



## Business and Communication Training

for employees and management staff

[www.kerntraining.com](http://www.kerntraining.com)



### Intercultural Training

Specific expertise on cultural values and business etiquette on six different cultural levels.



### Business and Communication Training

In-depth knowledge in the areas of leadership, sales, project management, working techniques and communication.



### Language Training

Practice-related foreign language classes in all world languages.



# BUSINESS AND COMMUNICATION TRAINING

## The key skills

Qualified employees with essential key skills contribute considerably to the success of a company. As a result, investing in employees can be considered as one of the biggest growth potentials for a company. Particularly relevant skills include business and communication competencies as they allow one to represent their field of expertise with confidence.

The accurate evaluation of various work situations, assessing information professionally, efficient time and self-management, as well as social empathy and sensitivity are all key skills which employees must master in order to enjoy long-term success.

Is professional training in these areas of utmost importance to your employees? Then place your strategic personnel and organisation development in the hands of professionals and benefit from 50 years of experience in communication and corporate training. KERN AG Training is an internationally successful training provider and your partner for effective business and communication training.



## THE TOPIC AREAS

A selection of our training courses for your employees

### Self management



Act with confidence

Professional communication

Attentiveness

Giving and receiving feedback

Time and self-management

### Professional communication



Basic principles of communication

Mastering negotiations effortlessly

Rhetoric

Presentation

Leading and steering conversations

Communication training for managers and team leaders

### Social skills



Communicating and collaborating in teams

Conflict resolution in groups

Handling criticism

Design Thinking

Commitment and motivation

### Sales and customer management



Key sales skills

First experiences in sales

Office and customer management

Key account management

### Working internationally



International leadership

International HR

Working in international teams

Leading virtual teams

# KERN AG Training

## Your long-term partner for further training

Ongoing training programmes encompass many logistical and administrative tasks. We continuously support the HR department and make the success of your corporate educational training programme our top priority.

### Managed training services

With the complete **KERN MTS™** solution, KERN AG Training ensures top training quality including all pre- and post training processes and in doing so, optimises your investment.

From the initial planning, through to the execution and evaluation of individual courses, or to the complete outsourcing of your corporate training, we implement your requirements effectively and maximise the training potential of your employees.



◀ Analysis and needs requirements



◀ Information and communication



◀ Organisation



◀ Evaluation and control

## ► Analysis and needs requirements



- **Consulting** and planning training programmes for companies for various work-related situations.
- **Needs assessment:** The preliminary knowledge and initial situation of each participant is individually determined and analysed.
- Development of tailored **concepts** for individual further training and processes.
- **Development** of client specific learning material with practical exercises.

## ► Information and communication



- Coordination of **internal communication** and marketing of the developed course programme.
- **Kick-off event:** Introduction of the training plan, content, methods and goals.
- **Increased participant** rates through training marketing and effective information channels.
- **Specialised training material** and case studies tailored to your company.
- **Setting up** an information and registration platform.

## ► Organisation



- **Detailed planning** of training measures including trainer allocation and schedules, trainer briefing, as well as training venue organisation and invitation management supported by **KERN MTS™** for the organisation and of training measures.
- Integration of **state of the art training** methods such as E-learning, blended learning and Virtual Classroom.
- Automation of standardized processes using **Learning-Management systems** and if necessary combined with an interface with the company's internal SAP ordering processes.

## ► Evaluation and controlling



- Constant **quality management** during the training programmes.
- Regular participant **satisfaction** checks through surveys and interviews.
- Personalised further **training recommendation** for each participant.
- Overview of learning goals achieved with final reports and training statistics, and allocation of all **reports** (registrations, certificates) course syllabus and cost report in a secure customer portal.

## Training management from one provider

Although business and communication training is an essential cornerstone of employees' qualifications. However, it is only a segment of the training we provide. As one of the leading further- educational training providers in Europe, KERN AG Training supports your employees with modern language and intercultural training alongside business and communication training. You can also benefit from our full-service offer: combine several different training topics according to your needs in a tailored training concept.

You can rely on the expertise of KERN AG Training for your training projects. Whether for a one-off project or long-term collaboration, your success is our goal.



# KERN AG – TRAINING CENTERS

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