

Customizable Development Soft Skills Courses

Available in Virtual Instructor-led, Self-paced eLearning and self-paced audio format & Self Paced Blended with Facilitator

BMAK BUSINESS AND TECHNOLOGY CONSULTANTS INC

Founded in 2009 and headquartered in Ontario, Canada, 13+ years experience in providing high quality Training, Consulting and IT solutions to clients locally and globally

Career Development Bundle

- Active Listening
- Advanced Writing Skills
- Becoming a Better Learner
- Building Your Self Esteem and Self-Confidence
- Business Etiquette: Gaining That Extra Edge
- Business Writing That Works
- Communication Strategies
- Conducting Accurate Internet Research
- Conquering Your Fear of Speaking in Public
- Creating a Dynamite Job Portfolio
- Creating Winning Proposals
- Creative Thinking and Innovation
- Critical Thinking
- Critical Elements of Customer Service
- Delivering Dynamic Virtual Presentations
- Developing Your Executive Presence
- Emotional Intelligence
- Fostering Innovation
- Getting Stuff Done: Personal Development Boot Camp
- Getting Your Job Search Started
- Goal Setting
- Honing and Delivering Your Message
- Identifying and Combatting Fake News
- Influence and Persuasion
- Introduction to Neuro Linguistic Programming
- Managing Pressure and Maintaining Balance
- Mastering the Interview
- Networking for Success
- NLP Tools for Real Life
- Personal Brand: Maximizing Personal Impact
- Public Speaking: Presentation Survival School
- Public Speaking: Speaking Under Pressure

- Project Planning: All You Need to Know
- Project Management: All You Need to Know
- Research Skills
- Self-Leadership
- Skills for the New Employee
- Skills You Need for Workplace Success
- The Minute Taker's Workshop
- Time Management
- Working with the Media
- Working Smarter: Using Technology to Your Advantage
- Writing Reports and Proposals

Human Resources Bundle

- Accounting Skills for New Supervisors
- Anger Management: Understanding Anger
- Appreciative Inquiry
- Building Better Teams
- Business Succession Planning: Developing and Maintaining a Succession Plan
- Cannabis and the Workplace
- Change Management: Change and How to Deal with It
- Conducting Effective Performance Reviews
- Conflict Resolution: Getting Along in The Workplace
- Creating a Top-Notch Talent Management Program
- Creativity in the Workplace
- Employee Dispute Resolution: Mediation through Peer Review
- Employee Recognition: Appreciating Your Workforce
- Generation Gap: Closing the Generation Gap in the Workplace
- Hiring for Success: Behavioral Interviewing Techniques
- Managing Customer Service
- Onboarding: The Essential Rules for a Successful Onboarding Program



Customizable Development Soft Skills Courses

Available in Virtual Instructor-led, Self-paced eLearning and self-paced audio format & Self Paced Blended with Facilitator

- Orientation Handbook: Getting Employees Off to a Good Start
- Performance Management: Managing Employee Performance
- Problem Solving and Decision Making
- Public Relations Boot Camp
- Stress Management
- Transgender Employees: Creating an Inclusive Work Community
- Understanding and Coping with the COVID-19 Pandemic
- Telemarketing: Using the Telephone as a Sales Tool
- Trade Shows: Getting the Most Out of Your Trade Show Experience

Internet Marketing Bundle

- Basic Internet Marketing
- Building a Brand on Social Media
- Creating a Google AdWords Campaign
- Creating Winning Webinars: Getting Your Message Out
- Growth Hacking
- Introduction to E-Mail Marketing
- Promoting a Marketing Webinar
- Social Media and Your Business
- Story Marketing for Small Businesses
- Writing for the Web

Sales and Marketing Bundle

- 10-Minute Presentations
- Body Language: Reading Body Language as a Sales Tool
- Building Relationships for Success in Sales
- Branding: Creating and Managing Your Corporate Brand
- Call Center Training: Sales and Customer Service Training for Call Center Agents
- CRM: An Introduction to Customer Relationship Management
- Dynamite Sales Presentations
- Overcoming Objections to Nail the Sale
- Prospecting for Leads Like a Pro
- Selling Smarter
- Social Selling for Small Businesses

Small Business Training for Entrepreneurs Bundle

- Basic Business Management: Boot Camp for Business Owners
- Building a Consulting Business
- Building an Online Business
- Communications for Small Business Owners
- Entrepreneurship 101
- E-Commerce Management
- Global Business Strategies
- Intrapreneurship
- Kickstarting Your Business with Crowdsourcing
- Making Your Business Better
- Marketing for Small Businesses
- Writing a Business Plan

Supervisors and Managers Bundle

- Advanced Project Management
- Becoming a Progressive Employer
- Becoming Management Material
- Budgets and Managing Money
- Coaching and Mentoring
- Conference and Event Management
- Conversational Leadership
- Dealing with Difficult People
- Delegation: The Art of Delegating Effectively
- Design Thinking: An Introduction
- From Boss to Leader

Customizable Development Soft Skills Courses

Available in Virtual Instructor-led, Self-paced eLearning and self-paced audio format & Self Paced Blended with Facilitator

- Human Resources Training: HR for the Non-HR Manager
- Effective Planning and Scheduling
- Giving Effective Feedback
- Intermediate Project Management
- Inventory Management: The Nuts and Bolts
- Leadership Skills for Supervisors: Communication, Coaching, and Conflict
- Logistics and Supply Chain Management
- Managing Across Cultures
- Managing Difficult Conversations
- Managing the Virtual Workplace
- Marketing and Sales
- Meeting Management: The Art of Making Meetings Work
- Motivation Training: Motivating Your Workforce
- Negotiating for Results
- Project Management Fundamentals

- Project Management Training: Understanding Project Management
- Risk Management
- Team Building: Developing High Performance Teams
- The ABC's of Supervising Others
- The Professional Supervisor
- Tough Topics: Talking to Employees about Personal Hygiene
- Vendor Management Essentials
- Women and Leadership: Owning Your Strengths and Skills
- Workplace Health and Safety: The Supervisor's Role and Responsibilities

Train the Trainer Bundle

- Advanced Skills for the Practical Trainer
- Developing a Lunch and Learn Program
- Developing a Training Needs Analysis
- Developing Your Training Program
- Facilitation Skills
- Making Training Stick
- Measuring Training Results
- Survival Skills for the New Trainer
- The Practical Trainer
- Training with Visual Storytelling
- Using Activities to Make Training Fun

Workplace Essentials Bundle

- An Environmental Audit Primer
- Balanced Scorecard Basics
- Being a Team Player
- Beyond Workplace Politics
- Bullying in the Workplace
- Business Ethics for the Office
- Business Process Management
- Code of Conduct: Setting the Tone for Your Workplace
- Collaboration
- Continuous Improvement with Lean
- Creating a Positive Work Environment
- Creating a Workplace Wellness Program
- Creating Successful Staff Retreats
- Crisis Management
- Cybersecurity 1: Fundamentals for Employees
- Developing a High Reliability Organization
- Developing a Safety Procedures Manual
- Digital Citizenship: Conducting Yourself in a Digital World
- Digital Transformation
- Disability Awareness: Working with People with Disabilities

Customizable Development Soft Skills Courses

Available in Virtual Instructor-led, Self-paced eLearning and self-paced audio format and Self Paced Blended with Facilitator

- Diversity Training: Celebrating Diversity in the Workplace
- Employee Accountability
- Encouraging Sustainability and Social Responsibility in Business
- English as a Second Language: A Workplace Communications Primer
- Environmental Sustainability
- GDPR Readiness: Creating a Data Privacy Plan
- GDPR Readiness: Getting the Message Out
- Knowledge Management
- Lean Process Improvement
- Mobbing in the Workplace
- Process Improvement with Gap Analysis
- Purchasing and Procurement Basics
- Planning for Workplace Safety
- Safety in the Workplace
- Six Sigma: Entering the Dojo
- Strategic Planning
- Workplace Ergonomics: Injury Prevention Through Ergonomics
- Workplace Harassment: What It Is and What To Do About It
- Workplace Violence: How to Manage Anger and Violence in the Workplace

Customizable Development Soft Skills Courses

Available in Virtual Instructor-led, Self-paced eLearning and self-paced audio format & Self Paced Blended with Facilitator

METHODS OF DELIVERY

E-learning offers four learning modalities, **Self-paced**, **Self-paced with instructor-led**, **Video Instructional Learning** and **Virtual Instructor led** courses are for students who prefer a structured learning pace with instructor guidance. Lessons are gated and released biweekly

	Self Paced	Video Instructional Learning	VILT
Course Start Date	Fixed monthly start dates	Flexible dates and times	Mutually agreed date and time
Duration of Access	4 weeks	4 weeks	Scheduled Days
Instructor Led	No	Yes	Yes
Discussion Area	Peer to Peer discussions	Video instructor led	Peer to Instructor discussions
Content Access	Online Login credentials	Online Login credentials	On Scheduled days presented by Instructor
Student benefits	Learn at your pace, time and place, post and pre-assessments, case studies,	Learn at your pace using video instructional tutoring, post and pre-assessments, case studies, pause and replay, additional reading resources, personal planner	Expert and experienced instructor working with you step by step through entire training session, post and preassessments, case studies,
Certificate	Yes	Yes	Yes
Accreditations	Yes	Yes	Yes
Material	No	Yes	Yes
Extensions	10 day extension if requested	No extensions	No extensions
Payment Options	Online Payment	Online Payment	Online Payment

Customizable Development Soft Skills Courses

Available in Virtual Instructor-led, Self-paced eLearning and self-paced audio format

Accreditation

BMAK's selected courses are ***CPD Continuing Professional Development** accredited. Our **CPD certificates are recognized internationally** and can be especially useful if you want to work outside your home country.

**In order for participants to be interactive and engaged with the learning process, with the facilitator, and with their fellow participants, it is recommended that a maximum of 15 participants for effective learning.*

All courses can be customized in collaboration with our instructor to suit your organizations needs and objectives.

VIRTUAL HANDS-ON INSTRUCTOR-LED CLASSROOM TRAINING

METHOD OF TRAINING

Our programs key features are highly participative and interactive. Training would be conducted via live instructor-led onsite with an expert instructing the students in a traditional classroom setting, 8 hours per day (include two 15 minutes break and 1 hour lunch break) . With 10+ participants training can be delivered part-time, at mutually agreed date and time.

PROGRAMME METHODOLOGY

- a. PowerPoint presentations
- b. Lectures
- c. Discussions
- d. Group activities
- e. Training can be delivered via Microsoft Teams, Zoom, Webex etc

BENEFITS

Hands-on learning experience with our Internationally recognized or our Local Regional instructors with years of real life experience in their specific fields

- a. Step by Step Approach
- b. Exercises, quizzes, using real situations
- c. Pre-Assessment
- d. Post Assessment
- e. Easy assistance from the instructor
- f. Students will receive training materials
- g. Certificate of Participation
- h. Debriefing upon completion of training



Customizable Development Soft Skills Courses

Available in Virtual Instructor-led, Self-paced eLearning and self-paced audio format & Self Paced Blended with Facilitator

Additional Benefit to eLearning

- i. Time Tracking
- j. Quiz Builder
- k. Grouping
- l. Answer History

Customized Training

Whether on-site or virtual online instructor led training, we work together with you to understand your needs and to design workshops experiences that build the competency needed to achieve your organization's objectives. Our ability to listen, collaborate and customize learning solutions that is fundamental to the overall success of your organization. Training can be customized to meet your specific needs and objectives, delivered at mutually agreed date and time