



INTERNATIONAL TRAINING CONSULTANTS



Communication and Business Skills *Seminars and Training Programs*

GLOBALINX CORP

International Training Consultants

Developing High Potential People for Global Business Since 1968





GLOBALINX specializes in developing Leadership, management and communication, skills for people working in global business environments. We provide a comprehensive range of training seminars and employee development programs linked directly to the operational and strategic needs of your business. We aim to develop the true potential of employee in order enhance their ability to communicate effectively, and successfully manage multicultural business teams and projects.

Our specialized areas include; leadership development programs, pre-departure training for managers and customer support staff, developing employees' business and communication skills, preparing employees to lead and work in multi-cultural project teams.

We provide tailored, in house training programmes and coaching sessions that produce measurable performance improvements for your employees.

グローバルリンクスの仕事は、グローバルな環境下で働く方々のコミュニケーションやマネジメント力の向上をお手伝いし、ポテンシャルの高い国際企業人を育てることです。ユーザ企業がかかえる経営上・戦略上のニーズから求められる、広範囲な人材育成プログラムを提供しています。異なる文化的背景をもつ人々によるチームやプロジェクトを、成功へと導くための効果的なコミュニケーション力・マネジメント力の強化・向上を目指しています。

トレーニング領域は、マネジャーのためのマネジメント力向上プログラム、海外赴任前研修、社員のビジネス及びコミュニケーション・スキルの向上、多文化プロジェクトチームで働くための導入プログラム、個人と組織のコミュニケーション開発プログラムなど多岐にわたります。これらプログラムは、ユーザ企業毎の個別背景やニーズに応じて、インハウス・トレーニングプログラムやコーチングなどにカスタマイズをして提供しています。

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BUSINESS CHALLENGE

Developing business communication skills to a level suitable for international business is one of the biggest challenges for business people working in global business environments.

Solution

This series of seminars combine step-by-step interactive lectures, workshops and role-plays to help participants quickly learn and apply business communication skills and techniques in a realistic and supportive environment. Seminars can be facilitated in both English and Japanese, and focuses on the essential communication and business skills necessary to work in a global business environment. Participants also receive continued support after the seminar to encourage and support them to transfer the skills and techniques learned to their everyday working environment.

Organizational Benefits

- Employees acquire a practical business communication skills and techniques.
- Employees develop the confidence and ability to communicate their ideas and opinions.
- Employees gain skills for presenting information clearly and logically.
- Employees gain the skills, techniques, and confidence to actively participate in business meetings.
- Employees develop effective negotiation skills to help them manage and conduct successful business negotiations .



SEMINARS

Presentation Skills

Participants learn how to prepare and deliver effective business presentations that meet the needs and expectations of international audiences.

Global Communication Skills

Participants learn fundamental assertive communication skills and techniques to help them communicate clearly and effectively in multicultural business environments.

Meeting Skills

Participants will learn how to prepare, conduct, and fully participate in all kinds of business meetings, including teleconferences.

Logical Thinking

Participants learn skills and techniques to solve problems and explore opportunities more logically.

Customer Service Skills

Participants learn a simple process and techniques for maximizing customer satisfaction in any situation.

Negotiation Skills

Participants learn how to analyze and plan business negotiations, and how to effectively conduct meetings by taking control of negotiation meeting process.



GENERAL INFORMATION

Target Participants

Employees working in or preparing to work in global business environments. Including managers, engineers, sales and support staff, administration, and other related business areas.

Additional Services

Globalinx also provides the following services to enhance the productivity of our client’s international staff:

- Pre-Departure preparation training
- Overseas candidate assessment
- Individual program design
- Communication interview assessment
- Individual after training assessment
- Follow-up training recommendations
- Presentation design, coaching and consulting

Schedules

Schedules can be adapted to meet the client and participants’ requirements and working conditions. Below are some common configurations:

- Two day basic seminar (6 - 10 participants); can be two consecutive days or a split schedule
- Three day seminar (6 - 10 participants); includes detailed case study and additional role-play practice
- Blended program - E-learning pre-study with follow-up practical workshops
- Customized in-company seminars (flexible)
- Split-schedule seminars (contact Globalinx for more information)
- One day open seminar (off site; at Globalinx location)

MENUS

Native Instructor and Role-Player

Recommended for participants that are working in global business environments or are expected to begin working in global business environments in the near future.

Minimum recommended TOEIC: 600

Japanese Instructor - Native Role-Player

Recommended for participants that are preparing to begin working in global business environments.

Minimum recommended TOEIC: 500

Japanese Instructor and Role-Player

Recommended for participants that need to develop their business communication skills in Japanese.

Minimum recommended TOEIC: N/A

Specialized Languages

Recommended for participants that are working in or preparing to begin working in specific countries. GLOBALINX works with various associate trainers and organization in Japan and throughout the world to provide seminars for client’s needs. Recent examples include requests for seminars in Chinese, Spanish, and French. We can also provide post arrival training and role-players from different nations including, China and India.



Before	Prepare	<ul style="list-style-type: none">Pre-study material is provided for each participant.Each participant studies at a time, place, and pace suitable for them, using bilingual workbooks.
	Pre-Assignment	<ul style="list-style-type: none">Participants email a short pre-assignment directly to the instructor for preliminary assessment and immediate feedback.
Classroom	Interactive Lecture	<ul style="list-style-type: none">Participants receive multimedia classroom instruction, delivered at a pace that is comfortable, yet challenging, for them.Questions are answered immediately by qualified trainers.
	Exercises	<ul style="list-style-type: none">Topics are broken down into manageable learning points which are made familiar through short exercises.
	Feedback	<ul style="list-style-type: none">Participants get instant feedback from instructors and fellow students.
	Workshops	<ul style="list-style-type: none">Participants assemble skill sets in preparation for full-blown role-plays based on realistic business scenarios.
	Role-plays	<ul style="list-style-type: none">Participants practice each skill set in a safe environment.Scenarios are customized for the client's specific business requirements.Role-plays are recorded on video.
	Observation	<ul style="list-style-type: none">Participants observe and learn from each other.Participants are given evaluation checklists to assess and guide their feedback activity.
	Feedback	<ul style="list-style-type: none">Participants are given immediate feedback.Instructors facilitate a group feedback session.Instructor feedback is recorded on video for action planning.
	Video Review & Self Evaluation	<ul style="list-style-type: none">Participants watch their own performance and evaluate it against a checklist of targets.
	Repeat Process	<ul style="list-style-type: none">Seminar contains 3 or 4 interactive lectures, focusing on key learning areas.
After	Action Plans	<ul style="list-style-type: none">Participants create action plans for future study and practice activities.Action plans are recorded for follow-up and progress checks.
	Follow-up	<ul style="list-style-type: none">Follow-up study and review materials are provided.An online graduates forum is available for peer consultation.Performance improvements are measured using peer review, customer satisfaction, or other appropriate metrics.Recommendations are made for further study and practice.

Methodology

Our training approach is interactive and participative, ensuring all participants play a full part in the learning process, thereby making the training experience stimulating, enjoyable, and effective. We emphasize building confidence and developing practical business communication skills and techniques.

The seminars are taught using a combination of interactive multimedia lectures, case-study workshops and group learning activities, video skits, video recorded role-plays, and instructor and peer review and analysis. Each seminar is structured using a simple, step-by-step approach to help the participants quickly understand and apply new skills.

Materials

All seminars are accompanied by workbooks, videos, slides and textbooks written and developed 100% in-house by Globalinx. We adapt the latest, most up-to-date business communication and theories to suit our clients' specific business needs and training objectives.

GLOBALINX workbooks are written in both English and Japanese and use graphics, flow charts and diagrams wherever possible to illustrate difficult concepts or procedures.

Video

All of our seminars use video recorded role-plays, to allow learners to quickly identify points for improvement and see their progress.

Customized Training

Whenever possible, client-specific examples are used as references, role-plays, and case-study material. This serves to reinforce and complement the learning experience, and help the participants to quickly and effectively implement the new skills into their real working environment.

Because our seminars are developed in-house, existing seminars can be quickly adapted, or new seminars developed, to address specific company needs.



Modular Design

Our seminars are modular in design, using a consistent format and layout, which means that they can be combined to create complete, intensive training programs. These programs may be used for various purposes, such as pre-departure, post-arrival, or new employee training.

Instructors

Instructors are all experienced businesspeople; each with a minimum of 15 years international business experience and at least 10 years corporate training experience. This means that you will receive an excellent balance of specialization and business acumen.

In addition to our core team of instructors, we also have a strong network of external instructors and consultants, and a collaborative relationship with training organizations worldwide.

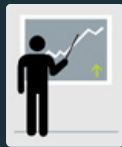
Blended Learning

To maximize the participants learning and seminar experience, we use a blended learning approach through the use of PC applications, pre-study textbooks, instruction, and online training programs.

Pricing

Please contact the Globalinx office for a quotation.
Tel. 03.5297.8243
Email: info@globalinx.co.jp
URL: www.globalinx.co.jp





Training Objectives

The overall objective of this seminar is to ensure that all participants can prepare and deliver effective business presentations.

Step One: Presentation Analysis

Participants learn how to analyze the needs and expectations of an international audience, define clear objectives, and develop appropriate content to meet the needs and expectations of their audiences.

Step Two: Write the Presentation

Participants learn how to begin powerfully, present information logically, make information interesting and relevant the audience's needs, design effective visual aids, and how to conclude presentations powerfully.

Step Three: Practice and Deliver

Participants learn how to practice presentations to increase confidence, how to use their voice, eye contact, posture, and gestures to present clearly and confidently, and to answer questions concisely and confidently.



Deliverables

By the end of this seminar, participants will understand how to prepare and deliver an effective business presentation in English.

Specifically, participants will be able to:

- Consider and understand the needs and expectations of their audience
- Define clear objectives to achieve their presentation goals
- Develop and logically structure the content of their presentation
- Write logical presentations that are easy to understand and remember
- Attract and maintain the interest and attention of their audience
- Design and use effective visual aids
- Deliver presentation powerfully
- Answer questions confidently

Example Schedule

Day 1	
AM	Seminar Introduction and Overview Participant's Presentations <ul style="list-style-type: none">• Seven-Minute Presentation• Instructor's Comments and Critique• Video Recording Lecture 1 - Presentation Analysis
PM	Workshop <ul style="list-style-type: none">• Presentation Self-Evaluation and Review• Presentation Analysis Workshop Lecture 2 - Write the Presentation Workshop <ul style="list-style-type: none">• Write the Presentation• Presentation Analysis Workshop
Day 2	
AM	Lecture 3 – Practice and Deliver <ul style="list-style-type: none">• Practicing Techniques• Delivery Skills• Handling Questions Impromptu Speaking Exercises Workshop <ul style="list-style-type: none">• Practice Presentations
PM	Participant's Presentations <ul style="list-style-type: none">• Seven-Minute Presentation• Peer and Instructor's Comments and Critique• Video Recording Workshop <ul style="list-style-type: none">• Presentation Self-Evaluation and Review• Presentation Analysis Workshop Seminar Review: Lessons Learned

Training Objectives

The objective of this seminar is to ensure that all participants recognize their personal communication style, and can express their ideas and opinions clearly and appropriately in everyday business situations.

Lecture One: Communication Style

Basic concept of assertiveness and different communication styles. Recognize passive, aggressive, and assertive behavior and language, and how to modify communication style to a more assertive style.

Lecture Two: Communication Techniques

Practical communication skills and techniques to help participants communicate assertively and become more effective in dealing with everyday business situations in the global work place.



Deliverables

By the end of this seminar, participants will understand how to improve and develop their global business communication skills.

Specifically, participants will be able to:

- Analyze interpersonal communication skills in the workplace and demonstrate how to respond appropriately to the communication styles of others
- Use modern persuading and influencing skills and techniques to help communicate assertively and become more effective in dealing with common business situations.
- Demonstrate how to apply listening techniques to determine a speaker’s needs, use verification techniques to ensure accurate understanding and state their own requirements professionally, assertively, politely and firmly.
- Demonstrate how to apply a three step process to assertively discuss differences and overcome disagreements.

Example Schedule

Day 1	
AM	Seminar Introduction and Overview Lecture 1: Communication Styles <ul style="list-style-type: none">• Aggressive - Passive - Assertive• Identify Communication Styles• Common difficulties and frustrations Workshop <ul style="list-style-type: none">• Evaluation communication Styles
PM	Lecture 2 - Communication Techniques <ul style="list-style-type: none">• Active Listening• Assertive Communication Techniques• Avoiding Dangerous Words Role-Play <ul style="list-style-type: none">• Practice Communication Skills• Video Recording Workshop <ul style="list-style-type: none">• Self-Evaluation and Review
Day 2	
AM	Role-Play <ul style="list-style-type: none">• Practice Communication Skills• Video Recording Workshop <ul style="list-style-type: none">• Self-Evaluation and Review
PM	Role-Play <ul style="list-style-type: none">• Practice Communication Skills• Video Recording Workshop <ul style="list-style-type: none">• Self-Evaluation and Review Seminar Review: Lessons Learned



Training Objectives

The overall objective of this seminar is to ensure that all participants can effectively facilitate and participate in business meetings conducted in English.

Lecture One: Communication Techniques

Practical communication skills and techniques to help participants actively participate in business meetings.

Lecture Two: Preparing and Participating

Participants learn how prepare for business meetings, and techniques to actively participate and make a positive contribution to various kinds of business meetings.

Lecture Three: Planning, Preparing and Facilitating

Participants learn how to plan business meetings, and special considerations for planning and preparing international teleconference meetings.



Deliverables

By the end of this seminar, participants will understand how to improve and develop their business meeting skills.

Specifically, participants will be able to:

- Recognize and manage the common barriers to effective interpersonal and group communications
- Use effective communication and questioning skills to fully utilize the resources of their groups/teams
- Listen actively to ensure that their groups/teams reach agreement and make quality decisions
- Use a range of facilitation tools to help manage information in their meetings
- Facilitate and actively participate in teleconference meetings
- Plan and prepare for effective meetings in order to achieve a desired outcome

Example Schedule

Day 1	
AM	Seminar Introduction and Overview Lecture 1 - Communication Techniques <ul style="list-style-type: none">• Active Listening• Asking Questions• Communicating Assertively Role-Play <ul style="list-style-type: none">• Practice Communication Skills
PM	Lecture 2 - Participating <ul style="list-style-type: none">• Preparing• Participating Techniques Role-Play <ul style="list-style-type: none">• Communication and Participation• Video Recording Workshop <ul style="list-style-type: none">• Self-Evaluation and Review
Day 2	
AM	Lecture 3 - Planning and Preparing Lecture 4 - Facilitating Role-Play <ul style="list-style-type: none">• Group Meetings• Video Recording Workshop <ul style="list-style-type: none">• Group Review - Lessons Learned
PM	Lecture 5 - Teleconferencing Role-Play <ul style="list-style-type: none">• Teleconference Meetings• Video Recording Workshop <ul style="list-style-type: none">• Group Review - Lessons Learned Seminar Review: Lessons Learned



Training Objectives

The overall objective of this seminar is to give all participants the knowledge, skills and techniques to solve problems and explore opportunities more logically, determine relevant information and organize it in logical frameworks, and communicate logically to get buy-in from key stakeholders.



Deliverables

By the end of this seminar, participants will understand how the creative process works. Organizations and individuals are encouraged to bring along real life situations which are tackled by a broad range of practical creative techniques which can be used in the workplace.

Specifically, participants will be able to:

- Enhance problem solving skills.
- Augment strong logical and analytical thinking with techniques to improve creative thinking.
- Utilize individual coaching by the course facilitator on how to use techniques in the workplace, individually and when facilitating others.
- Learn how to use Mind Maps to extract concepts and multiply the number of ideas generated.
- Gain a number of practical tools to support creativity in the workplace.
- Improve team working, enhance motivation and provide greater job satisfaction.

Example Schedule

Day 1	
AM	<p>Seminar Introduction and Overview</p> <p>Lecture 1 – Framing the Problem</p> <p>Case-study: Framing the Problem</p> <ul style="list-style-type: none">• Produce SCOPE worksheet <p>Lecture 2 – Determining Issues</p> <ul style="list-style-type: none">• Logic Trees <p>Case-study: Determining Issues</p> <ul style="list-style-type: none">• Produce data-driven logic tree (why and how)
PM	<p>Lecture 3 – Analyzing & Consolidating</p> <p>Case-study: Analyzing & Consolidating</p> <ul style="list-style-type: none">• Produce hypothesis tree or decision matrix• Consolidate analysis <p>Lecture 4a – Communicating Logically (Logical Structuring)</p> <p>Case-study: Communicating Logically</p> <ul style="list-style-type: none">• Structure your solution• Present Solutions <p>Lessons Learned</p>
Day 2	
AM	<p>Case-study: Framing the Problem</p> <p>Clarify the SCOPE</p> <p>Case-study: Determining Issues</p> <p>Choose framework, and produce logic tree</p> <p>Case-study: Analyzing & Consolidating</p> <p>Produce hypothesis tree or decision matrix</p> <p>Consolidate analysis</p>
PM	<p>Lecture 4b – Communicating Logically (Logical Reasoning)</p> <p>Inductive vs Deductive Reasoning</p> <p>Building an Argument (what, why, how)</p> <p>Case-study: Communicating Logically</p> <p>Structure solution</p> <p>Create argument</p> <p>Finalize presentation</p> <p>Present Solutions</p> <p>Seminar Review: Lessons Learned</p>

Training Theory

The overall objective of this seminar is to give customer service professionals a simple process and a flexible toolkit for maximizing customer satisfaction in any situation. This seminar is for any customer service professional who wants to expand and deepen their toolkit for building trust and credibility. The workshop focuses on consultative communication skills as applied to existing customer service situations with an aim to maximize customer satisfaction.



Deliverables

By the end of this seminar, participants will understand how to create satisfied customers at every customer contact. This seminar teaches tips and techniques to make quality customer service a reality in any public agency.

Specifically, participants will be able to:

- Develop positive communication skills
- Develop the appropriate nonverbal communication style
- Improve listening skills to better understand the customer’s real needs
- Understand how to use winning words, phrases and questions to defuse an emotional situation
- Successfully handle different types of personalities
- Know what to do when a situation goes from bad to worse
- Understand how to calm upset people
- Understand how to listen completely, speak respectfully, and focus on the positive

Example Schedule

AM	<div>Introductions and Overview</div> <div>Key Concepts of Consultative Approach Communication</div> <div>What is consultative approach communication?</div> <div>Desired Mental Attitude/Skills/Knowledge</div> <div>Consultative Communication Basic Process</div> <div>Stage 1: Understanding situation</div> <div>Communication Skills</div> <div>Assertiveness and Active Listening</div> <div><Exercises></div>
PM	<div>Needs and Dissatisfaction</div> <div>Language of Needs and Dissatisfaction</div> <div>Reconfirm Needs</div> <div><Exercises></div> <div>Stage 2: Determining Causes</div> <div>Stage 3: Exploring Solutions</div> <div>Stage 4: Presenting Solutions</div> <div>Handling Client’s Concerns/Complaints</div> <div>Points to remember about concerns/complaints</div> <div>Types of client’s concerns</div> <div>Role-Plays--Teams</div> <div>Seminar Review</div>



Training Objectives

The overall objective of this seminar is to ensure that all participants can prepare and conduct successful business negotiations.

Phase One: Pre-Negotiation Planning

Define ideal outcomes and identify key issues to be discussed. Create solutions that can satisfy the real interests of each party, and strengthen negotiation positions.

Phase Two: Conducting the Negotiation

Four stage process to take control of the negotiation meeting process. Prepare an effective opening statement, techniques to get behind their counterpart's position and identify real interests, communication skills, present options persuasively and persuade counterparts to accept proposals.

Phase Three: Implementing Agreements

Mutual respect for different process helps smooth implementation.



Deliverables

By the end of this workshop, participants will have a better understanding of how to effectively prepare and conduct successful business negotiations.

Specifically, participants will be able to:

- Systematically analyze their negotiation situations
- Determine their position and recognize their interests for the key negotiable issues
- Create options that will help them to achieve their negotiation goals
- Develop contingency plans to strengthen their negotiation position
- Take control of negotiation meeting process
- Begin negotiation meetings with clear opening statements
- Focus the negotiation on finding solutions that satisfy each party's real interests
- Assertively discuss differences and find solutions to overcome differences
- Confirm agreements and action items to achieve workable solutions
- Smoothly implement agreements and develop long term relationships

Example Schedule

Day 1	
AM	Seminar Introduction and Overview Lecture 1 - Pre-Negotiation Planning <ul style="list-style-type: none">• Analyzing Business Situation• Case Study Practice Lecture 2 - Conducting the negotiation <ul style="list-style-type: none">• Four-Stage Process• Communication Skills• Negotiation Techniques
PM	Lecture 3 – Implementing Agreements Workshop <ul style="list-style-type: none">• Analyze Case Study Role-Play Exercises <ul style="list-style-type: none">• Role-Play Case Study Workshop <ul style="list-style-type: none">• Prepare Negotiation Role-Plays
Day 2	
AM	Negotiation Role-Plays Stage One and Two <ul style="list-style-type: none">• Opening Statement and Position and Interests• Peer and Instructor's Comments and Critique• Video Recording Workshop <ul style="list-style-type: none">• Negotiation Self-Evaluation and Review• Negotiation Analysis Workshop
PM	Negotiation Role-Plays Stage Three and Four <ul style="list-style-type: none">• Discuss Options and Confirm Agreements• Peer and Instructor's Comments and Critique• Video Recording Workshop <ul style="list-style-type: none">• Negotiation Self-Evaluation and Review Seminar Review: Lessons Learned

GLOBALINX CORP



Corporate History

- 2017 – Started providing HRBP seminars in Japan – Japanese and English
- 2016 – Appointed LPI (Leadership Pipeline Institute) global partner for Japan
- 2015 – Expanded Survey and Assessment services – EES and 360 leadership assessment
- 2014 – Launched Global Leadership Training Program – Inspirational Leadership Program
- 2012 – Became a corporate member of PMIJ – Project Management Institute Japan
- 2012 – Became an entrepreneur member of the BCCJ – British Chamber of Commerce Japan
- 2010 – P Mark registration for privacy policy approved by JIPDECK
- 2009 – Reviewed and approved as a provider of project management (PMI).
- 2008 – Started eLearning business programs and services with Gatlin
- 2008 – Philip Deane appointed president
- 2006 – Started “Project Management Skills Training”
- 2006 – Published “The Great Facilitator” in association with Asahi Press
- 2004 – Published “The Great Negotiator” in association with Asahi Press
- 2002 – Published “The Great Presenter” in association with Asahi Press
- 2001 – Started eLearning programs and services with reallyenglish
- 2000 – Moved to new office in Chiyoda-Ku (current location)
- 1999 – Published PC software for developing business communication skills
- 1999 – Started “Chinese Business Seminars and Training Services”
- 1998 – Tadashi Iwaki appointed president
- 1992 – Started “Personnel Management Training”
- 1990 – Changed corporate name to “GLOBALINX CORP”
- 1986 – Started “Cross-Cultural and Business Communication Skills Training”
- 1968 – Established corporate language training business



GLOBALINX develops the true potential of employees and enhances their ability to lead, manage, and communicate effectively in global business environments.

Service Areas

Consulting

We offer a full range of organizational development consulting services. Including, Change management, Talent management, Meeting design and facilitation, Team building and development and Business process improvements.

Survey and Assessment

Our employee engagement survey provides a cost-effective solution for accurately measuring and clearly reporting employee's levels of engagement and satisfaction. We also provide a range of psychometric profiling tools to help evaluate and identify employee's development needs.

Training

Globalinx specializes in instructional design and delivery. We contribute to the success of our clients training programs by providing information and advice on best practices for designing and implementing training to produce measurable improvements.

Coaching

A natural extension of our training expertise is our coaching capability. From a background of personal and business experience, our trainers and certified coaching staff are able to help employees implement new skills, techniques, and behaviors into their business environment to improve their performance.

GLOBALINX CORP provides corporate training services for organizations and people working in multicultural business environments.

Our service areas include: OD Consulting, Surveys and Assessments, Training and Development and Executive Coaching.

Our specialized training areas include: Leadership, Project Management and Business Communication Skills.

