



Fit For Future

Training and Development

www.arlindacausholli.com

Training and Development for Business Companies

Leaders and their teams are challenged daily. They need to engage and influence clients, team members and stakeholders at every level. We now work in an 'experience economy' and every conversation counts. To be successful, leaders and teams need to move beyond habitual, 'one size fits all' type communication and develop more purposeful, engaging communication and presentation skills, to stay relevant, be impactful and ultimately drive success. In the eyes of the customer, the staff essentially represents the company. If a customer feels dissatisfied after dealing with one specific representative, chances are they will assume the entire organization is riddled with flaws. Better customer interactions will help sustain the company's positive image.

Fit For Future – Is a series of modules developed for professionals and business companies with the focus on:

Communication Skills and Personal Development

Two Days Training
All levels

To connect with many types of people while showing confidence, credibility and trustworthiness requires specific tools and strategies. In this communication training modules, employees will focus on the specific communication skills and competencies necessary to build mutual understanding and connections with others, regardless of the role. We will discover influence strategies and learn how to critically evaluate each unique communication event. This communication and personal development course combines proven-by-practice methods with new insights and ideas that will grow your communication skills to address different audiences effectively. Employees will gain a wider perspective of communication in organizations through breakout sessions, exercises, and case applications.

Conflict Management

One Day Training

All levels

Differences are inevitable in a local group having members with different experiences, attitudes and expectations. However, some conflicts can support organizational goals. Indeed, too little conflict may lead to apathy, lack of creativity, indecision and missed-out deadlines. Clashes of ideas about tasks also help in choosing better tasks and projects. This module focuses on managing and cooling the conflict.

Stress Management Corporate Wellness

**Two Days Training
Line Managers**

In response to the worrying prevalence of workplace-related mental health problems in financial services, Fit For Future developed a module for line managers in the banking sector. The course aims to embed positive management behaviours and develop participants' skills in dealing with poor mental health among their direct reports.

Dynamic Presentation Skills

Two Days Training
All levels

Though having great ideas is highly desirable in any business, it is ultimately of little value without the supporting presentation skills that ensure they are communicated effectively to others. This two-day Dynamic Presentation Skills course is designed precisely to make sure that these ideas don't get lost in translation by giving participants both the skills and confidence to present effectively in the workplace, using their natural communication style as a starting point.

Teamwork

One Day Training
All levels

With things now changing at a far greater speed than ever before, it is crucial to be adaptable, resilient and forward-looking. The greater role played by technology requires the workforce to stay not only agile but also flexible. Complex problem solving and multitasking will become required personal skills to cope with each other while increasing speed and volume of information.

Emotional Intelligence

One Day Training

All levels

Emotion is fundamental to service industry. As service sector, bank employees form and maintain relationships within emotionally charged environments where emotion is central to the service delivery. Emotions influence professional relationships, impact service delivery and affect bank employees at an intrapersonal level. We learn how to evaluate and how to manage emotions in a productive way.

Public Speaking

Two days training

Directors, Managers

This course gives you a reliable model for preparing and delivering effective presentations. In business, we are often called upon to “make a few comments.” Often, people tasked with such speeches become flummoxed. They might not know what to talk about, or ramble without making a point, or simply be confusing to listen to. This course is designed to help you shine where others falter.

Business Etiquette Skills

Two days training

Directors, Managers, Salesperson

Sales people are required to master specific skills to attract, convince and retain new clients. They are expected to “sell” in a non-traditional way due to the diversification in the customers’ profiles and the unlimited number of brands and choice available in the markets.

Having said so, it’s no more an option to train our Sales People on the marketing and sales principles and techniques. This two-day training course covers the business etiquette skills as well as the sales and marketing know how that every salesperson has to know and apply.



Public Speaking

**Two Days Course
Management Level**

This course is an introduction to speech communication which emphasizes the practical skill of public speaking, including techniques to lessen speaker anxiety, and the use of visual aids to enhance speaker presentations. Civility and ethical speech-making are the foundations of this course. Its goal is to prepare the employees for success in typical public speaking situations and to provide them with the basic principles of organization and research needed for effective speeches.

Executive Leadership

**Two Days Course
Management Level, Team Leaders.**

Although this is an executive leadership course, it can help team leaders at all levels of their careers. Its more about leading a team and more content is devoted to that aspect of leadership rather than corporate strategy or decision making.

A leader must envision, engage, choose and connect. They must lead with power and influence, master complexity and plurality and build effective teams. This are the broad strokes that the course dives deeper into with analysis, articulation, identification, deduction and investigation.

Enriching Customer Relations

Two days training

Front line bank employees

Customer connection skills – With an increasing number of service providers willing to offer tailored financial services, customers have become more demanding and yet less loyal. There will be a demand for emotionally intelligent employees who are client-centric and capable of delivering service excellence. Such people are adept at focusing on each customer's unique needs and showing empathy when trying to connect with customers in a personal way.

**Tailored trainings for leadership, management and employee engagement can be organized upon Bank management request.*

Trainer/Mentor
Arlinda Çauholli

Arlinda Çauholli is a journalist, publicist and communication strategist with more than 25 years of professional experience.

She is the Founder of "Fit For Future", a Programme of Communication and Development focused on improving communication skills, achieving a professional human attitude, personal development, vision and leadership. She is a youth mentor, a business mentor, a TEDx speaker and she has been nominated Ambassador of World Vision of Albania & Kosovo, helping to raise awareness of, and assisting, children with disabilities, particularly in remote areas of the country.

She began her career in journalism in 1993. She worked with Gazeta Shqiptare, Associated Press, Corriere della Sera and Tirana International Airport.

Arlinda Çauholli is author of the book The Yellow Boots, published by Toena Publishing House, a series of articles written on socio-historical phenomena and human issues.

She was honoured recently with the price "The Women that change Albania" for her commitment and dedication to the society.

Partners





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