



Learning for success

DH&A training catalogue





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Introduction:

We all live in a dynamic and constantly changing world that redefines the rules of the game on a daily basis. The business arena is more complex and competitive than ever. Organizations rise and fall; an excellent product cannot ensure success and the competences managers have to gain in order to lead organizations change rapidly and might even be contradicting.

Skills and processes that proved successful in the past can no longer ensure success today. The inherent tension between yesterday, today and tomorrow is embedded in all layers of organizational conduct and the challenges are more abundant than ever.

DH&A:

1. “DH&A - Dr. Hamovitz & associates” is a forum of top consultants, university professors, executive directors, economists, psychologists and trainers who cooperate under a framework that uses the powers of its associates in order to become market leaders in the field of international management consultancy in a variety of issues and organizations.
2. DH&A strives to bring its accumulative knowledge, vast experience, state of the art tools and solutions and mainly its top selected team to perform and deliver the best results to its partners, friends and clients.



3. DH&A stands on three main pillars: professionalism, excellence and high ethics.

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General:

DH&A is superbly equipped and has the expertise to provide various trainings and workshops while using state of the art techniques, highly skilled trainers and contemporary knowledge in the fields of Management & Leadership and Communication

Management & Leadership:

Every business has its own life cycle. Every stage of its growth consists of and requires different levels of organizational and managerial maturity. DH&A assists organizations to manage their human capital investments while promoting processes focusing on the needs of the business, its potential to grow and the potential of the people employed.



Communication:

Leadership can be defined by the way ideas, messages and interests are communicated to the market, outside or within the organization. The way goals are set defines results and influences either the empowerment of people or their resistance. Speaking in front of any audience can either make the audience listen and evoke trust and confidence in the speaker or






create physical or emotional detachment. Great ideas would not be heard if poorly communicated, while smaller ideas are followed because they are better communicated. The art of communication is the art of progress and market advantage.




DH&A's premium seminars for 2017-18

Name of Seminar	Name of Instructor	Picture	Content Of seminar	Remarks
The MODEM – Master of Decision Making	Dr. Yehuda Hamovitz		<p>The person behind the decision. The MODEM is a highly interactive workshop aimed at the empowerment of decision takers throughout it, rather than providing them with recipes for later.</p> <p>The participants go through a journey of five milestones, including deep personal experiences, in the attempt to provoke self-strengthening and the exploration of new internal powers.</p>	Highly interactive
Train the trainers Master class	Dr. Yehuda Hamovitz		<p>The need of professional trainers within organizations is already established and every succeeding organization employs or hires ones. The need for those trainers to rule all techniques and approaches in this field is crucial to their performance, leading to better implementation.</p>	<p>Vast usage of video exercises.</p> <p>Participants bring their own training materials for observation and mentoring</p>





Name of Seminar	Name of Instructor	Picture	Content Of seminar	Remarks
Teamwork	Mrs. Gila Yaniv		By the term Teamwork, we refer to the concept of people working together cooperatively, in order to accomplish shared goals and objectives. Applied to organizations, Teamwork is a method that aligns employee mindsets in a cooperative and usually selfless manner, towards a specific business purpose. While the concept of Teamwork and its benefits are well known and praised, it is still rare to see it being practiced truly in real life.	Highly interactive.
Job interview guide	Mrs. Gila Yaniv		The job interview is the most common and popular recruiting tool in the world, and as its benefits are countless, so are its restrictions. A job interview is actually a formal opportunity to gather informal impressions on candidates and a matching point of organizational and personal needs. Our seminar studies job interviewing and the role of the interviewer	Highly interactive. Participants share own experiences.
Leadership through emotional intelligence	Mrs. Nurit Elpenboum		Personal leadership allows acting out of internal control and personal responsibility and taking decisions out of internal strength. The seminar develops better adaptation to rapid changes, managing people more efficiently, creativity, innovation and communication.	Highly interactive. Recommended an off-site format.





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Stress on the stress	Ms. Diana Andreeva		<p>The seminar focuses on the main factors which provoke professional stress and burnout: relations with colleagues and management, lack of clear rules and instructions, multitasking, setting up wrong priorities, too many "hats" to handle etc. Special attention is paid to the media attacks and their role in creating stress in human life. One full day of the seminar is dedicated to psychological techniques of managing stress. Training methods include presentations, storytelling, case studies and role play.</p>	Can also be delivered in Bulgarian
Performance appraisal & feedback	Mrs. Daphni Leshem		<p>Delivering tools for managers conducting performance evaluation and feedbacks. Defining evaluative parameters and marks. Evaluation process conduct and analysis. Shift of evaluations into personal feedbacks. Conducting feedback conversations. Resolving conflicts.</p>	
Defining goals and work plans	Mrs. Daphni Leshem		<p>Improvement of personal managerial capabilities and performance through defining focused goals and work plans. Developing standards of performance, effective goal setting and actions needed in order to achieve the established goals</p>	Defining goals and work plans



Name of Seminar	Name of Instructor	Picture	Content Of seminar	Remarks
<p>Shine bright like a diamond</p> <p>Managing employees annual performance review</p>	<p>Mrs. Shelly Silverstein</p>		<p>Managing an effective & empowering annual performance evaluation process. Annual employee performance reviews are often seen as a waste of time and a necessary evil. But they don't have to be. This workshop will provide an overview of the process and provide tips for both the employee and the supervisor on how to benefit from the annual performance review. It will also provide a formal platform for the supervisor and employee to address the employee's role and how his work compares to his stated job description and peers. This workshop will give you the professional tool kit and platform to manage the process correctly, and will teach you the ways to benefit the most from the process in 3 levels: organization, manager, and employee.</p>	<p>Highly interactive.</p>
<p>Looking out for a hero</p> <p>Managing a successful recruitment process</p>	<p>Mrs. Shelly Silverstein</p>		<p>How to create and manage a creative and successful recruitment process? The recruitment and selection is a major function for your organization. It is the first step towards creating the competitive strength and the strategic advantage of the organization. The recruitment process involves a systematic procedure from sourcing the candidates to arranging and conducting the interviews and requires many resources and time. This workshop will give you the opportunity to learn about cutting-edge recruitment tools and methods and the best ways to apply them for the benefit of your organization.</p>	<p>Highly interactive.</p>



Name of Seminar	Name of Instructor	Picture	Content Of seminar	Remarks
Blossom though C.U.L.T.U.R.E.	Dr. Carmen Aida Hutu		<p><u>Competitiveness</u> - promote a vision of becoming the best</p> <p><u>Uniqueness</u> - set the stage for differentiating yourself from your competitors</p> <p><u>Leadership</u> - facilitate and lead the way to performance</p> <p><u>Talk into & out of</u> - communicate & be persuasive</p> <p><u>Unity</u> - share meaning & stage a systemic view</p> <p><u>Realism</u> - deal proactively with your inner and outer environment</p> <p><u>Excellence</u> - build a culture of excellence and make success blossom for you!</p>	Can be delivered also in Romanian.
Unemployment - from causes till results.	Mr. Arie Syvan		<ul style="list-style-type: none"> • The world is changing- disappearing professions, emerging new ones and migrating professions. • Redesigning employers' needs and citizens training for a synergic matching. • Different employability programs, their SWOTs and outcomes. • Case-Study of the local employment scene. 	Can be delivered also in Spanish.



Special learning programs for 2017-18

Call centers from A to Z

A call center is a centralized office used for the purpose of receiving and transmitting a large volume of requests by telephone. A call center is operated by an organization to administer incoming product support or information inquiries from consumers. Outgoing calls for telemarketing, product services and debt collection are also made.

The need for a call center, whether in-house or outsourced, becomes crucial for organizations seeking better customer satisfaction and preservation by making the organization's services accessible, immediate and online

Dressed for success

First impressions are very important, and unfortunately people make up their minds about us in seconds, based mainly on appearance. That is why it is important to look our best, and especially look our part at work. There are dress codes one should follow for different jobs, much like a uniform – people decide what you do and at what level, according to your clothes. It is also important to wear clothes that suit our colours and body shape, so we can feel confident and not waste energy on feeling uncomfortable with ourselves.

Coaching for success

"Coaching for success" is a state-of-the-art program aimed to bring forward the inherent potential found within the participating managers which has not yet been demonstrated due to various personal reasons. The program enables managers to gain experience through coaching, broadening and enhancing their managerial capabilities, developing as a result a new organizational culture.



Other seminars available

Managerial issues

- Developing personal leadership
- Effective decision making
- Effective time management
- Creative managerial thinking
- Advanced management skills
- Team building & leading
- Assertive managerial behavior
- Managerial entrepreneurship
- Feedback skills
- HR strategic planning
- Handling managerial conflicts
- Managerial human relations
- Coping with stress
- Gaining positive organizational climate
- Globalization and management

Communication issues

- The art of public presentation
- Self awareness, self esteem
- Influential skills
- Business communication
- Speaking in front of a camera
- Business manners
- Effective interviewing
- Bridging over conflicts
- Speaking with your employees
- PR yourself
- How to close a deal
- How to negotiate effectively



Needless to say

- Our seminars, workshops and learning programs are always tailored to the needs of our partner and deliver products that bring the highest possible value.
- Our consultants and trainers are very senior figures in their field, with higher education, vast experience and knowledge, hold senior operative positions and bring with them the highest professional weight.
- Our learning processes can be developed, by need, to a consulting process in relation to issues that come up in the seminar and are significant to our partner.

For further information:

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