

# Guthrie Jensen

CLOBAL TRAINING CONSULTANTS

Catalogue + Features : 2021 – Q1

# 2021:

The Transition from Recovery to Breakthrough

# The year 2020 was the year we all stayed home.

We have seen businesses close, employees laid off, and millions suffering from the dreaded virus.

Amidst the gloom, we all remain unwavering in hope. For despite the challenges and suffering, our collective determination has become stronger, our best values have come out, and we have found new paths to move forward. The late Martin Luther King, Jr. said it best:

"Only in the darkness can you see the stars."

As 2021 begins, the **Guthrie-Jensen family** remains passionate in being your partner as together, we transition not just to recovery – but to new breakthroughs.

Wishing us all a greater 2021!

**Team Guthrie-Jensen** 







# Live Virtual Training

- For public schedules, <u>click on this link</u> or scan the QR code.
- If you would like us to conduct Live Virtual Training exclusively for your organization, email us today at <a href="mailto:corporate@guthriejensen.com">corporate@guthriejensen.com</a>

# In-Person Training Programs

 We are resuming our In-Person Training programs on a limited basis, following the safety guidelines set by the IATF and the Local Government Unit. Please regularly visit guthriejensen.com for updates.

# Cebu Public Seminars

• We look forward to resuming our in-person public seminars in Cebu! For updates, please visit guthrienensen.com. Or call +632-8816-1610.







# 5-DAY MBA

It's a tough and fast-changing business landscape. To have a solid advantage, today's managers and entrepreneurs must be able to lead the business holistically, with CEO mindset and skills.

This is where an MBA comes in as an internationally-accepted path to get complete business skills. But in this day and age, who has two years to attend classes, take exams, and write a thesis? It's quite expensive, too. We can't just leave our business operations behind either.

That is why we at **Guthrie-Jensen** have developed the signature **5-Day MBA** program.

In just 5 days, our participants learn -- and apply -- essential MBA-level competencies to successfully run a business: **Strategy, Marketing, Finance, Management and Leadership.** 

# Program Takeaways

- Manage your unit or organization more effectively and more holistically, make the right decisions by knowing the different components of business and learn how they all must be aligned with each other
- Successfully analyze the financial health of your business by reading and understanding the different financial statements
- ➤ Gain insights into the local and global economy and know their impact on your business and its strategy
- Develop a sound business strategy for your organization and establish a sustainable competitive position
- Converse like a true executive by learning the language of business and communicate expertly on business matters to any audience
- ➤ Increase the marketing orientation of your business unit/organization
- Develop an effective organization and successfully manage people
- Lead your organization towards greater competitive advantage



# Recommended Participants

- Managers and executives
- Business owners/entrepreneurs
- Professionals being groomed for leadership positions
- Managers wanting the business acumen of MBA's but may not have time to attend a full, 2-year MBA degree

### **Availability**

Public Seminar and In-House Training:

- In-Person
- Live Virtual Training



# Agile Leadership: Leading Amidst Disruptions and VUCA

We live in times described as **VUCA**: <u>V</u>olatile, <u>U</u>ncertain, <u>C</u>omplex and <u>A</u>mbiguous. The teams -- and leaders -- that will thrive are those that will demonstrate high flexibility and adaptability in this tough operating environment. They're the ones who will formulate and roll out the right approach.

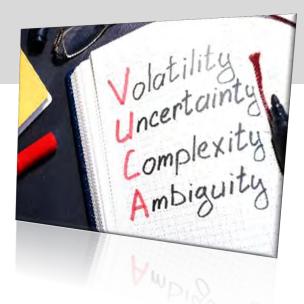
The AGILE approach, that is.

During these times, many previous leadership approaches might not work. Get updated, holistic tools to increase leadership effectiveness and weather the present environment.

Join Guthrie-Jensen's top-rated program, Agile Leadership: Leading Amidst Disruptions and VUCA.

# Program Takeaways

- Increase one's leadership effectiveness by acquiring competence, capability and confidence for agile leadership
- Know the 12 cornerstones of agile leadership and immediately leadership apply action plans organization
- ➤ Get the skills to quickly shift teams in the face of VUCA: Volatility, Uncertainty, Complexity, Ambiguity
- Overcome operations bottlenecks that prevent faster achievement of results
- Create a stronger interaction of people, resources, and processes to produce results with more agility
- Formulate and implement action plans and see immediate business results
- Learn and apply concrete tools to achieve better team coordination and accomplish team objectives faster



# Recommended Participants

- Managers, Team Leaders, and Senior Managers
- Executives
- Also recommended for professionals being groomed for executive positions

### **Availability**

Public Seminar and In-House Training:

- In-Person
- Live Virtual Training





# Moving Forward: Three Leadership Priorities Post-Crisis

by Ralph Guzman, Guthrie-Jensen / Member, Forbes Coaches Council (Originally published on Forbes.com)

Feature

The COVID-19 pandemic has clearly become one of the toughest challenges for professionals and businesses to date. Which businesses will survive — and how? Which ones will not?

We all want to bring our lives and businesses back to normal. But with a world-altering crisis like COVID-19, "normal" is out. The "new normal" is in. The jury is unanimous: There is no going back to the status quo.

That said, moving forward, how will leadership evolve post-pandemic? I pose this question because leaders will need to act fast once operations resume. How we will all lead spells the difference between survival and bankruptcy.

We can't wait for the first day back at work to plan.

# Priority 1: Reframe The Context Of The New Normal

Most previously formulated strategic and operational plans are out of the window. Leaders will need to formulate and communicate not just the new direction but, more importantly, the sense of urgency needed post-crisis. At the end of the day, leaders don't only communicate plans. To ensure effective operations, managers mustn't forget that they need to lead, too. This means managing emotions and sensitivities of their people, especially if they are scarred by the crisis.

A crisis has happened, and organizations must quickly make a shift in their operations to ensure continuity and survival. Leaders must be able to describe the new context business finds itself in, challenges and opportunities and rally their people toward quick, effective response. It is communicating that there is no room for complacency. Instead, it's about acting with urgency without causing panic or hopelessness, which would only paralyze people further. All of these refer to what is called "the dynamic present," a term coined by Pamela Meyer, author of *The Agility Shift*.



# Moving Forward: Three Leadership Priorities Post-Crisis

by Ralph Guzman, Guthrie-Jensen / Member, Forbes Coaches Council (Originally published on Forbes.com)

**Feature** 

# Priority 2: Prepare To Act Amid VUCA

Operations may resume, but government regulation and economic and social trends will continue to evolve. The pandemic is the perfect (yet notorious) example of VUCA. Leaders must be ready to lead amid volatility, uncertainty, complexity and ambiguity.

The negative impact of the pandemic to business is severe, rendering businesses more and more vulnerable the longer the crisis lasts.

Unfortunately, there is no clear end yet in sight, as of this writing. As vital information comes (whether sufficient or otherwise), decisions must also evolve. Excellent foresight will be an even greater source of competitive advantage for professionals and companies post-crisis.

After the crisis, VUCA will still be around. There are talks of a second wave. Regulations will continue to evolve, even change. The shelf life of plans will still be very short. Consumers may remain anxious, especially when it comes to two areas: safety and their spending. The International Monetary Fund (IMF) has already <u>confirmed</u> a global recession.

Hence, leaders must be ready to course-correct regularly. Executives will need to revisit the products and services offered and which markets these are sold to. The airline, travel and food service industries have all taken a direct hit, among many. My industry, training and consulting, has also taken a serious blow, and we are acting fast to restrategize, as our counterparts are. On the other hand, companies offering the essentials now and post-crisis must also respond quickly to meet increasing levels of demand.

Will things be better after the pandemic? Or worse? No matter the scenario, leaders must act with fewer resources, smaller budgets, fewer people. Business processes will need to be streamlined. Tough decisions need to be made.



# Moving Forward: Three Leadership Priorities Post-Crisis

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Feature

# Priority 3: Lead With Resilience And Empathy

Businesses and leaders will continue making mistakes, especially in the unchartered territory that is called the new normal. Again, information and predictability will likely be scarce, rendering the usual decision-making difficult.

Successful leaders are those who are also armed with the maturity and emotional calm to persist and, more importantly, to rally their people. They are armed with increased patience, as people down the line will also make mistakes in operations. While leaders must be uncompromising with results more than ever, they must not forget to take care of their people. In order to be agile and effective, remember that leaders cannot do it alone.

Talk of being agile must penetrate the entire organization, starting at the top. Human resources and, more importantly, line managers will need to listen to their people more. Team members have always needed support from their managers to do their work well. But post-crisis, what "support" means will have also evolved. Managers must respond accordingly — despite the limited resources. Being an employer of choice is still a critical goal for any organization in spite of a pandemic or crisis.

Management guru Peter Drucker could not have said it better: "Your first and foremost job as a leader is to take charge of your own energy and then help to orchestrate the energy of those around you."

# Mastering Management: Deliver Results

Gain the core management skills you need to succeed! Manage people and the business more effectively with Guthrie-Jensen's program, **Mastering Management: Deliver Results**.

Unleash your team's full potential by eliminating the gaps that prevent success.

With an interactive, practical and learner-centered approach, you and your colleagues return to work with new knowledge and tools to help your ensure your greater success as a full-fledged MANAGER.

### Program Takeaways

- Appreciate the role of managers in the changing business environment
- > Take the lead in meeting the challenge of change
- Reinforce a management mindset
- Differentiate managerial tasks, roles and accountabilities
- Identify the different planning and organizing processes and attendant feedback mechanisms
- Develop and use a balanced, adaptive and flexible management style
- ➤ Identify motivational factors and understand their importance to the peak performance of people
- Organize people to maximize their knowledge, skills and creativity
- Deliver optimum results through effective planning, monitoring, and controlling
- Take charge by making timely decisions
- Sustain peak performance and handle performance problems



# Recommended Participants

- Managers, executives from all departments/ teams who wish to increase their effectiveness and need to build a more solid foundation in management
- Business owners / entrepreneurs
- Professionals being groomed for management positions

### Availability

Public Seminar and In-House Training:

- In-Person
- Live Virtual Training



# **Project Management Skills**

Projects that are managed well, delivered on time and within budget.

Ensure it with the **Project Management Skills Workshop** from **Guthrie-Jensen**.

Our unique approach: first, it's packed with comprehensive, interactive modules. Second, participants learn from internationally-accepted frameworks and processes on project management.

Third, we don't forget to focus on the other important "PM" in project management – PEOPLE Management.

Ensure your project success by signing up for this top-rated program.

### Program Takeaways

- Apply the leadership tools/skills needed for work projects and distinguish them from tools used for daily operations
- Avoid pitfalls and traps in managing projects
- > Use techniques to make projects successful
- Develop full-blown project concepts from good ideas
- > Craft complete plans from project concepts
- Apply the four major phases of project management and know what is most needed to make each phase excellent
- > Identify and effectively deal with project stakeholders
- Apply proven management techniques and approaches in order to deliver and implement a successful project
- Close a project with greater confidence



- Managers, Team Leaders, Project Managers, Project Engineers, Project Architects, Officers-in-Charge
- Professionals who wish to develop their project management skills to ensure consistent project success

# Availability

Public Seminar and In-House Training:

- In-Person
- Live Virtual Training





at +632-8816-1610. Or click here to fill out our online form.

# **Unleashing the Strategic Leader:**

# The Move from Operational Manager to Strategic and Innovative Leader

Challenging times require strategic leaders.

Say goodbye to fire-fighting and "business-as-usual" leadership styles. Say hello to more strategic leaders who have the CEO mindset. see the big picture, challenge the status quo -- while still being on top of their operations.

Lead more effectively, more strategically with Guthrie-Jensen's top-rated program, Unleashing the **Strategic Leader: The Move from Operational Manager to Strategic** and Innovative Leader.



### Program Takeaways

- Develop a more strategic approach to leadership to deliver better work unit/business performance
- Manage operations more strategically by applying a CEO/Enterprise mindset
- Get the tools to more deeply understand the business landscape, plus the opportunities, threats and the needed action plans that need to be managed
- More strategically identify the priorities of the team/organization -- and create relevant action plans
- Contribute more effectively to the strategic direction of top management
- Develop and implement the right initiatives that will drive greater revenues/results
- Identify resources needed for better strategy execution
- Align people more effectively and develop a sense of urgency in them
- Formulate concrete action plans that can be implemented immediately after the seminar



### Recommended Participants

- Middle and senior managers, business unit managers, business development managers, team leaders, business owners
- Professionals being groomed for senior leadership/strategic positions

### **Availability**

**Public Seminar** and In-House Training:

- In-Person
- Live Virtual Training

# People Handling Skills

Everything rises and falls with leadership.

But with the right skills, leaders easily boost productivity, motivate, even instil discipline. The reverse is also true -- the absence of good leadership instantly demotivates teams.

Get fully equipped with leadership skills to produce results. Upgrade your leadership skills with **People Handling Skills**, the top-rated leadership program from **Guthrie-Jensen**.

### Program Takeaways

- Discover and apply the mindset that will make or break good people handlers
- Revisit and apply crucial roles, responsibilities and tasks that will decide the success of handling people
- Use the best leadership approaches that will work for you
- Use communication and motivation tools that make leadership work effectively
- Enhance your leadership through coaching and counselling
- Apply disciplinary techniques both as preventive and progressive tools



### Recommended Participants

- Supervisors and managers who wish to master the fundamentals and skills in leading and managing their people
- Also recommended for professionals being groomed for leadership positions

# Availability

Public Seminar and In-House Training:

- In-Person
- Live Virtual Training





# KEEP YOUR LINES OPEN.

Your employees must feel like they are allowed and have the time to consult any work-related concerns with you.

Clear your calendar and have one to two hours of free time every week to set up a video conference call and invite your direct reports to talk to you about anything.

This can be a great way to make employees be heard and feel less alone, which is crucial in these times.

# MONITOR RESULTS, NOT HOURS WORKED

Instead of the work hours rendered by your team members, focus on the metrics specific to their roles that they are hitting.

Have your team list down both job-specific and overall career goals and guide them in mapping out metrics and a plan to achieve those.

Looking at hours is not always the most effective way to measure an employee's efficiency.

# RESPECT EMPLOYEE BOUNDARIES

Be mindful of work-related messages when your employees are on leave or after designated working hours.

Have a system in place that indicates whether an employee has logged in for the day and follow those hours, either via chat status or calendar timestamps. Messaging employees after hours will lead to more burnout and stress, especially when they should not be thinking about work.



# SHOW APPRECIATION FOR TEAM EFFORTS

Make sure to have a monthly recognition program for any wins or successful efforts your team has led lately.





# **Training the Virtual Trainers**

The landscape has long changed. But the bottom-line remains the same: companies need to produce results. And organizations must continue upgrading employee skills and close competency gaps.

This is where company trainers, subject matter experts and L&D professionals still come in. Now, they must become effective virtual trainers.

Train like a pro with **Guthrie-Jensen**. Join our interactive and comprehensive Live Virtual Training, Training the Virtual Trainers.

### Program Takeaways

- Efficiently manage the transition to virtual learning
- Define the virtual skill sets of trainers in the organization
- Identify the principles of adult learning and their application in virtual training
- Enumerate all stages in the training management cycle and use them successfully
- Identify the appropriate course design and varied methodologies for their programs
- Apply online training design principles
- Outline the virtual learning path to keep learners motivated and on track
- Create an engaging and interactive virtual learning environment
- Incorporate social collaboration virtually
- Evaluate virtual learning efficiency and platform usage



### Recommended Participants

- Functional and Subject Matter **Experts**
- Trainers and Training Managers
- L&D and OD Professionals
- Business Managers
- HR Practitioners

### **Availability**

Public Seminar and In-House Training:

Live Virtual Training



# Virtual Sales Excellence

# Will you deliver SALES PERFORMANCE in the virtual realm?

The landscape of sales has changed. Have you and your team evolved with it? Now is the time to get fully equipped. Much has changed – from prospecting and sales planning, properly approaching clients, to presenting and closing the contract.

Ensure greater sales performance with **Virtual Sales Excellence**, the Live Virtual Training from Guthrie-Jensen.

# Program Takeaways

- Strategize your approach to selling by understanding the difference between traditional in-person selling vs. virtual selling
- Build more confidence and credibility to engage buyers in the virtual environment
- Apply the IMPACT sales playbook and create a positive impression during virtual sales calls
- Plan your virtual interaction with potential clients
- ➤ Host more productive and meaningful virtual sales meetings
- Gain better control of their virtual selling environment by using their sales toolkit
- > Review and analyze the potential of their accounts in the current pandemic



- Account executives, business development officers, salespeople, sales supervisors, and other sales front-liners engaged
- Sales professionals who wish to update their sales skills to succeed in this era of virtual selling

# **Availability**

Public Seminar and In-House Training:

Live Virtual Training

# High Impact Selling: Strategies and Skills for Sales Excellence

Meet and exceed your sales targets.

This is, of course, easier said than done. But with sharper skills and a winning mindset, sales professionals can deliver, even exceed targets and expectations.

Top-notch sales professionals make the absolute difference in today's tough landscape. They exude credibility. They present products with confidence, strategically listening to clients' needs. They handle objections with ease and close the sale.

Join the thousands of professionals who have gained greater competitive advantage with Guthrie-Jensen's **High Impact Selling: Strategies and Skills for Sales Excellence**.

### Program Takeaways

- Employ powerful selling techniques to close more contracts with clients
- Build confidence in dealing with different types of prospective clients from various industries
- Generate sales leads to supplement the company's existing client base
- Project professionalism and create a positive impression during face-to-face meetings with clients
- Plan engaging sales presentations according to the client's needs
- Avoid losing control of a sales situation by understanding the "language" and buying motives of millennials, baby boomers, the matures and generation X
- ➤ Learn to appease disappointed clients without losing their composure



### Recommended Participants

- Account executives, business development officers, salespeople, sales supervisors, and other front-liners engaged in selling
- Sales professionals who wish to review and update their sales skills

### **Availability**

Public Seminar and In-House Training:

In-Person

# **Customer-Centered Debt Collection:**

# **Turning Receivables in to Cash**

Final demand letters. Final notices. Payment past due. Sound familiar?

These are often the theme of letters or emails for clients who fail to settle payment. Indeed, they're a challenge. Likewise, organizations deal with even more late-paying customers, as well as clients with complex payment terms or procedures.

Receivables need to be collected fast, especially as organizations need the cash flow to sustain operations.

Equip your credit and collection personnel with critical skills and confidence they need without losing the customer-centric approach – with Guthrie-Jensen's Customer-Centered Debt Collection: Turning Receivables into Cash.

# Program Takeaways

- Collect receivables with more effectively through a customercentered perspective
- Prepare for collection calls no matter how tough
- Create and implement action plans to facilitate your successful debt collection
- Deal effectively with the different types of debtors
- Anticipate and deal with potential barriers and objections to collections
- Apply more creative ways of collecting receivables
- Communicate persuasively to make the customer cooperate and pay immediately



### Recommended Participants

- Account managers
- Billing, credit and collection professionals
- Sales representatives, collection agents
- Other members of the organization involved in the collection of receivables / payments from clients

### Availability

Public Seminar and In-House Training:

- In-Person
- Live Virtual Training



I can be changed by what happens to me.

But I refuse to be reduced by it.

Maya Angelou





# **Powerful Presentation Skills**

**Professionals who present with power produce more results.** They get buy-in faster – all the way from top management to staff, to external clients. They're a must regardless of one's level.

Does presentation power mean compelling slides? Yes. But more than visuals, the most effective presenters are confident strategists who effectively customize their content. Their platform skills catch attention. They make facts and figures compelling. On-the-spot questions and objections? Presenters handle them with confidence.

Get fully equipped today with Guthrie-Jensen's **Powerful Presentation Skills**.

# Program Takeaways

- Win more business opportunities with persuasive presentation techniques
- Lessen the stress caused by presentations with stress buster techniques
- Influence the audience to decide favorably on your proposal by looking and sounding confident
- Sell your ideas, products and service to one person or in groups by coming up with well-planned, organized and customized presentations
- Build the confidence of the audience in you by being able to address difficult questions with credibility
- Manage the unexpected with composure
- Develop presentations with high-impact visuals
- Apply the techniques in business, technical, financial, sales, marketing and training presentations



- Salespeople, trainers, supervisors, human resources practitioners, managers and all professionals who wish to get more results from presentations
- Professionals who conduct regular presentations or develop presentations for their organization

### **Availability**

Public Seminar and In-House Training:

- In-Person
- Live Virtual Training

# **Effective Business Writing**

How we communicate with internal and external clients via emails, letters, memos, and proposals affects our reputation and that of our business.

The reality: 67% of professionals lose precious time to compose that "perfect" letter or email. With the daily deluge of writing requirements, many times, errors become inevitable. The worst part: they are costly.

The Effective Business Writing Workshop from Guthrie-Jensen has equipped thousands of professionals achieve greater impact through written communication.

# Program Takeaways

- Reduce writing time by at least 30%
- Start each letter, memo, proposal, and other correspondences the right way all the time
- Spot and correct common errors in grammar and usage
- Cut information overload in correspondences
- Prevent misunderstanding by organizing thoughts logically
- Write tactful, empathetic, and courteous messages
- Win approval by writing persuasive messages
- Project a professional image by writing conversational yet business-like e-mails





### Recommended Participants

- Staff-level professionals, executive assistants, front-liners
- Other professionals who wish to improve their business writing skills

### Availability

**Public Seminar** and In-House Training:

- In-Person
- Live Virtual Training





# LIVE VIRTUAL TRAINING: PARTICIPANT TESTIMONIALS THANKS

"You have set the bar for virtual trainings! Great tools, timing and the energy of the trainer kept us all engaged!"

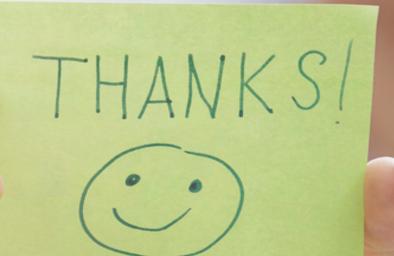
**Emmy, System Team Manager** 

"Fresh materials! Very informative and interesting topics. Training was handled very well and speaker was very professional and knowledgeable of the topic. Learning is fun with Guthrie-Jensen!"

Merla, Associate

"Guthrie-Jensen handled the training under the "new normal' set up excellently. I love the diversity of approaches - small groups, big groups, triads, film clips, et.al. - employed during the training. I also like how the lead trainer has engaged 16 of us amidst connectivity issues, and challenges of a virtual gathering. Kudos to Guthrie-Jensen!"

Emma, Communication and Advocacy Manager







# Guthrie Jensen > Partial List of Programs (1/2)

# Leadership & Management

- 5-Day MBA
- Agile Leadership: Leading Amidst Disruptions and VUCA
- Advanced People Handling Skills
- **Effective Performance Coaching**
- Leadership Communication
- Managing Chaos: Increasing Productively and Managing Efficiently Under Pressure
- Mastering Management
- People Handling Skills
- Problem Solving and Decision Making
- Project Management Skills
- Team Leader Excellence: Skills for Peak Performance
- Unleashing the Strategic Leader: The Move from Operational Manager to Strategic and Innovative Leader

# **Business Strategy**

- 5-Day MBA
- Business Acumen
- Managing the Family Business
- Operational Planning
- Practical Financial Management
- Strategic Planning

# **Organizational Development**

Vision, Mission, Values



# Sales and Marketing + **Customer Service**

- Brand DNA Workshop
- Complaint Management
- Customer-Centered Debt Collection
- **Exceptional Client Care**
- High Impact Selling
- Key Account Management
- **Power Negotiations**
- Proactive Sales Leadership: A Sales Management Program
- Strategic Marketing
- Virtual Sales Excellence



# Guthrie Jensen > Partial List of Programs (2/2)

# Communication

- **Business English**
- Communication Assertiveness
- **Cross Cultural Communication**
- Developing Presence, Confidence and Influence
- **Effective Business Writing**
- Powerful Presentation Skills
- **Technical Report Writing**
- Working Remotely Productively

# Training and Development

- Training the Trainers
- Training the Virtual Trainers

# **Administrative Support**

The Dynamic Admin Professional: **Essential Skills for Support Professionals** 

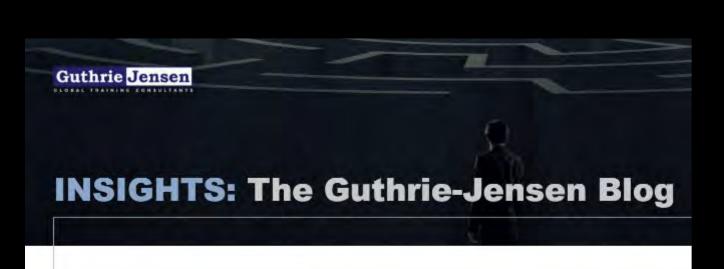
# **Human Resources Development**

- Strategic Human Resources Management
- Behavioral Interviewing Skills



Click here to inquire now.

Click here to see the complete list of programs





### 5 Rules of Thumb for Motivating Remote Employees Effectively

Explore some of the ways in effectively managing employees so you can boost your remote learn's molivation for work



### 5 Sales Best Practices in the Time of COVID-19

COVID-19 has disrupted businesses. Here are some sales best practices that will help you mitigate losses and boost sales during and after the pandemic.

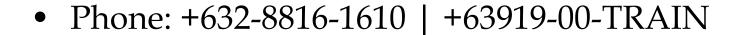
# Visit Insights: The Guthrie-Jensen Blog for tips and regular



updates!

# We look forward to working with you.

# For inquiries:





• <u>Click here for a direct link to our inquiry form</u> or scan the QR code on this page.



