



# Soft Skills Seminars

**KPMG** academy  
PROFESSIONAL TRAINING IN CYPRUS





# Soft Skills In-house Seminars

“The capacity to learn is a gift; the ability to learn is a skill; the willingness to learn is a choice”, Brian Herbert (Author).

KPMG’s goal is to prepare and present, well-structured and carefully designed trainings, which will assist professionals of all levels to unlock and discover their potential to grow.

In this brochure you may find the outlines of the soft skills trainings we have designed for Junior and Senior personnel up to Executive level. Our trainings cover several categories including Management, Leadership, Communication and Administration. Furthermore, in this year’s issue we introduce our brand new and exclusive, MBTI (Myers-Briggs Type Indicator) trainings. KPMG in Cyprus is probably the only institution that has a qualified Partner from the MBTI Foundation who can offer these impactful and life changing training workshops. The purpose of the MBTI personality inventory is to make the theory of psychological types understandable and useful in people’s personal and professional lives.

## Useful Client Information:

- All our trainings are subject to discussion and can be tailored to serve the needs of your personnel and organisation.
- Our new line of in-house trainings may be offered on demand.
- The content, duration and level of these trainings can be adjusted.
- If a company wishes to apply for subsidy to the Human Recourse Development Authority (HRDA), KPMG Academy will provide any necessary assistance for the preparation of the application.
- Our trainings may be offered either at the client's office premises or at KPMG’s modern training facilities.

All of our trainings may contribute to Continuing Professional Development requirements (CPD Units), our training centres have been approved by the HRDA whilst our main trainer for our soft skills seminars has been certified by the HRDA as a Vocational Trainer.

# General Information

## Training Venue Details:

Most seminars are conducted at KPMG's training centres in Nicosia and Limassol

### Addresses:

KPMG Limited  
14 Esperidon Street, 1087 Nicosia, Cyprus

KPMG Limited  
11, 16th June 1943 Street, 3022, Limassol, Cyprus

## Fees:

Our fees reflect our determination to work with and bring to our clients consistent high-quality services, while being mindful of cost concerns. All fees are based on our team's composite daily rates which represent a significant discount on our standard rates. The fees include all course materials and administrative costs. Upon completion of the work, we will issue an invoice for the total agreed fees. Invoice/s will be issued in paper format and are payable on issue.

## Payment Procedures:

### *Bank deposit at:*

Hellenic Bank Main Branch  
KPMG Limited 115-01-479914-01  
Swift Code: HEBA CY2N  
IBAN: CY94005001150001150147991401

### *Cheque:*

The cheque should be sent to Synthia Pavlou and issued to KPMG Ltd.  
Please ensure that you send a copy of all payment-related documents and the bank transfer slip by email.

## Contact Information:

For further information you may contact Vasiliki Sioziou:  
**T:** +357 22 207 460  
**E:** vsioziou@kpmg.com  
**W:** www.kpmg.com.cy

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# **MBTI Trainings & Workshops**



## MBTI Trainings & Workshops

### MBTI – The Myers & Briggs Foundation

Understanding people and learning to manage them, is one of the most difficult tasks, everybody has to face today, especially the managerial staff of an organisation. Most successful leaders and training experts are suggesting that in order for a company to achieve a smooth running of its operations, to evolve and become profitable, it is essential to firstly take a closer look at its personnel.

The MBTI Foundation, was established by Katharine Cook Briggs and Isabel Briggs Myers who developed the Myers- Briggs Type Indicator, an instrument whose purpose is to make the theory of psychological types, described by Carl G. Jung, understandable and useful in people's lives.

The MBTI Instrument, categorizes personalities into four different pairs or psychological types. The MBTI Instrument is popular for professional development and organizational improvement in all kinds of organisations. Employers can use its results to improve their work environment. Learning the different personality types can help in identifying proper communication channels, minimize conflict, improve leadership skills, achieve greater performance management and adopt a more

creative and dynamic approach in coaching and management.

The MBTI instrument is the most known and most trusted personality assessment on the market. Far more than just personality tests, MBTI Step I and Step II provide a constructive, flexible framework that can be applied to all areas of human interaction and personal development. The MBTI profile reveals how we see and interact with the world, providing insight into our motivation and the motivation of others. This creates a strong foundation for personal growth and development, underpinning enhanced personal effectiveness.

- **MBTI Step I** identifies personality type, made up of four basic preferences, and provides a positive framework to explain how we interact with the world and each other
- **MBTI Step II** drills into the detail of Step I preferences, providing insight into the unique way in which we express our personality type

Starting with an understanding of the MBTI type, the MBTI framework supports a far-reaching and lifelong Development Journey which embraces many common challenges within and outside the workplace.

### Methodology

The teaching methodology for all MBTI workshops will combine pre-work assessments and analysis in association with in class formal theoretical instructions with frequent reference to real case scenarios. The workshops are intended to present the individual results of each participant and be practical and interactive.

### Workshop Titles

There are several training workshops that can be delivered using the MBTI Instrument. Only one is mandatory in order to proceed with the rest, more advanced trainings.

- Introduction to MBTI® Personalities Types (Mandatory)
- The MBTI® Instrument and Legal Professionals
- The MBTI® Instrument and Health Care Professionals
- Communication Training
- Leadership and Management
- Conflict Management using TKI - (Thomas-Kilmann Conflict Mode Instrument)
- Recruitment & Selection
- Building Resilience
- Team Development

For more information please visit: <http://www.myersbriggs.org/>



# Management & Leadership



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Advanced Leadership Skills

Are you a Manager or a Leader? This training program covers the importance of leadership and decision making and will prepare participants for the difficult, daily challenges.

### Training Objectives

By the end of the seminar participants will:

- Become more effective communicators and leaders
- Learn how to build trust and loyalty within their team
- Be able to motivate their team and inspire them in difficult and hectic situations
- Find out how to handle conflict in difficult conditions
- Understand the differences between leadership and management
- Be in a position to project a more dynamic image
- Identify the key skills of effective leaders
- Assess their leadership behavior and develop a leadership style according to their team.

### Methodology

The teaching methodology of this course combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

High level professionals who would like to learn and improve their leadership skills in order to manage and guide their team more effectively, set goals more competently and develop their leading potential, within an organisation.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Definition of Leadership (2hr)

- What Leadership is
- Different definitions of leadership
- Are you a leader or a manager?
- Understanding effective leadership
- Identify your leadership strengths

#### Qualities and capabilities of strategic leaders (1hr)

- Strategic leadership
- Using strategies to influence and inspire
- Case Studies

#### Leading and Managing Others (2hr)

- Building effective plans and motivating staff to achieve them
- Leadership improvement
- Understanding your strengths and spot your weaknesses
- Characteristics of a good leader

#### Leading and Managing Yourself (1hr)

- Assessing your own strengths and weaknesses
- Behavioral Examples
- Communication barriers and boosts

### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.



coaching

## Program Details

**Location:** Client's offices / KPMG Offices,  
Nicosia or Limassol

**Duration:** 6,5hr

**Language:** Greek / English

# Coaching & Mentoring

The purpose of this workshop is to help individuals improve their coaching skills enabling them to incorporate coaching into their everyday business practice. They will do so by learning three models that support different aspects of a coaching conversation, by taking several opportunities to practice coaching, and by working on a real-life scenario they are currently struggling with. This workshop is highly interactive; participants are expected to work throughout the session on fictitious scenarios as well as on their own real life scenario. Furthermore, the workshop's emphasis on discovery through experience is designed to evoke an emotional response in participants, resulting in a powerful learning experience that will enable them to identify opportunities for development.

### Training Objectives

By the end of the seminar participants will:

- Learn about behaviors and attributes of someone who coaches effectively
- Understand the importance of coaching and its impact on the company's high performance culture
- Find out about different models for coaching and feedback
- Be informed of principles of active listening
- Know how to conduct meaningful and effective coaching conversations
- Respond to common coaching challenges.

### Methodology

The teaching methodology of this seminar combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Professionals at managerial level who seek to develop stronger relationships improve productivity and with current and prospective employees.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Coaching Explained (1hr)

- Coaching employees
- Differences between coaching, mentoring, training & counselling
- What coaching is and what is not
- Coaching styles

#### Coaching Conversation #1 (40min)

- Common scenario role-play
- Debrief role-play

#### Coaching Models (1hr)

- Coaching models explained
- Role-playing
- Debriefing

#### Coaching Conversation #2 (1hr & 35min)

- Role-play coaching conversation
- Debrief coaching conversation #2

#### Skill/Will Model and Listening Skills (30min)

- Skill/Will model
- Competencies of a great Coach
- Active listening

#### Plan Individual Coaching Scenario (10min)

- Your coaching scenario
- Expectations revisited

#### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.

# PROBLEM



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

## Conflict & Difficult People Management

Conflicts in the workplace are inevitable. A stressful environment, pressing deadlines, extreme workload, career insecurities and personal problems can ignite disputes and conflicts in the workplace. The manager is usually called to handle these situations. It is highly significant to know how to act and how to resolve these differences in order to work in a healthy and most importantly, a productive environment.

### Training Objectives

By the end of the seminar participants will:

- Understand their new role and responsibilities
- Explore what is expected of them in relation to their global behavioural capabilities
- Identify who will have expectations of them and how to respond to these expectations
- Take forward key challenges to explore further during the week ahead.

### Methodology

The teaching methodology of this course combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Professionals in senior positions who deal with teams and groups as well as professionals who interact with difficult people and frequently face conflict situations.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Why all this conflict? (1hr)

- Fundamentals of conflict resolution
- Recognising and resolving conflict

#### Positive Consequences of Conflict (1hr)

- Managing and resolving conflict in a positive way
- Management methods
- Conflict as an opportunity

#### Successful conflict resolution (2hr)

- Styles of conflict management
- Managing stress
- Controlling your emotions
- Healthy and unhealthy ways of managing conflict
- Resolution skills

#### Effects of conflict in organisations (2hr)

- Ethical Issues
- Managing Meetings

#### Wrap-Up (30 min)

- Wrap –Up & closing
- Action plan.



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Management Skills Improved

Being a Manager in today's complex working environment is an achievement on its own since Managers need to prove themselves constantly, lead their teams and handle several pressing issues simultaneously. This workshop will inform participants of how they may become more confident and proactive Managers and Leaders. Each Manager needs to acquire a certain set of skills, attributes and attitudes in order to drive towards excellence. This dynamic workshop will guide participants through their concerns and assist them in unbundling their thoughts regarding their daily tasks as well as their role as a Manager.

### Training Objectives

By the end of the seminar participants will:

- Understand their role and responsibilities as Managers and Leaders
- Adopt a new delegation style
- Improve their feedback techniques and Managerial skills
- Learn how others perceive them
- Study and practice Coaching techniques
- Find out how they may deal with conflict and manage disagreements
- Be introduced to leadership styles
- Improve their communication skills
- Realize how to set an example for their team.

### Methodology

The teaching methodology of this course combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Managers and staff who wish to improve their productivity by becoming strong leaders in their organization. This course is also suitable for those who want to advance their professional development skills.

### Training Content

#### Workshop Introduction and Kickoff (30min)

- Welcoming participants
- Agenda
- Objectives

#### The role of a Leading Manager (1hr)

- Explaining your role
- Evaluating your attitude
- Mandatory skill set
- What makes a good leader

#### Vital Coaching Skills (2hr & 30min)

- Coaching explained
- Coaching methods and techniques
- Behavioral styles
- Providing Coaching
- Examples and Role-playing

#### Delegate Successfully (1hr)

- Developing your teams skills
- Delegation Effectiveness
- Taking responsibility
- Clarifying, motivating, guiding

#### Feedback Explained (1hr)

- Why is feedback essential?
- Purpose of giving feedback
- Improving performance by giving feedback
- Impactful feedback
- Communication during feedback
- Examples and role-playing

#### Dealing with Conflict (1hr)

- Conflict resolution
- Procedures and Methods
- Separate people from problems
- The benefits of conflict

#### Leading Styles (30min)

- Selecting the right approach
- Selecting your Style
- Effective leadership

#### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 12hr

**Language:** Greek / English

# New Managers Boot Camp

The role of the Manager is highly demanding and often complex. When one is undertaking this role it is important to elevate his/her skills and have the knowledge and awareness to deal with new situations and people. Handling this role masterfully and be successful and productive are challenging tasks. In this workshop the trainers will guide the participants through important managerial requirements and assist them in rising to their new role.

### Training Objectives

By the end of the seminar participants will:

- Understand their new role and responsibilities
- Be informed of how to manage their team efficiently
- Adopt a new delegation style
- Improve their feedback techniques and skills
- Learn how others perceive them
- Study and practice Coaching techniques
- Be able to deal with conflict and handle disagreements
- Be introduced to leadership styles
- Improve their communication skills
- Realize how to be an example for their team.

### Methodology

The teaching methodology of this course combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

All new promoted managerial staff and those who will get promoted to a senior position.

### Training Content

#### Workshop Introduction and Kickoff (30min)

- Welcome participants
- Agenda
- Objectives

#### New You, New Role (1hr & 30min)

- Responsibilities and duties explained
- Skill analysis
- Understanding your role
- Essential management skills

#### Team Management (1hr)

- Understanding your team
- Lead to succeed
- Achieving satisfaction
- Inspiring and encouraging

#### Effective Delegation (1hr & 30min)

- Other people's power
- Developing your team's skills
- Delegating effectively
- Taking responsibility
- Clarifying, motivating, guiding

#### Providing Feedback (2hr & 30min)

- Why is feedback essential?
- Purpose of giving feedback
- Improving performance by giving feedback
- Impactful feedback
- Communication during feedback
- Examples and role-playing

#### Walk the Walk and Talk the Talk (1hr)

- Leading by example
- Influencing and inspiring others
- Using EQ

#### Coaching (2hr)

- Why is coaching essential?
- Behaviors and attributes of a good coach
- Coaching models
- GROW/ CEDAR models
- Growing performance
- Role-playing and examples

#### Dealing with conflict (1hr)

- Conflict resolution
- Procedures and methods
- Differentiating people from problems
- The benefits of conflict

#### Leading Styles (1hr)

- Choosing the right approach
- Selecting your Style
- Effective leadership

#### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.



# Administration & Secretarial



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Professional Secretarial Skills

The necessity of re-evaluating the roles of several job positions and most significantly the role of the Secretary has risen over the last few years, due to significant changes in the business environment. Secretarial staff may contribute to the smooth operation of a company, therefore the need to train and develop their skills has become vital. By attending this workshop, the participants will be introduced to new ways of dealing with daily complications and difficulties.

### Training Objectives

By the end of the seminar participants will:

- Clearly understand both their role and responsibilities
- Understand the way others perceive them
- Recognize the importance of telephone etiquette
- Be able to handle any sort of call
- Identify and deal with difficult interactions skillfully
- Practice stress relieving techniques.

### Methodology

The teaching methodology of this workshop combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Secretaries and administrators who want to excel their skills and wish to provide high level services.

### Training Content

#### Workshop Introduction and Kickoff (30min)

- Welcoming Participants
- Agenda
- Objectives

#### The role of a Professional Secretary (1hr)

- Understanding your role
- Duties and Responsibilities

#### Reception Skills (1hr)

- Face of the company
- How to greet customers
- How the customer perceives you

#### Telephone Skills (1hr 30min)

- Telephone etiquette
- Handling your voice
- Role-playing

#### Dealing with difficult people (1hr)

- What is anger?
- Dealing with an angry customer
- Do's and don'ts when handling difficult people

#### Organising your space (40min)

- How to organise your space for improved efficiency
- Tips for an effective space management

#### Stress Handling Techniques (40min)

- Surviving in a high pressure environment
- Stress relieving techniques
- Exercises

#### Wrap – Up (30min)

- Closing
- Action plan.



## Program Details

**Location:** Client's offices / KPMG Offices,  
Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Executive Personal Assistant

This seminar will present means in which participants can improve their abilities as Personal Assistants or help them in assuming such a demanding role. It will holistically cover the Executive Personal Assistant's responsibilities and it will provide sound knowledge that participants may apply thereafter in order to perform effectively and professionally their daily tasks.

## Training Objectives

By the end of the seminar participants will:

- Be able to fully understand the role of a PA and its importance
- Know how to manage their Managers' diary
- Practice how to take minutes during a meeting
- Learn exceptional organizational skills and how to be well prepared
- Practice how to write and respond professionally to clients and colleagues
- Distinguish priorities and handle time productively
- Learn how to communicate effectively and build strong relationships with Executives
- Deal with difficult customers professionally
- Be informed of helpful telephone tips and how they may respond to clients' and associates' needs over the phone.

## Methodology

The teaching methodology of this course combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

## Participants

This course is suitable for individuals who are already Personal Assistants or will become Personal Assistants and need to be fully ready for their everyday responsibilities.

## Training Content

### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

### The PA's Role in the Company (1hr)

- Understanding the duties and responsibilities of a PA
- The importance of the role
- Managing this role

### Communication with your Manager (2hr)

- How to effectively communicate
- Building strong relations with your Manager
- Understanding and identifying what is not being said

### Diary Management (1hr 30min)

- What diary management is
- Managing difficult diaries
- Setting priorities
- Time management

### Telephone Etiquette (2hr)

- Savoir Vivre of telephone
- Handling voice and tone
- Effective listening skills

### Dealing with Difficult Clients and Colleagues (1hr)

- Psychology of anger
- Calming the caller
- What to say and what not to say

### Meeting Arrangements (1hr)

- The importance of a meeting agenda
- Taking minutes

### Professional Writing (1hr 30min)

- What professional writing is
- Writing emails
- Writing letters

### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Professional Telephone Skills

The perception created by others regarding our company is important for its success, thus, the skill of projecting a professional image, both in person and over the phone, should be practiced and incorporated in daily business interactions. This seminar will assist participants to provide a customer service of excellence and sufficient information through their telephone conversations with clients, associates and colleagues. The knowledge acquired will make the participants' daily routine easier and it will also add to both their personal development and work satisfaction.

### Training Objectives

By the end of the seminar participants will:

- Learn how to answer and make telephone calls in a professional manner
- Be informed of how to build rapport and meet the client's needs quickly and efficiently
- Learn the use of appropriate language voice and tone throughout telephone calls
- Acquire the appropriate questioning and listening skills which support effective telephone communication
- Handle special telephone tasks professionally.

### Methodology

The teaching methodology of this course combines formal theoretical instruction with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

All staff members who use the telephone on a daily basis to service clients, associates and colleagues. This seminar is a must for secretarial and administrative personnel.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Communication (1hr)

- Means of communication
- Telephone communication

#### Listening Skills (30min)

- Importance of listening skills
- Role-playing and practice

#### Telephone Skills (1hr)

- Telephone etiquette
- Exercise
- Face-to-face vs Telephone communication

#### Voice (1hr)

- Voice characteristics
- The importance of voice
- How others perceive your voice

#### Answering the Phone (1hr & 30min)

- Professional steps
- Placing Calls
- Telephone call tips & facts
- Taking and leaving messages
- The importance of putting clients on hold
- Transferring calls

#### Dealing with Difficult Callers (1hr)

- What is Anger?
- Handling angry callers

#### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.

# Communication & Productivity





# Team Building Activities

In addition to our extensive range of services, we are excited to introduce our upcoming team-building activities designed to foster learning and strengthen bonds within a team. The activities are designed to enhance collaboration, communication, and morale within your employees.

## Activities:

- 1 Problem solving challenges: Work together to solve puzzles, riddles, and challenges within a set time.
- 2 Outdoor Adventures: Treasure hunts, Adventure themed hunts, Photo Hunts, Eco-Hunts (in the office, in local parks, in the mountains or by the sea) with challenging clues along the way.
- 3 Collaborative projects: Build a story or Lego, develop a video, mosaic creations, vision boards, bridge building, raft building, charity focused projects (care packages).
- 4 Fun competitions: Trivia games (company or industry related, or general knowledge), Mini games (separated in departments, teams, cities), Art and pottery games.

## We offer two solutions:

- A. Designed after soft skills trainings
- B. Designed independently

## Approach:

**A. Post-Training Activities** are best when the focus is on applying specific skills, such as communication, conflict resolution or leadership.

### Advantages:

- Direct application of the skills learned;
- Reinforcement of the relevance of the training;
- Building confidence in applying soft skills in a safe environment.

**B. Independent Activities** work well for general team building, improving relationships and collaboration, or celebrating milestones.

### Advantages:

- They can be tailored to immediate team needs (e.g. improving morale or encouraging innovation);
- They are less formal, allowing participants to relax and bond;
- They are suitable for teams with varying skill levels or without prior training.





## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Progressive Teamwork Workshop

Many companies today struggle to have bonded teams as a means to increasing effectiveness and productivity. Teamwork leads to rapid problem solving, the birth of ideas, higher quality of provided services as well as a healthy and friendly working environment. The ability to work well with others in a conflict-free environment is an essential factor for success.

### Training Objectives

By the end of the seminar participants will:

- Understand the importance and value of a team
- Realize the dynamics of a team
- Learn how a team works
- Identify the disadvantage of an underperforming team
- Identify the strategies involved for setting and leading team meetings
- Apprehend the impact of team feedback, communication and collaboration.

### Methodology

The teaching methodology of this course combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Professionals who work in teams and wish to strengthen their communication and cooperation skills through ideas sharing and best practices in order to increase productivity and self-recognition.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Team Value and Importance (1hr)

- The value of the team
- The importance of teamwork in the workplace
- Teams and Individual impact
- Interactive role-play

#### Communication, Collaboration and Feedback (2hr & 30min)

- Introduction to communication
- How teams communicate
- The role of a team
- How we should collaborate with team members
- Role-playing
- The role of feedback in the dynamics of teamwork

#### Feedback (1hr)

- Providing and accepting feedback
- Role-playing
- Understanding the importance of constructive feedback

#### Different Personalities in the Workplace (1hr)

- Personalities in the workplace
- Getting along with everyone

#### Advantages and disadvantages of a team (1hr)

- Recognition of advantages
- Dealing with disadvantages

#### Wrap-Up (30 min)

- Summary
- Closing tips
- Action plan.



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Proactive Time Management

Managing your time in order to meet the needs of both internal and external clients and delivering quality service, is a critical business requirement at every level. This Time Management program is designed to assist you in identifying improvement opportunities, as well as, illustrating how to manage your time for optimal performance and results.

### Training Objectives

By the end of the seminar participants will:

- Learn how to compose and prioritize a master task list as well as compose realistic weekly plans based on urgency and importance
- Describe the reasons individuals are reluctant to delegate tasks.
- Select the appropriate management style for the delegatee, according to their level of skill and willingness to complete the task
- Apply the Three P's technique (Paraphrase, Position and Possibilities)
- Name and categorize distraction barriers
- Identify and use strategies for managing interruptions, distractions and procrastination.

### Methodology

The teaching methodology of this seminar combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions. A highly personalized seminar providing the attendees with the opportunity to participate in guided time management exercises. Participants will explore strategies for evaluating priorities, staying focused and managing expectations, as well as practice responding to continuous requests from managers, peers and clients.

### Participants

All level professionals who seek contemporary and effective time management techniques, to improve their productivity and reduce their stress levels.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Deciding on What is Important (1hr)

- Creating a Master Task List
- Prioritizing Principles
- Planning

#### Handling Competing Priorities (2hr)

- Managing expectations
- The Three P's Technique

#### Effective Delegation (2hr)

- Reasons for delegation or non-delegation
- Defining the task
- Selecting the right person
- Styles of management

#### Staying Focused (1hr)

- Barriers to Staying Focused
- Managing Interruptions
- Managing Distractions
- Managing Procrastination

### Wrap Up & Next Steps (30min)

- Closing
- Objectives Review
- Action Plan.



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Productive Communication in the Workplace

Modern businesses today have significantly changed due to the recent advances of technology and the contemporary changes in the ways we communicate. In this training, participants will understand the importance of workplace communication and its significance to professional success.

## Training Objectives

By the end of the seminar participants will:

- Understand communication mechanisms in the workplace
- Recognise how humans communicate
- Learn the advantages of effective communication
- Identify basic body signals
- Comprehend the importance and dynamics of teams
- Identify different communication styles
- Be able to communicate more effectively and successfully.

## Methodology

The teaching methodology of this seminar combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

## Participants

New and existing staff who wish to improve their communication skills for a more efficient and stress-free working environment.

## Training Content

### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

### Communication Starter (30min)

- How we ought to communicate
- Role-playing
- Means of communication
- Communicating in the workplace

### How communication works? (1hr)

- Drawbacks of poor communication
- Benefits of good communication
- Role-playing
- Importance of two-way communication
- Verbal and non-verbal communication

### Effective Speech (1hr & 30min)

- Significance of speech and listening
- Active listening
- Being heard
- Assertive communication

### Body language explained (35min)

- Signals of body language
- Decoding the body language of others
- Presenting a positive image

### Cooperating and collaborating (1hr & 20min)

- Team power
- Advantages of teams
- Working together
- Building rapport

### Dealing with different communication styles (1hr)

- Communication styles
- Understanding our differences
- Role-playing

### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Relationship Building Essentials

This interactive workshop explores the art of building relationships. The benefits of doing so are both immediate, in helping deliver stronger, more effective client service; and long-term, in contributing to business development. Participants will explore strategies for building trust and strengthening relationships through effective questioning and listening, whilst they will also practice responding to real needs which their clients have expressed.

## Training Objectives

By the end of the seminar participants will:

- Value the importance of relationship building
- Practice their approach in order to make a strong impression
- Identify opportunities to deepen relationships through questioning and listening
- Practice conversation techniques that can be used to deepen business relationships
- Develop strategies to increase trust within current client relationships and engage in relationship-building efforts
- Confidently converse with clients about business and business opportunities.

## Methodology

The teaching methodology of this training combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

## Participants

Client facing professionals who seek to develop stronger relationships with current and prospective clients.

## Training Content

### Introduction and Kick off (30min)

- Welcoming participants
- Objectives overview
- Agenda

### Making a Strong First Impression (1hr)

- Personal activity
- Action planning

### Engaging in Meaningful Business Conversations (2hr)

- Questioning and listening techniques
- Practicing questioning
- Listening gone wrong
- Listening gone right
- Meaningful conversations

### Strengthening the Relationship through Trust (2hr & 15min)

- Expert to Trusted Advisor
- The benefits of trust
- Trust equation
- Role-playing

### Spotting Opportunities (45min)

- Brainstorming
- Acting on opportunities
- Action planning

## Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.



point of view.  
**Negotiation** [n]  
discussion aimed  
at reaching an agr  
agreement. the

## Program Details

**Location:** Client's offices / KPMG Offices,  
Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

# Rewarding Negotiation Skills

This interactive workshop explores the art of negotiation, dissects the negotiation process and provides learners with an opportunity to practice their negotiation skills. Negotiation is part of every business, therefore, professionals should acquire the necessary skills which will enable them to handle all kinds of challenging situations. By attending this training, participants prepare for real life business negotiations and formulate a full spectrum of how negotiations work.

### Training Objectives

By the end of the seminar participants will:

- Be able to differentiate between successful and unsuccessful negotiations
- Use the Negotiation Framework and each of its components to:
  - o Set objectives
  - o Build rapport using the Trust Equation
  - o Determine what they need to know about the client
  - o Develop messages around value and pricing
  - o Handle objections and concerns
  - o Close a negotiation
- Apply and develop negotiation skills through practice
- Form a better plan for their own negotiations using the Negotiation Planner
- Anticipate negotiation challenges and proactively identify strategies for overcoming them

### Methodology

The teaching methodology of this seminar combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Professionals who deal with negotiations in their company and have direct communication with the client.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Famous Stamp Role-Play (1hr & 05min)

- Preparing participants for role-playing
- Conducting role-play
- Debriefing role-play

#### Negotiation Framework (15min)

- Negotiation Framework Discussion
- Introducing the Negotiation Planner

#### Negotiation Objectives (35min)

- Discuss/Think/Feel/Say/Do Concept
- Refining objectives for real life negotiation opportunity
- Relating conflict resolution styles to objectives
- Introducing three level of objectives

#### Rapport/Opening (35min)

- The meaning of having a strong rapport
- Strong opening & strong rapport
- Exploring trust equation
- Discussing strategies for improving rapport and trust

#### Discovery (35min)

- Discussion on why we win or lose business
- Effective questioning
- Potential questions

#### Messages (1hr)

- Three types of messages
- The Value Matrix
- Value Equation
- Pricing Options & Pricing Approaches

#### Capital Publishing Role Play (1hr)

- Preparing and conducting role-playing
- Debriefing role-playing

#### Concerns and Objections (1hr)

- Pricing pressure
- Anticipating the clients concerns and objections
- Applying conflict resolution styles

#### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.

# Personal Development





## Program Details

**Location:** Client's offices / KPMG Offices,  
Nicosia or Limassol

**Duration:** 14hr

**Language:** Greek / English

# Facilitator Boot Camp

This two-day Facilitator 'Boot Camp' provides participants the knowledge and skills they need to transform the training sessions they deliver from passive information transfer sessions to facilitated and engaging learning experiences. This program is designed to be a pre-requisite to any technical Train-the-Facilitator program. This course is a highly interactive, participation based, face-to-face facilitator led training program. It will equip participants with the tools and confidence they need to deliver impactful training sessions and effectively facilitate the learners' learning process. Additionally, by the end of this course, participants will be able to demonstrate and refine their facilitation skills and receive real-time feedback in a safe, development-focused environment.

### Training Objectives

By the end of the seminar participants will:

- Be equipped with the tools and confidence they need to deliver impactful training sessions
- Effectively facilitate the learners' learning process.
- Have the opportunity to demonstrate and refine their facilitation skills and receive real-time feedback in a safe, development-focused environment

### Methodology

The teaching methodology of this seminar combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

This course is intended for Facilitators who are responsible for facilitating any type of training course, or, other training programmes.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives Overview
- Agenda

#### Platform Skills Review (2hr)

- Program opening
- Facilitator roles and message
- Learning Ladder and Progress Chart
- Three Channels of Communication
- Mini-presentations

#### Adult Learning Principles (40min)

- Adult learning principles
- Andragogy vs Pedagogy

#### Co-Facilitation, Answering Questions (1hr & 40min)

- Famous partners
- Benefits, challenges, leading practices
- Types of questions and response tactics
- Enhance response techniques
- Q&A

#### The Feedback Process (40min)

- Giving feedback
- Receiving feedback
- Facilitator Observation Worksheet

#### Effective Facilitation Techniques (1hr & 15min)

- Open activity
- Managing group activities
- Group discussions
- Soliciting volunteers
- Effective debriefing

#### The Review Game (40min)

- The review game

#### Rapport Building (2hr & 30min)

- The importance of building rapport
- Listening in order to build rapport
- Listening Activity
- Group team dynamics
- Classroom disrupters and tactics

#### Managing the Course (40min)

- Physical environment
- Visual aids – Flip charts
- Technology – Power Point

#### Energy & Time Management (1hr & 20min)

- Listmania energiser
- Energy levels
- Energy cycles
- Methods to boost energy
- Two tactics
- Time management guidelines

#### Elements of a Good Wrap-Up

- Closing
- Objectives review
- Action plan.



## Program Details

**Location:** Client's offices / KPMG Offices,  
Nicosia or Limassol

**Duration:** 7,5hr

**Language:** Greek / English

# High Impact Presentations

This workshop is designed to help participants acquire the skills they need in order to make an impressive presentation. They will learn how to prepare, practice and deliver a business presentation. The participants' enhanced skills will enable them to convey their specialized technical knowledge and increase the value they bring to their clients. Client-facing professionals, should not miss out this practical workshop which will assist them in delivering powerful, persuasive presentations with confidence, thus, it will strengthen their ability to engage with their clients.

### Training Objectives

By the end of the seminar participants will:

- Know how to prepare and organize the key components of an effective presentation
- Be able to use tips, tools and techniques in order to improve their presentation design and delivery skills
- Learn how to prepare an effective, high-impact presentation
- Be in a position to deliver presentations with increased skill and confidence
- Be able to identify qualities and behaviours of powerful presenters
- Identify their strengths and strategies for improvement when presenting
- Improve their High-Impact Presentations through practice.

### Methodology

The teaching methodology of this course combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Anyone whose role requires them to deliver presentations to internal or external audiences. No formal presentation experience required.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Warm Up Presentation (45min)

- Warm up presentation

#### Practice Presentation – Instructions (2hr)

- Practice session #1

#### Reflection & Self-Assessment (15min)

- Practice session #1 Debrief
- 3 Vs of presenting

#### Refining your Techniques (1hr & 30min)

- Tips and techniques - Visual
- Tips and techniques - Vocal
- Tips and techniques – Verbal

#### Putting it all Together (30min)

#### Practice Presentation #2 (1hr & 40min)

- Practice session #2

#### Final Debrief (20min)

- Debrief practice #2

### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.

# WHAT IS YOUR PERSONAL BRAND

## Program Details

**Location:** Client's offices / KPMG Offices,  
Nicosia or Limassol

**Duration:** 6,5hr

**Language:** Greek / English

## Personal Branding Workshop

This workshop will assist participants in comprehending the way others perceive and identify them as well as provide guidance on how they may restructure their personal branding. This training on Personal Branding will also inform participants of how to create their professional image and project it in a consistent manner.

### Training Objectives

By the end of the seminar participants will:

- Recognise their personal style
- Understand what branding really is and its importance for professional success
- Realize the image they project to others
- Identify their branding and conflict style
- Effectively projecting their personal branding to the people around them
- Be handling their EQ skills in a more skillful and efficient way
- Know what to do in order to sustain their personal image.

### Methodology

The teaching methodology of this seminar combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

Leaders and managers who would like to improve the image they project to their colleagues, associates and customers.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Personal Branding (1hr)

- Understanding personal branding
- What a brand is and how it affects an individual
- Define your strengths

#### Your Personal Brand (2hr)

- How you believe you are perceived
- How others perceive you
- Image building
- Identify your style

#### Communicating your Brand (1hr & 30min)

- Understanding your body language
- Sending signals
- Emotional intelligence
- Do you have EQ?
- Empathy and Rapport

### Retaining your image (1hr)

- Designing your future strategy
- Consistent image
- Retaining your image and branding
- Branding: A future plan

### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.

# Human Resources



# INTERVIEW

## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

## Successful Interviewing Skills

Interviewing is part of the selection and assessment stage and is one of the most important aspects of the recruitment process. It is essential that professionals follow a well-designed and robust interviewing structure to ensure that effective recruitment decisions are made. It is important that everyone who conducts interviews, follow the same structure and that this structure is clear and embedded in the overall recruitment process.

### Training Objectives

By the end of the seminar participants will:

- Appreciate the underlying aspects of 'best practice' interviewing
- Learn about the behavioral based interviewing model
- Understand what the key interviewing skills are
- Effectively conduct telephone interviews.

### Methodology

The teaching methodology of this training combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

All HR employees and other employees who perform face to face and telephone interviews.

### Training Content

#### Workshop Introduction & Kick Off (30min)

- Welcoming participants
- Objectives overview
- Agenda

#### Introducing Interviewing Skills (1hr)

- The importance of the interview process
- Recruitment process & The selection and assessment stage
- Behavioral-based interviewing

#### Key Interviewing Skills (1hr)

- Types of questions
- Probing techniques
- Probing exercise
- Key considerations
- Legal Issues

#### Preparation and Structure (35min)

- Preparation
- Gathering information
- Engaging & Closing

#### Telephone Interviewing (50min)

- Pro's and con's of telephone interviewing
- 5 key steps to effective telephone interviewing

#### Selling your Company (50min)

- The importance of selling your company
- Company's brand and employer brand
- What aspects of your company can be promoted?
- Dealing with Questions

#### Practice Interviews: Preparations (50min)

- Guidelines for practice interviews
- Interview preparation
- Practice interview

#### Candidate Assessment (1hr)

- Reference checks
- Common evaluation faults
- Practice interview
- Feedback

#### Wrap Up & Next Steps (30min)

- Closing
- Objectives review
- Action plan.

# Customer Experience





## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 6hr

**Language:** English

# Customer Experience as a Critical Success Factor for Profitability

In today's business world, the concept of "Customer Service" is no longer sufficient for increased sales profits, thus, it has been replaced by the "Customer Experience". The "Customer Experience" is a new concept which views the purchase of goods or services as a "Customer Journey" and more specifically, as a series of "Touchpoints" during which different organisations interact with their customers. Organisations must be able to effectively identify, map and evaluate all "Touchpoints" in order to achieve the optimum Customer Experience. Through this process, organisations will be able to identify all potential focus areas for the improvement and overall transformation of the "Customer Experience". The "Customer Experience" should be a top strategic priority for all businesses wishing to understand and meet their customers' needs, since by doing so, they may also increase growth and deliver improved financial returns.

### Training Objectives

This seminar will provide basic knowledge and will explain the changes of the transition from "Customer Service" to "Customer Experience", by presenting the methodology for the design, analysis and monitoring process of the "Customer Experience" and by highlighting the relevant benefits through practical exercises.

### Methodology

A face to face presentation. The course is intended to be practical and interactive, whereby the participants will be working in teams. The trainers will use examples and exercises whilst the participants will be encouraged to put forward any inquiries that they may have.

### Participants

Professionals who are involved in the areas of Customer Service, Product Promotion and Product Promotion Strategy, including Managers, Chief Operating Officers, Chief Commercial Officers, Operations and/or Customer Service Managers, Sales, Marketing, Social Media and Advertising Professionals etc.

### Training Content

#### The transition from Customer Service to Customer Experience (30min)

- Introduction
- What has changed in Customer Management: From the traditional "Customer Service" to "Customer Experience"
- What is "Customer Experience"?
- What is "Customer Journey"?

#### Understanding "Customer Experience" (1hr & 30min)

- The Methodology for improving "Customer Experience"
- "6 Pillars" as the core design principles of "Customer Experience"
- Setting the Company Vision and Strategy; their connection to "Customer Experience"
- Identifying the "Customer Journey" and Company - Customer "Touchpoints"

#### "Customer Journey" Prioritisation & Diagnostic (2hr & 30min)

- "Customer Journey" Evaluation and Prioritisation
- Mapping "Customer Journey", understanding "Customer Expectations" and defining "Personas"

- "Moments of Truth" identification

#### "Customer Journey" Transformation (1hr & 30min)

- Recommendations for improving "Customer Experience"
- Drafting a new and improved "Customer Journey" (Future State Journey)
- Conclusions



## Program Details

**Location:** Client's offices / KPMG Offices, Nicosia or Limassol

**Duration:** 7hr

**Language:** Greek / English

## Unique Customer Service

"To keep a customer demands as much skill as to win one". In this training we will introduce participants to the world of unique and excellent customer service, which is the foundation of each customer-based business and its longevity. We will also inform participants of how they may provide their customers with the service they deserve and how to make them feel special.

### Training Objectives

By the end of the seminar participants will:

- Adopt a consistent and professional way when dealing with customers
- Develop awareness of how the customer perceives things
- Be able to listen effectively to what is not being said
- Learn to ask the appropriate questions, respond and react accordingly
- Identify ways that can add value to their relationship with the customer.

### Methodology

The teaching methodology of this seminar combines formal theoretical instruction, with frequent reference to real case scenarios. The course is intended to be practical and interactive, with delegates being encouraged to ask questions.

### Participants

All professionals who deal with customers in all levels of a company or organisation. Managers and employees who want to excel and differentiate themselves from their competitors.

### Training Content

#### Workshop Introduction and Kickoff (30min)

- Welcoming participants
- Agenda
- Objectives

#### What Customer Service is (1hr & 30min)

- Definition of customer service
- Who your customer is
- What makes a customer happy
- Building great relationships
- Personal examples

#### Communication Skills for Customer Service (1hr & 30min)

- Greeting and welcoming the customer
- The importance of a handshake
- Body language explained
- Reading your customers

#### Telephone Skills (1hr)

- Telephone etiquette
- The importance of voice
- Practical exercise

#### Active Listening (1hr)

- How to listen effectively
- Reading between the lines
- Handling complains
- Managing expectations

#### Trust and Loyalty (1hr)

- Building trust in our company, our services and our people
- Retaining loyalty

#### Wrap-Up (30min)

- Closing
- Action plan.



# Contact us

## Vasiliki Sioziou

Senior Events Coordinator  
Academy Department

**T:** +357 22207460

**F:** +357 22 513 294

**E:** vasiliki.sioziou@kpmg.com.cy

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## Nicosia

**T:** +357 22 209 000

**F:** +357 22 678 200

**E:** nicosia@kpmg.com.cy

## Limassol

**T:** +357 25 869 000

**F:** +357 25 363 842

**E:** limassol@kpmg.com.cy

## Larnaca

**T:** +357 24 200 000

**F:** +357 24 200 200

**E:** larnaca@kpmg.com.cy

## Paralimni

**T:** +357 23 820 080

**F:** +357 23 820 084

**E:** paralimni@kpmg.com.cy

## Paphos

**T:** +357 26 943 050

**F:** +357 26 943 062

**E:** paphos@kpmg.com.cy

## Polis Chrysochous

**T:** +357 26 322 098

**F:** +357 26 322 722

**E:** paphos@kpmg.com.cy

**[www.kpmg.com.cy](http://www.kpmg.com.cy)**



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