

<p>1 on 1 Executive Coaching</p> <p>We can help you groom your top people who need client-facing skills to grow your business. Whether it's basic language training, communications skills development or high-level business coaching and mentoring.</p>	<p>IT Professional Training</p> <p>Our IT Seminars focus on IT industry training and can develop your team leaders, project managers and consultants in terms of their professional knowledge of the IT industry best practices of the west.</p>
<p>Business English Communication Skills</p> <p>We offer cost-effective in-house training for clients needing oral Business English skills for meetings, presentations, telephoning, negotiations, interviewing and socializing. As well as comprehensive Business Writing courses.</p>	<p>Cross Cultural Soft-Skills</p> <p>Soft-Skills seminars are for executive staff to polish their business communication skills and enhance their business acumen. Workshops allow for rapid business skills development within a short timeframe, such as Presentation skills.</p>
<p>Skype English Tutoring</p> <p>Are your executives too busy with business travel to commit to a regular weekly training schedule? Your management can learn from anywhere at their own pace and when they have time!</p>	<p>Industry Specific Training</p> <p>Maybe you need something more geared towards your industry or company? We would love to design a reusable workshop for your company to meet your training objectives! From corporate banking trade finance to Call center customer service...</p>

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<http://www.newskilz.com/services.html>



2.2. Business Communication Skills

	<p>Business Oral Meeting skills Telephoning skills Presentation skills Leading Teleconferences Crucial Negotiations Successful Socializing</p> <p>Business Writing Functional Foundation Executive Emails Customer Service Effective Reports Professional Emails Structured Proposals PPT Business Writing</p>
<p>Skills development focus!</p>	

Training is about business skills not just business language!

We offer cost-effective in-house training for clients needing oral Business English skills for meetings, presentations, telephoning, negotiations, interviewing and socializing

<p>In-house Group Training</p> <ul style="list-style-type: none"> - Courses - Workshops 	<p>It's not about teaching, ...its about facilitating!</p>
<p>Tailored Programs</p> <ul style="list-style-type: none"> - Customized reusable content - Client training objectives focus 	<p>It's not about learning English its about skills development!</p>





Course Logistics

Courses are typically 50 hours, with each session being 2 hours, while skills development workshops are 1 or 2 days. Group training sizes depend on your training objectives. Effective training is usually conducted with around 8 to 10 participants, though small groups of 4 can be good for faster improvement, for example, with key customer service staff. Larger groups of 15 to 20 are alright if its an English corner style course where participants are getting a benefit from their company but there is no urgency for them to improve their English levels.

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Business English Materials


NewSkilz client training objectives determine the course materials used. Tailored training is only appropriate for clients that have specific training objectives and skills development focus. Generic textbooks are useful for the more general language training requirements.

<p>NewSkilz Materials</p> <ul style="list-style-type: none"> - skills development - industry specific - tailored content 	<p>Option A: *best!</p> 	<p>Specifically designed for:</p> <ul style="list-style-type: none"> - China Business Context - Skills Development Focus - In-house Corporate Training - Cross Cultural communication - Tailored Training
<p>Generic Textbooks</p> <p>Oxford Business English Skills</p> <p>Market Leader by Longman Pearson</p> <p>Cambridge BEC Business English</p>	<p>Option B:</p>   <p>Sample: http://www.market-leader.net/flash/pdfs/Int3rdEd_unit8.pdf</p> 	



2.3. Skills Development Workshops

Workshops allow for rapid business skills development within a short timeframe.

<p><i>Intensive Skills Workshops</i></p> 	<p>Generic – 1 day / Tailored – 2 days</p> <p>Business Writing Workshops</p> <ul style="list-style-type: none"> PPT Slide Writing Effective Reports Professional Emails Structured Proposals Business Writing Foundations <p>Business Oral Workshops</p> <ul style="list-style-type: none"> Powerful Presentations Interactive Business Meetings Leading Teleconferences Courteous Customer Service Crucial Negotiation Skills
<p>Sales Skills Workshops</p> <ul style="list-style-type: none"> - Sales & marketing business writing - Cold calling telephone skills - Consultative Selling Skills - Sales Presentations - Pre-Sales Consulting skills 	<p>Management Skills Workshops</p> <ul style="list-style-type: none"> - Time management skills - Train the trainer - Leading technical software teams - IT Project Management - IT Software Architecture Skills - IT Executive Documentation skills

Our senior corporate trainers will conduct these workshops.

**Tailored workshops
are also available
for the client who knows what they want.**

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2.4. Soft Skills Seminars

Want your staff to really understand how to work and communicate with Westerners?

Our corporate trainers understand Chinese culture and are adept at shifting consciousness!

Cross Cultural Communication



Communication skills
grow business.

**Soft Skills
grow leaders!**

Cross Cultural Communication - Seminar List

1. **China Negotiation Strategies** provides expatriates here with business and cultural insight
2. **Western Negotiation Mentality** prepares Chinese executives to deal with westerners.
3. **Western Business Etiquette** equips Chinese executives with crucial client facing soft skills.
4. **Western Social Etiquette** enhances cultural awareness for casual situations with westerners.
5. **Chinese MNC Orientation** is a multinational induction program for new Chinese graduates.
6. **Expat China Orientation** is a holistic lifestyle and business induction program.

New Skilz Soft Skills such as the cross cultural communication workshops focus on shifting the consciousness of your staff so that they are better prepared to successfully operate in the international business environment. Business language skills can only get you so far. It's important to make the right impression when working with key clients and business partners. Our soft skills trainers are adept at shifting people's consciousness and giving them insight into the various aspects of western culture.



2.5. Industry Specific Workshops

Maybe you need something more geared towards your industry or company?

We would love to design a reusable workshop for your company to meet your training objectives!

Industry Specific Training



Special Workshops

- IT Software Developers
- Banking Customer Service
- Banking: Trade Finance
- Call Center Support Staff
- Hospitality Customer Service

New Skilz Industry Training is a combination

business soft skills

expert industry knowledge

industry best practices

Sample Workshops

Corporate Banking: Trade Finance professional knowledge and communication skill tips.

Corporate Banking: Soft skills and communication skills for client facing banking staff.

Call Centers: Customer Service excellence over the phone and by email.

IT Consulting: IT project management, soft skills and communication skill tips mixed together.

We collaborate with independent western industry experts to design niche workshops.

That way we can tap into the business expertise of people that wouldn't ordinarily work as a fulltime trainer. What workshop can we make for your company? Feel free to talk to us about your needs as we have a large network of western trainers with diverse business backgrounds from Accounting to Sales and Marketing.

2.6. Executive Coaching 1 on 1

Is your management team motivated and delivering business results?

You can develop their skills and help them grow your business!

<p>New Skilz Executive Coaching tailored to</p> <ul style="list-style-type: none">- your business objectives- executive career path goals. 	<p>A. English language training</p> <ul style="list-style-type: none">- developing fluency of key staff <p>B. Business English skills</p> <ul style="list-style-type: none">- improving business skills <p>C. Business Coaching</p> <ul style="list-style-type: none">- mastering soft skills
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We can groom your top people regardless of whether they need soft skills, business English skills or basic language training. Delivery often takes places at client offices, though some executives prefer a more relaxed environment such as a coffee shop.

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Flexible delivery schedules take into account that top executives often have business travel. Besides face to face coaching sessions, Skype, telephone, IM and email are also used to ensure regular contact. Typically, an executive coach is a western business person with many years of business and management experience in the west so they are able to coach you on both business acumen and high-level communication skills.

2.7. IT Industry Training



The Art of IT Consulting

http://www.newskilz.com/software_developers.html

New Skilz specialize in professional IT industry training and workshops.

Our western Training Director is an experienced IT Consultant from the West and has over 10 years of software development and consulting and so brings invaluable insight into the course design process for our IT clients.

New Skilz specialize in training IT Professionals

Professional Seminars for :

IT Software Programmers

IT Project Managers

IT Consultants

IT Product Managers

IT Solution Architects

IT Managers

IT Business Writing

- technical emails
- technical specifications
- end-user manuals
- system documentation
- high level scope of work
- business proposals for IT solutions

IT Business Speaking

- routine technical meetings
- teleconference project meetings
- technical presentations with PPT
- presenting IT solutions
- requirements definition with users
- training users in new software



IT Software Developers

48 Hours | IT Training



COURSE OVERVIEW

Have you got IT consultants or software developers?

IT Training for software developers is often technical. However, the international nature of IT Projects is now demanding better English communication skills from Chinese software developers and consultants.

Software developers in multi-national project teams typically need business English skills for emailing, reporting, teleconferences and meetings. This course is designed around that need.

COURSE BENEFITS

- Team productivity and customer service
- Cross cultural communication skills
- Business English writing and speaking skills
- IT professional skills

WHO SHOULD ATTEND THIS COURSE?

This IT training course is for China IT Services firms offering software development, software products, outsourcing services and IT consulting. IT consultants that need communicate professionally in English regarding technical project work.

COURSE OUTLINE

IT Topics

Solution Architecture	Requirements Analysis
Standardizing Documentation	Client Requirements
Scope of Work Definition	Programming Approach
Setting Coding Standards	Project Management
Database Design	Implementation Strategy
Bugs and Enhancements	User Acceptance Testing
Reusability & Modularization	User Interface Design
Deadlines & Resources	Software Applications

Skills Development Focus

- Business English skills for IT Software developers
- Leading and participating in software meetings
- Controlling technical teleconferences
- Writing clear, concise & structured technical emails
- Understanding communication style and tone
- Presenting technical solutions to business people
- Western culture understanding & being courteous
- Reporting on software projects, progress & issues
- Discussing project priorities, problems & uncertainty
- Overall English Fluency improvement

What will you learn?

- IT terminology for software projects
- Facilitate requirements gathering workshops
- Participate in technical project discussions
- Discuss software development activities
- Express opinions and argue for a particular solution
- Describe technical issues to business people
- Write clear and professional technical emails
- Standardize internal documentation templates
- Communication skills for dealing with users
- Ways to be proactive when working on project team

COURSE MATERIALS

New Skilz course materials are designed with software engineers, developers, consultants and project managers in mind. Let's first discuss your training objectives.

COURSE LOGISTICS

The training course is typically delivered on-sites. Typically there are two sessions per week, each consisting of two hours. The entire course takes around three months to complete



Business English Multi-Skills

48 Hours | Communication Skills



COURSE OVERVIEW

A 48 hour training course aimed at business professionals that desire to develop new English business communication skills in meetings, presentations, telephoning, negotiating, email writing and business socializing. In addition to giving course participants new confidence, this comprehensive course will also provide them with solid practical experience using new skills. What's more, the participants come out of the course with a new and fresh mentality; better prepared to deal with Westerners in business.

COURSE BENEFITS

New confidence to communicate in English at work.
New practical skills for business communication.
New mentality & western business culture awareness.

WHO SHOULD ATTEND THIS COURSE?

Company staff that are required to communicate in English at work, yet desire to improve their confidence, language and mentality in order to effectively deal with such business communication in English with Westerners.

COURSE LOGISTICS

The training course is typically delivered on-site at the client's premises. Typically there are two sessions per week, with a session consisting of two hours. The entire course takes around three months to complete.

COURSE MATERIALS

New Skilz will supply customized materials for tailored training. We also have a selection of quality business english textbooks to be used for the more generic training courses. Let's first discuss content.

COURSE OUTLINE

SOCIALIZING & NETWORKING SKILLS

Business introductions and dining out with clients.
Talking about yourself, your work and company.
Meeting at airports, hotels and boardroom etiquette.
Starting casual small talk about appropriate topics.
Techniques for developing a conversation.
Making requests, offering help and networking.

DISCUSSION & MEETING SKILLS

Expressing opinions confidently and directly.
Participating in formal meetings.
Developing a logical argument and balancing.
Persuading, influencing and being diplomatic.
Leading and controlling formal business meetings.
Eliciting, clarifying, interrupting and interacting.

PUBLIC SPEAKING & PRESENTATION SKILLS

Planning and structuring a short presentation.
Impromptu speaking skills and lateral thinking.
Body language and Non-verbal communication skills
Describing graphs, charts, tables and visual aids.
Varying tone of voice and effective use of body language.
Elicitation techniques for involving the audience.
Methods of interacting with the audience..

USEFUL TELEPHONING SKILLS

Opening and closing calls courteously.
Exchanging information and pronouncing numbers.
Dealing with customer enquiries and queries.
Making arrangements and confirming logistics.
Handling complaints and apologizing.
Common Technical Problems on the Phone

CRUCIAL NEGOTIATION SKILLS

Opening negotiations and building rapport.
Talking tentatively, qualifying and clarifying .
Bargaining, proposing and making concessions.
Proposing ideas, terms and making conditions.
Employing strategy, tactics and checking understanding
Coming to an agreement and making compromises

PROFESSIONAL EMAIL WRITING SKILLS

Guidelines for effective business email writing.
Opening, closing and handling customer enquiries.
Being personal, friendly and building rapport.
Developing a systematic and cohesive writing style Responding to requests for information and action.
Understanding style and tone and building rapport.
Apologizing by email in an appropriate manner.



Powerful Presentation Skills

20 Hours | Communication Skills



COURSE OVERVIEW

A short and focused 20 hour training course aimed at business professionals that desire to develop new Presentation skills. In addition to giving course participants new confidence, this course will also provide them with solid practical experience using new public speaking and presentation skills. What's more, the participants come out of the course with a new and fresh mentality; better prepared to present to a Westerner audience.

COURSE BENEFITS

New confidence to deliver presentations in English
New practical skills for communicating your message.
New mentality & western business culture awareness.

PRESENTATIONS PRACTICE

Internal Presentations

Policies, business processes, and working procedures.

Project Progress Reporting

Objectives, schedules, resources, budgets, progress.

Sales Pitches

Introducing products and services

Technical Solutions

Translating technical points to business issues.

Business Proposals

Proposing a course of action, scenarios and options.

COURSE OUTLINE

PREPARING & PLANNING

Planning presentation objectives.
Lateral thinking and being creative.

OPENING & GETTING ATTENTION

Beginning and opening a presentation well.
Making an interesting and appropriate introduction

STRUCTURING & LINKING THE PARTS

Designing PPT slides, language focus and slide layout
Using discourse markers and linking devices

EXPRESSING KEY IDEAS

Expressing yourself in a concise and clear manner
Emphasizing and minimizing points.

VARYING YOUR VOICE & KEEPING INTEREST

Utilizing your voice to emphasize and stress
Speaking louder and using varied intonation.
Repeating key phrases and making an impact

INTERACTING & ELICITING

Clarifying, explaining and questioning techniques.
Interacting with the audience in various ways.

PERSUADING & INFLUENCING THE AUDIENCE

Posing rhetorical questions to the audience.
Developing a rapport with your audience

USING BODY LANGUAGE TO INFLUENCE

Realizing the importance of body language.
Using hand gestures, stance, posture and eye contact.

DESCRIBING VISUAL AIDS

Describing visual aids and trends.
Referring to charts, graphs and diagrams.

HANDLING DIFFICULT QUESTIONS

Responding to tough questions in various ways.
Managing interruptions and digressions.

SUMMARIZING & FINISHING

Summarizing, reinforcing key points and concluding.
Finishing strongly.

MANAGING Q&A SESSIONS

Inviting and encouraging questions.
Dealing with irrelevant or difficult questions.



Business Email Skills

20 Hours | Communication Skills



COURSE BENEFITS

- **Learn** to write professional and courteous emails.
- **Enhance** awareness of western business culture
- **Develop** necessary written rapport building abilities
- **Practice** formal business writing skills

EMAIL WRITING PRACTICE

Building Rapport by email

- coming across friendly and personal
- developing a relationship with the reader

Writing Internal Emails & Memos

- informal correspondence between departments
- communicating effectively with colleagues

Replying to Enquiries and Requests

- Responding to customer enquiries courteously.
- Processing orders and clarifying details.

Arranging Meetings

- Setting-up meetings and confirming logistics

Asking for Payment

- Politely reminding customers to settle invoices

Writing Apologies to Complaints

- Appropriately replying to complaints

COURSE CONTENT

EMAILWRITING PRINCIPLES

Guidelines for effective business email writing.
Organizing ideas, paragraphing and structuring emails.
Proofreading techniques.

USEFUL FUNCTIONAL PHRASES

Opening and closing emails.
Informing, giving news and notifying.
Attaching files and writing internal messages.
Recommending, offering suggestions and advice.
Requesting information, action and help.
Checking understanding and making arrangements.
Making invitations and giving directions.

REPLYING TO CUSTOMER ENQUIRIES

Responding to requests for information and action.
Clarifying request details and requesting information.

UNDERSTANDING STYLE & TONE

Choosing a formal or informal style and a polite tone.
Being personal, friendly and building rapport.
Using tentative versus decisive language structures.
Expressing bad news with appropriate language.

HANDLING COMPLAINTS COURTEOUSLY

Apologizing by email in an appropriate manner.
Achieving the right tone depending on the audience.

PRODUCING COHERENT WRITING

Being concise and to the point and avoiding ambiguity.
Utilizing good sentence structure and focus sentences.
Using written abbreviations in business emails.
Developing good punctuation and spelling.

STRUCTURING TECHNICAL EMAILS

Presentation of information in a structured format.

REPORTING BY EMAIL

Writing concise reports within an email.

ANALYSING SAMPLE EMAILS

Analyzing sample emails for best practices.
Correcting sample emails and error spotting.

EMAILING ETIQUETTE

Being courteous, professional and considering culture.

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