



**iConnect**  
CORPORATE SOLUTIONS  
SHANGHAI

# Corporate Training Modules

## 企业商务培训模块

# iConnect Corporate: Training Offerings

## 1. Team Strategy Consulting 企业团队战略咨询

Having clear Vision, Mission & Values (VMVs), and effective strategies to accomplish these, are critical to every company and every team. Through our Team Strategy Consulting sessions, we help teams work through their VMVs to ensure they are clear, understood, and that every team members is invested in this vision. We also encourage teams to identify and review their core strategies and commit to key action steps as a result.

对每个企业或团队而言，拥有清晰的愿景、目标和价值体系（简称VMVs），并运用高效的战略计划来实现它们是非常重要的。通过企业团队战略咨询项目，我们将帮助企业团队找到属于他们的VMVs，并保证他们清楚地了解团队的VMVs是什么，从而让每一位团队成员都加入到实现团队VMVs的队伍中来。我们也将激励团队理清并重新审视他们的核心战略，使其具化为能有效实施的具体步骤，以结出成果。

## 2. Team Building Activities 团队建设活动

Every team needs to grow in understanding, trust & confidence in one another. Through our facilitated Team Building Activities, teams can do exactly that – while solving problems together, undertaking team challenges and having loads of fun as they do it! Taking time out of the office and in a more casual and social environment will do your team a world of good!

在彼此了解和信任中，整个团队才能得以成长。通过我们的团建活动，团队成员可以一块儿解决问题、共同面对挑战，并从中获得极大的乐趣。走出办公室，在更加休闲放松的环境中让你的团队受益匪浅！

### 3. Team Strengthening Topics 团队加强主题

#### a) Personality & Teams 个性与团队

Understanding & appreciating each team member's individual personality is a foundation block to any thriving and healthy team. During our Personality & Teams module, teams will undertake various personality tests & surveys, find out what they mean, and look at ways to combine these different personalities in a way that helps the team succeed.

认识并认可每一位团队成员的个性是任何一个优秀团队必需的基石。在我们“个性与团队”这个模块，团队成员将通过一系列的个性测试来认识自己，然后找到一个合适的方法将有着个性迥异的成员有效组合起来，促进团队的成功。

#### b) Healthy Communication 健康的沟通方式

Communication is an essential part of life let alone within team. Yet so often we communicate poorly, leading to myriad problems but resulting in one thing: incapacitated teams that do not reach their full potential. In our Healthy Communication module, teams will learn the principles of what healthy communication entails and will be given opportunities to practice and establish good habits in communication.

沟通是我们生活中不可缺少的一部分，更不用说它在团队中的重要性了。可是多数情况下，我们不擅于沟通表达，这导致许多问题产生。最终这些只能带来一个结果：我们的团队因此被牵绊，不能发挥最大的价值。在“健康的沟通方式”模块中，团队成员可以学习到健康沟通的核心法则，并且有机会在导师的引导下练习，从而建立起良好的沟通表达习惯。

#### c) Conflict Resolution 化解冲突

Conflict is a normal part of life and a normal part of team life as well! Conflict can be a damaging influence on your team, but if understood and managed well can also lead to growth and potentially take your team to a new level of trust and high-performance. In our Conflict Resolution module, teams will look at common causes of conflict, undertake conflict style surveys to understand how they naturally respond to conflict, and look to ways to combat conflict that helps the team grow and flourish rather than crash and burn!

发生冲突，这在生活中见惯不怪，在团队中也时有发生。冲突会破坏团队，但如果可以学习并管理这些冲突一样可以达成产出，并可以把你的团队带上一个新的台阶—更加互信、更加高效。在“化解冲突”模块，团队成员可以了解引起冲突的一些常见导火索；他们将进行冲突类型测试，从中了解各自面对冲突的下意识反应，并学习如何注意使用方法去化解冲突。这样，可能的崩溃、内讧将不再发生，整个团队将更好的上升成长、欣欣向荣！

#### d) Overcoming Dysfunction in Teams 克服团队障碍

Sometimes we just need to be honest: your team is a mess! Teammates are not getting along or even worse are actively hostile to one another. Nobody listens to or follows your leadership and the thought of a high-performance team that accomplishes its goals is a distant fantasy. You need to take remedial action! In our Overcoming Dysfunction in Teams module, we will diagnose the cause of dysfunction in your team through helpful training models, and look to ways to root it out of your team. We will also encourage the team to speak honestly and openly about how they see things and look for breakthrough in attitudes and behavior.

有时候我们要诚实一点：你的团队一团糟！团队成员间不能和睦相处，甚至彼此敌视。没有人听你的话、跟随你的领导，理想中的高效合作、共同达成目标仿佛远在万里。你必需赶紧行动，亡羊补牢！在“克服团队障碍”模块，我们将通过一系列有效的培训模块诊断团队功能失调的原因，并找到拔除根源的办法。我们还将鼓励每一位团队成员畅所欲言，说一说他们如何看待这些事，从而找到突破口。

#### e) Leading Effective Teams 带领高效团队

Effective leaders make effective teams. In our Leading Effective Teams module, we look at what characteristics make an effective leader who team members want to follow. We will also look at strategies to get the best and the most out of your employees while also fostering their satisfaction and fulfilment in their work.

高效团队出自领队人的高效领导。在“带领高效团队”模块中，我们可以看到成为一名高效带领人的那些特质，这些当然也是成员愿意服从跟随的特质。我们也会看看那些能最大程度挖出员工潜力的策略,同时也培养他们的满足感和成就感。

## f) Work-Life Balance 平衡工作与生活

Your workers are people, not machines. Although this is an obvious statement, many corporations around the world treat their employees like machines in the pursuit of efficiency, cost-saving and greater revenues. This is not only unsustainable and demoralizing for the worker, it is unacceptable and degrading to the sanctity of human life. In our Work-Life Balance module, we look seriously at the notion that workers are human, in need of satisfaction and fulfilment in all areas of their lives including, but not exclusively, in their work. We will also work with you to find ways to ensure your workers enjoy a healthy work-life balance that adds to, rather than detracts from, their productivity.

你的员工是人，不是机器，对吧？虽然大家都知道如此，但为了追求效率、更高的收入、节约成本，这世上许多公司仍然把他们的员工当机器对待。对于员工而言，这不仅不能接受、令人沮丧的，夸张一些甚至可以说是侮辱人格的。在“平衡工作与生活”模块，我们会认真看待：员工是人，需要在他们生活的各个方面有满足感和成就感，包括但不仅仅只限于工作。我们也会与你一起，找到方法来确保你的员工享有一个工作与生活平衡的健康状态，使他们可以提高而不是降低生产力。

## g) Emotionally Intelligent Teams 情商团队

Many companies focus on intellectually intelligent people in their recruitment. This ensures excellent individuals are employed, but does not necessarily guarantee excellent teams. In our Emotionally Intelligent Teams module, we look at the concept of Emotional Intelligence, determine team members' Emotional Quotient (EQ) levels through various testing, and explore the benefits of having team members who are self-aware, self-managing, self-motivated and empathetic towards others.

很多公司在招聘的时候非常注重候选人的智商。这么做能确保招到优秀的员工，但不一定能因此组建出一个优秀的团队。在“情商团队”模块，我们会一起认识情商的概念，通过专业测试了解团队成员的情商状况。探索团队中拥有自知之明、自我管理、自我驱动、共情他人等特点的成员能给团队带来的优势。

## h) Culturally Intelligent Teams 文化智能团队

We live in a global economy where countries, corporations and individuals are interconnected in ways previous generations could not even fathom. As a result different cultures are entering workplaces like never before, through multinational operations, international clientele, and multi-cultural teams. Cultural Intelligence is fast emerging as the key 'intelligence' that will give companies and teams a competitive advantage in a highly competitive global environment. In our Culturally Intelligent Teams module, we look at this notion of Cultural Intelligence and why it is important particularly for multi-cultural teams to be 'intelligent' in this way. Through surveys and testing we determine how culturally intelligent your team is and explore ways for your team to grow in this for even greater effectiveness and success.

随着全球经济一体化，各个国家、公司、个人被前所未有的联系起来。不同的文化也因此进入到工作场合中。在当下全球激烈竞争的大环境中，“文化智能”这个课题从一开始提出就得到快速发展，归功于作为核心“智能”，它能为企业、团队带去竞争优势。在“文化智能团队”模块，我们会一起认识“文化智能”的概念和其对于多文化团队的重要性。通过专业测试，我们将了解你的团队“文化智能”现状，进而帮助你的团队在这方面进行提升，为今后的高效运作和成功做足准备。

## i) Leading Your Team Through Change 通过改变引领你的团队

Leadership is about change. As leaders, we are required to take our team from where we are today to where we want to be tomorrow. This means change. However, change invariably also means fear and pain. How you lead your team through change is therefore critical to the growth and success of your team. In our Leading Your Team Through Change module, we walk through the key steps to ensure change is managed effectively with engaged team members. We can also consult with teams about specific changes that they are seeking to implement and help teams develop an appropriate change management strategy.

领导力也是适应变化的能力。作为领导者，我们需要带领我们的团队从今天迈入我们想成为的明天。这就意味着改变。然而，改变肯定会产生恐惧和痛苦。怎么带领团队越过它是团队成长成功的关键。在“通过改变引领你的团队”模块，我们会和团队成员一起找到有效管理变化的主要步骤。我们也会和团队探讨他们正在面临的变化，并帮助他们找到面对这些变化的战略战术。

## 4. Other Team Tools 其它工具

### a) Effective Presentation Skills 演讲能力

The ability to present in front of others, whether it be in a formal public setting or in a weekly team meeting, is a vital skill that each team member needs to be able to effectively do their job. Presenting in front of others is also one of the most highly-feared fears that many people have! In our Effective Presentation Skills module, we help teams by giving tools for effective presentation skills, as well as opportunities to present in front of others in a safe environment, encouraging them to grow in confidence as they do. We firmly believe your team will walk away feeling encouraged, equipped and inspired to give effective and confident presentations.

公众演讲，可以是在正式的公开场合，也可以是在每周工作汇报小会上。演讲能力对每一位团队成员都很重要。对很多人而言，在人前演讲的恐惧也几乎是级别最高的恐惧。在“演讲能力”模块，我们会给到团队成员有用的方法来实现演讲能力提升，我们也会提供参与者心理上认可的安全环境，鼓励并给他们机会练习公开演讲。我们相信你的团队可以在我们的引导中得到激励、装备自己，做出优秀的演讲。

### b) Working Efficiently 工作效率

Work efficiency is an elusive ideal that corporations battle for against the enemies of time and motivation. In our Working Efficiently module, we look at various time management tools that help improve efficiency, but also seek to explore reasons for inefficiency and procrastination, which may reveal deeper issues of motivation or fear holding a team back, and seek to remedy these to realize greater efficiency.

企业一直面对着两个敌人：时间和积极性，在这场较量中，胜负难分。在“工作效率”模块，我们将一起学习时间管理的几种方法来帮助提高效率；我们也会挖掘导致低效率和拖延症的原因，这些很可能可以帮助我们找到阻碍团队发展的，比如，动机或恐惧等更深层次的问题。我们将一起修复这些问题，进而最大程度地提高工作效率。

c) Business English Course 商务英语课程

The ability to communicate clearly, effectively and confidently in English, both orally and in writing, is an essential skill for workers in a multi-national corporation. In our Business English Course (5 sessions) we help teams grow in confidence in their use of their written and spoken English through tips & teaching but also by simulating practical scenarios for them to practice their English. We can cater this program to better service each team for how they need to use English in the context they are in.

在跨国公司中，能用英语简洁明了、自信有效地进行口语和书面沟通是一项核心技能。在我们的“商务英语课程”中（分5部分），我们通过系列的培训活动帮助团队成员建立用英语沟通的自信，并掌握必要的技巧。我们可以根据每个团队的实际情况调整课程的设计。

d) 'Converse' Oral English program 口语项目

Converse brings an English-speaking environment into your workplace. Sign up for Converse and our native English speaking staff will come to your workplace and run interactive sessions to promote English conversation and provide contextually appropriate business culture, as well as corporate/technical language advice. Topics covered can be tailored to your particular business needs.

Converse口语项目 把英语会话氛围带入你的工作场所。签约Converse，以英语为母语的我们将到贵司开展互动英语情景对话，并提供相关的企业文化，以及企业、技术专业术语等方面的咨询。每期主题可以根据企业具体的需求定制。

**We are also happy to tailor specific training to the needs of your team. Contact John at [john.yeo@iConnectcorporate.com](mailto:john.yeo@iConnectcorporate.com) to discuss how we can provide exactly what you need.**

如果您的团队需要其它个性化培训，我们乐意为您做定制培训项目。请联系 John，告诉我们您的具体需求，电邮: [john.yeo@iConnectcorporate.com](mailto:john.yeo@iConnectcorporate.com)