

I-Senseville Hub

TRAINING MODULES

Training Topics	Purpose	Target
Startup Ideation	-Idea incubation - Vision; Mission; Core Values crafting	Startup Managers; Business owners
Organizational Brainstorming & Strategic Session	Strategic planning session for startup teams: - Review, Rework & Reposition. - SWOT Analysis	Startup Team; Unit Heads; Teams; Staff
Communication 1 (Strategic & Downward)	- Deliberate and strategic communication to build startup and teams.	Startup Managers; Business owners
Communication 2 (Strategic)	- Inter and intra varied levels of communication (within and without; written and oral)	Startup Managers; Business owners; Unit Heads; Teams; Staff
Team Building	- Group Vs Team - Team formation: Aim, process - Dynamics: Team, not Staff	Startup Managers; Business owners; Unit Heads; Teams; Staff
Leadership	- Leadership building at all levels of the organization - Leadership institution as a process for improvement	Startup Managers; Business owners; Unit Heads; Teams; Staff
Conflict Resolution	-Interpersonal and group interests - Conflict antecedents	Startup Managers; Business owners; Unit

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	- Conflict management	Heads; Teams; Staff
Customer Service	- Customer identification - Customer retention - Customer excitement - Customer service as an attitude For excellent client service delivery	Startup Managers; Business owners; Unit Heads; Teams; Staff
Office Etiquette	Office environment Office communication Poise Adaptable professional etiquettes	Startup Managers; Business owners; Unit Heads; Teams; Staff
Emotional Intelligence	- EI for Self - EI for Workplace Build emotionally stable team	Startup Managers; Business owners; Unit Heads; Teams; Staff

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