

dft

THEMES AND
TRAININGS

TRAINING CATALOGUE



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MORE AND BETTER



7 KEY QUESTIONS ABOUT TRAININGS



THEORY - PRACTICE

1 We think both are important, but pay attention to proportions. We will certainly not be holding class-like trainings, where employees sit at their desks all day, taking notes. But we will present methods, techniques, and then we'll try these out, practice them and deepen your knowledge.

LEARNING BY DOING

2 We believe in what employees can try out, what they can experience. Yes, we achieve that many times via games, or situational practice scenarios. But we do not forget that, according to Kolb, this is only the first step in learning by doing: we reflect, we raise consciousness and we adapt everything to work life.

TRAINERS

3 We work together with almost 150 trainers so that we are always able to choose who is most fitting for the customer. That is why we survey the customer's exact needs and development paths, we work out key points together, and choose the best professionals.

COMMUNITY BUILDING

4 Training - regardless of its topic - builds communities. This is something that we and our trainers are also aware of, which is why they pay attention to group dynamics, the levels of challenges and their appropriateness, the group's needs and the interests of the customer, synchronizing the various expectations.

OFFLINE OR ONLINE

5 Almost every development can be done online. If there are no other options due to external factors, your training is still in good hands with us. Nowadays, online training is not (just) a matter of necessity, but the result of conscious planning, and some things are more effective and work better this way. We always keep the customer's needs in mind.

DOCUMENTATION

6 In addition to the adult education rules and regulations in force, we are also aware of the documentation obligations related to trainings carried out within tender projects. We report everything, that has to be, we use the required visual standards – your papers are also safe with us.

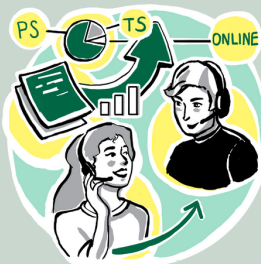
FLEXIBILITY

7 If things aren't going the right way despite careful planning, or if circumstances change, we will intervene immediately and – if laws and external regulations allow – we will make flexible changes. Continuous customer feedback is important, because this is how the training process that is satisfactory to everyone can happen.

TOPICS AND THEMES



COOPERATION, TEAM
BUILDING



SALES, BUSINESS
DEVELOPMENT



COMMUNICATION



INCREASING
EFFICIENCY



CORPORATE
IDENTITY



MANAGEMENT
DEVELOPMENT



WELLBEING
AT WORK



EMPLOYEE
RELATIONS



CUSTOMER
SUPPORT



LEAN AND AGILITY



MOTIVATION

AND
WHAT
ELSE? ...

COOPERATION, TEAM BUILDING

Making more of the team



Our colleagues spend a major part of their time at the workplace, mostly working together with others. Our performance is also influenced by how well they can work in a team, with others, what cooperation strategies they have, but – as with other important soft competences in the workplace – this is not something that we can consciously learn in school. This is something we should pay attention to, as the energy's synergy of people working in a team is always higher than the individual results of the team members.

IT IS USEFUL IN THE FOLLOWING CASES

- We have just got back from home office.
- There is increased fluctuation in the team, in the organization.
- There were / will be bigger changes, crises in the organization.
- We are planning to reorganize, to transform the teams.
- There was a change in management.
- Constant conflicts between co-workers or teams.
- A new co-worker joins the team: socialization, establishment of connections restarts.
- Colleague(s) leaving: a loss to the team, the group re-socialization begins.
- We are planning, developing onboarding processes.
- We just came out of a stressful, hard period.
- A crisis of values has developed in the organization.
- Several generations are working together.
- Co-workers of various nationalities, origins, cultures work together.

NUMBER OF RECOMMENDED
DAYS: 1 TO 5

RECOMMENDED TRAININGS

Collaboration development: cave mission
United in variety: creating a value approach codex
Team building: having fun and what's behind it
Generations within the organization: are we speaking the same language?
Together for each goal: creating a cooperation codex
Cooperation from conflict
Team roles within the group
Assertive communication

SALES, BUSINESS DEVELOPMENT

Value is always created by the customer



We believe that everyone is a salesperson (the doorman letting the customer in the door, the customer service agent with whom the customer talks on the phone, the finance specialist corresponding with the suppliers regarding invoicing, or anyone who talks about their workplace within a group of friends, etc.), and being a salesperson is a complex role, with co-workers having to be equipped with the appropriate competences accordingly. The cornerstone of efficient and successful sales is developing the appropriate approach and attitude.

In the traditional sense, personal and over-the-phone salespeople have to acquire communication, sales, professional and people skills. Our offer for salespeople is based on these topics.

IT IS USEFUL IN THE FOLLOWING CASES

- Salespeople have a hard time making phone calls, they aren't too eager to go to meetings, and sales processes are quite difficult.
- Everyone involved finds sales to be a burden, and their hearts are not in it.
- New ideas and techniques are required, which makes customer relations, sales and networking easier, smoother, successful and effective.
- Employees in contact with customers complain a lot about having trouble dealing with customers, many meetings end unsuccessfully and experience sales as an overall failure.
- New products and service concepts are needed, which will help build on relationships with existing customers, or get new ones.
- Sales personnel need confirmation, inspiration, new knowledge, and also to experience progress.

NUMBER OF RECOMMENDED
DAYS: 1 TO 6

RECOMMENDED TRAININGS

Who is the ideal Customer? Customer positioning and customer types
Getting to know customers' decision-making processes
Insight - what's in the Customer's head?
The position of sales forms within the organization
Customer Care communication practices
Everyone can be convincing! – Basic and advanced negotiation techniques
Behavioural culture, rules of customer relations
Customer types and people skills
The salesperson's self-awareness

COMMUNICATION

The mouth isn't the only one doing the talking.



We communicate even when not saying a single word: metacommunication is at least as important as verbal communication. A good communication training develops each area.

Communication is one of the three basic human skills, a natural part of human existence. It also plays a major role in the life of work organizations. The vast majority of problems can be traced back to poor or bad communication, whether it's internal or external. Our trainings will help you recognize and transform wrong communication patterns, and replace them with efficient and robust communication techniques.

IT IS USEFUL IN THE FOLLOWING CASES

- There are many misunderstandings and conflicts within the organization.
- The employees often complain of external customers, they have difficulties finding common ground with them
- Information is distorted, a very small percentage of messages reach target.
- Despite good intentions, information often gets misplaced, which leads to tension.
- Employees and leaders are reluctant to perform, they are anxious and tense if they need to.
- Presentations are boring and inefficient, giving them and listening to them are both a pain.
- Nobody ever has time for anything, everyone is always running, not paying attention to other's needs, and the employees cannot communicate these problems towards one another or the management.
- There is no real feedback culture, if something is wrong, it gets some kind of response, but positive reinforcement is scarce.



NUMBER OF RECOMMENDED
DAYS: 1 TO 8

RECOMMENDED TRAININGS

Increasing the effectiveness of corporate communication
Assertive communication
Management communication practices
Everyone can be convincing! – Negotiation techniques
Customer support communication practices
Presentation skills development
Message transmission practices
Feedback: providing, requesting and receiving



INCREASING EFFICIENCY

There is no deal with minimalism



A key question for every organization is how they can reach the next goal, how to complete the next project with optimal resource use, how to be efficient.

What is efficiency? What makes an employee, a team, an organization efficient? How do I know that they're efficient? How does someone work efficiently? There are many definitions of efficiency, but the optimal use of certain resources is definitely in all of them.

SIGNS THAT THE ORGANIZATION IS WORKING EFFICIENTLY

- Workflow is smooth: assignments are completed on time.
- Work is organized and follows the rules.
- There are no exceptions, no need to deviate from the rules, from the norm.
- Customers are happy and satisfied.
- Work is error-free, results are error-free.
- Cost optimization and cost reduction is continuous.
- Employees are satisfied.
- Overtime is not required.
- Corporate growth is continuous.
- New ideas, innovations appear, even in day-to-day working practices.

DDFT has its own concept for testing and developing efficiency, which we can approach from three directions:

- 1 business efficiency
- 2 work efficiency
- 3 corporate efficiency

NUMBER OF RECOMMENDED
DAYS: 1 TO 8

RECOMMENDED TRAININGS

Introduction of contract-conclusion culture
Process optimization
Conception and realization of efficiency
The Lords of Time – Time Controlling
The simple seven-action system in the work organization
The standardized organization
Process optimization practices
Evaluation of reasons for failure within the work organization
Priority system in the work organization

CORPORATE IDENTITY

More than a mission



Whether it's developed consciously or not, all organizations, all companies have an identity that they broadcast to the outside world, with which they affect their employees, influence their customers and partners - whether they want to or not.

Organizations that think and plan for the long term absolutely require conscious identity planning, determining their self-identity.

The details of this identity can change, corporate socialization evolves at a certain level with employees joining and leaving the team, but the direction and the identity are permanent.

We will help you establish this corporate framework, or review and refresh your existing one.

CONSEQUENCES OF A STRONG CORPORATE IDENTITY

- Committed employees. Strong corporate cohesion.
- Fluctuation is low.
- Screening times are low when recruiting new employees, as HR knows exactly who fits the company, the team.
- New colleagues fit in easily, there is a consciously developed onboarding process. here is a corporate code of values, a consciously developed value approach.
- Employer branding is strong.
- Employees are also familiar with the organization's vision, its mission.
- The organization attracts customers and suppliers with similar identities.
- Solidarity and convergence rather than desperation prevails in crises.
- Our external brand is also strong.

NUMBER OF RECOMMENDED
DAYS: 1 TO 4

RECOMMENDED TRAININGS

Determination of corporate identity - vision, mission, value
Evaluation of corporate self-identity in 17 steps
How do we work? Work axioms
Great-looking organization
Co-worker to co-worker dictionary, aka corporate language use
You did good! "Did I do good?" - high-level feedback
Behavioural culture, customer relations
Conscious employer
Basics of cooperation

MANAGEMENT DEVELOPMENT

You are what you see in front of you



Are managers born or trained? It is certain that there are competences and skills that help managers work better, and the majority of management processes and tools can be learned and improved upon. The role of manager has changed a lot in the past few years, with several theories being developed as to what type and level of managers we can talk about. Our approach is that managers manage processes or people, individuals or teams, and in larger corporations, managers – members of senior management – can also manage other managers. Management style is an important element of managing people, whether it's individuals or teams. Getting to know management styles becomes really useful when you get to know your own stylistic schemes; self-reflection supports participants in becoming catalysts of progress.

IT IS USEFUL IN THE FOLLOWING CASES

- Managers were great professionals, which is why they were promoted to management positions, but they have not received targeted management skill training.
- The individual's uncertainty in the management position is tangible, with managers looking to find their own management styles, but they are not confident in this area.
- There is a lot of friction and conflict between managers and employees, they cannot see or understand each other's points of view, and managers need help with how to better communicate them.
- A team, a department is not progressing, their results are continuously below expectations.
- The fluctuation rate within a single team is larger than within the entire organization.



NUMBER OF RECOMMENDED
DAYS: 2 TO 8

RECOMMENDED TRAININGS

Management roles and styles
Situational management
The manager as a trainer and coach
The motivational triangle for managers
Managerial communication
Managers' self-awareness
Delegation and handing out tasks
Management processes and their pertaining areas
Feedback: giving, requesting, receiving



WELLBEING AT WORK

Recharge instead of getting drained



The organization's biggest value is its employees, so it's essential to create wellbeing in the workplace, where employees can feel GOOD in the place where they spend most of their time. This is basically what new generations of employees are looking for and expecting: the workplace should be an oasis of personal fulfilment, a place where it's GOOD to be.

Wellbeing in the workplace, the happy workplace can be achieved with simple tools, and a little attention. The organization will reward this attention several times over, even in the short term.

The best results can be achieved with a long-term workplace wellbeing strategy, which is incorporated into the corporate culture as well.

SIGNS THAT YOU NEED TO FOCUS ON THE TOPIC

- Your employees are not satisfied, they come to work with no enthusiasm.
- Commitment is dropping continuously.
- There is a lot of tension, arguments between co-workers.
- Employee productivity decreases.
- Employees are showing signs of burnout (tiredness, lack of enthusiasm, tenseness, apathy).
- The number of cases of sick-leave, workplace accidents, errors due to negligence is high.
- Too much pressure on employees, which they express.
- Well-functioning small workplace communities spend less time together.
- There are fewer spontaneous team building events.
- Fluctuation within the organization is large and growing constantly.

NUMBER OF RECOMMENDED
DAYS: 1 TO 3

RECOMMENDED TRAININGS

Relaxation techniques
Conflict resolution techniques
Stress management techniques
Instead of putting out fires: prevention of burnout
Change management
Team building exercises
Generations within the organization
Time works for us – Time Controlling
Employer Branding

EMPLOYEE RELATIONS

Unity - agreement - cooperation



Every organization and company is made up of networks and relationships, with thousands of connections in their day-to-day workflows. There are two things we can do in connection with the organic processes: we can ignore them (and this way, they will continue to progress organically), or we can consciously tend to them, so that their progress also supports the company's progress, making them a propelling force instead of a retracting one. There is only one thing we cannot do: end them.

You can have an effect on co-worker relationships, for example, via trainings, workplace programmes.

IT IS USEFUL IN THE FOLLOWING CASES

- There are generational contrasts within the organization.
- The relationship between managers and employees is bad rather than good.
- Information flows informally (during coffee or cigarette breaks) rather than formally (during discussions, meetings, over e-mail).
- The role and effects of gossip are large within the organization.
- There are several strong friendship connections among the co-workers.
- There are several frictions between co-workers and teams.
- There are many repeating situations and conflicts.
- The team reacts late, badly, or freezes up in a crisis.
- There are many new employees.
- The organization or the team has just undergone reorganization.
- Cooperation is weak, there is no unity within the teams, or the organization.

NUMBER OF RECOMMENDED
DAYS: 1 TO 3

RECOMMENDED TRAININGS

Map of employee relationships: who is doing what, with whom, when, where?
I am angry for you, not at you – EQ development
Team building exercises – Just meat or a TEAM?
Build on your strengths! Personal preferences
Informal relationships within the organization
Generations within the organization
Glass or clay team? Resilience development
The way of gossip in the organization
Feedback: giving, requesting, receiving

CUSTOMER SUPPORT

The objective is the customer forever



Are customers really custom, or should I have a custom approach to each of them: their satisfaction will be the measure of the quality of the process.

Development of a customer-oriented approach, and the development of employees' value and work approach are important for every organization. Customers understand and feel how employees think of their customers, the concept of customer, and whether employees work according to the available, efficient and continuously improving standard, whether we are talking about personal, over-the-phone or over-email relationships. It is important for the organization to be aware of the strengths and weaknesses of its customer support system, and to be able to identify and prevent problems instead of handling them.

IT IS USEFUL IN THE FOLLOWING CASES

- Employees complain a lot about that it is difficult to work with customers.
- Customers complain a lot about the difficulty to work with employees.
- There are customers who are thought of as difficult, problematic cases, and with whom employees aren't eager to work.
- The parties involved are unsatisfied within their collaborations, many processes are not properly developed, which leads to continuous misunderstandings and conflicts.
- There is no conscious system for measuring the actual necessities and satisfaction rate of customers within the organization, so it's carried out ad hoc from time to time.
- There are many customer complaints.
- The concept of customer support is limited to front office employees.
- Backoffice employees are clueless when getting into contact with external clients.

NUMBER OF RECOMMENDED
DAYS: 1 TO 5

RECOMMENDED TRAININGS

Customer support communication exercises
How to measure customer satisfaction?
Behavioural culture, rules of customer relations
Generation of ideas: increasing customer satisfaction
Identification and management of customer types
Customer care codex
Planning customer experience
Complaint management
Body language, non-verbal communication



LEAN AND AGILITY

Failures are productive



Losses undermine efficient operation both directly and indirectly. Optimally working processes are the ones allowing predictable and stable operation.

Expectations higher and higher, competition is more and more vigorous, processes are carried out with less and less errors, in shorter and shorter times, at higher and higher levels of efficiency. Clients expect quality, and maximalists want to provide services of exceptional quality even in accelerated, changing and uncertain environments.

The Lean approach allows individuals and organizations to work predictably and stably, react faster in case of errors and operate flexibly and efficiently in ever-changing environments by lowering costs, optimizing processes, and via a more conscious operation.

IT IS USEFUL IN THE FOLLOWING CASES

- There are many errors and great losses within the organization, with little time to correct them.
- Increasing efficiency is essential from the point of view of corporate success.
- Continuous development is expected, and there is no consciously built system for it.
- The environment is rapidly changing, requiring rapid reactions from the organization as well.
- We would like employees to be proactive and to think.
- We would like the problems to be resolved where they appear.
- We would like the problems to be solved by who is most qualified.
- We would like to standardize our processes, to automate them and to find methods to do this.
- If an error appears, we would like to also discover its cause, and ensure that the same errors do not appear twice.

NUMBER OF RECOMMENDED
DAYS: 1 TO 5

RECOMMENDED TRAININGS

First steps of implementing Lean
Lean office
Lean manufacturing
5S within the work organization
Increasing efficiency with Lean tools
Visual management
The agile manager: toolbox, methods, techniques
VUCA managers in the era of agility
The basics of the agile approach for employees

MOTIVATION

The organization's driving force is its employees



Knowledge of motivational theories shines a light on the values and concepts important to you, which can function as a driving force in everyday work. Employees with high levels of motivation can achieve better results, they can perform better and can have a better effect on their environment, whether it's about teammates or external customers and partners.

Our approach is that motivation can be interpreted in many ways: motivation shows the actual state of an individual's driving forces, the possibility of motivation gives an image of what motivational potential a person has, and the ability to motivate provides a framework for making an impact on others, not only through a management lens.

IT IS USEFUL IN THE FOLLOWING CASES

- Employees' energy levels are low, there are many complaints, enthusiasm is low.
- Despite there being corporate programs and activities, employees don't show up, or are not motivated by them.
- In addition to constant complaints, employees want attention, connection and meaningful processes.
- Leaders don't know what needs and driving forces determine their employees to work, or they have a notion of them, but they never measured them, they just guess.
- Several people are showing the first signs of burnout (tiredness, lack of motivation, apathy, discontent, explosive working capacity, overloading, lots of overtime).
- The organization does not have a consciously built motivational system, you have not focused on this yet.
- The motivational system is limited to the fringe benefits.

RECOMMENDED TRAININGS

The manager as motivator: toolbox, practices, methods
Team building training
Discovery of motivating forces along individual needs
Developing the motivational system
Planning the careers of employees within the organization
Creating a competence map
Development of an internal training system
Development of a performance evaluation system
Mapping individual motivation

NUMBER OF RECOMMENDED
DAYS: 1 TO 4

AND WHAT ELSE? ...

To soft skill and beyond



If you haven't found what you were looking for in our catalogue, do not hesitate to contact us. We guarantee that we can provide you with recommendations for solutions in the field of skills development trainings following a needs assessment and a diagnostic process. Maybe the solution to your problem is not trainings, in which case we are at your disposal in our other capacities (consultancy, coaching, corporate development, etc.).

Our training portfolio also includes language (mainly English and German) trainings, as well as digital writing skills development and IT trainings.

Upon request, we have and continue to provide internal trainer courses as well, further training courses for trainers, whether you would like to train new internal trainers or improve the skills of your existing internal training team – especially for online trainings.

DO NOT HESITATE TO CONTACT US

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Our dedicated colleague awaits your call!

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