

Nazim Aliyev Business Training Courses for MFI and Bank Managers

The number of participant max 15 persons.

#	Courses	Description	Objective	Length/Prices	Method/Medium
1	Customer Experience	<ul style="list-style-type: none"> Creates awareness about Customer Experience (CX) which is the product of all customer oriented activities such as customer oriented products and services development, customer service, customer relationship and other. Provides skills such as customer journey mapping, handling difficult communication, innovative problem solving Leading the CE inside and out of MFI or Bank. Also, some emotional intelligence skills in managing your mood and calming and helping angry customers. 	<ul style="list-style-type: none"> Strengthen Internal customer experience Strengthen External Customer Experience Increase customer loyalty, decrease customer drop-out, decrease inefficiency Increase staff engagement 	3 days/\$3000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.

2	Change Management	<ul style="list-style-type: none"> • Creates about the challenges and stages of managing change • Provides 4 steps Change Management tool for managing change stage by stage while helping self and others to live through the change successfully • Emotional Intelligence Tools such as Positive Thinking, recognizing emotional status of staff members', utilizing positive and negative staff energies to the benefit of the change process. 	<ul style="list-style-type: none"> • Successfully use the today's opportunities to take your MFI and Bank's business further with more staff and customers' participation. • Lead the change successfully while understanding the stages of change and engaging staff members. 	2 days/\$2000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.
3	Emotional Intelligence	<ul style="list-style-type: none"> • Provides awareness about the emotional intelligence • and provides required skills in emotional intelligence such as giving and receiving feedback, empathy and other social 	<ul style="list-style-type: none"> • Happy and motivated staff • Great Customer Experience • Human centered product and services development • Increased business efficiency through communication and collaboration 	2 days/\$2000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.

		skills for managing self and others.			
4	Conflict Management	<ul style="list-style-type: none"> • Provides awareness about the possibilities of interpersonal conflict • Skills of actively managing conflict and keeping it at a productive level • Skills for Conflict Mediation and Arbitration depending on the nature of the conflict 	<ul style="list-style-type: none"> • Allow productive and health conflicts • Increase innovation • Capitalize on diversity • Prevent polarization • Prevent destructive conflicts 	2 days/\$2000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.
4	Performance Management	<ul style="list-style-type: none"> • What is performance management • Why it is important • How it is linked with the Strategic Plan • How it is important for talent management, and rewarding • Performance Evaluation tool 	<ul style="list-style-type: none"> • Strategic goals of your MFI and Bank is communicated and distributed • Management expectations are clear to employees • Employees are certain with their goals and priorities • Employees are motivated and engaged 	2 days/\$2000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.
5	Motivating Skills	<ul style="list-style-type: none"> • Understanding of the main theories of the motivation • Skills motivating your staff members using the mix of motional tools and activities. 	<ul style="list-style-type: none"> • Managers have understanding on the basic motivational theories • Managers can create needed mix for motivating their employees 	2 days/\$2000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.

6	Behavioral Interviewing Skills	<ul style="list-style-type: none"> • What is Behavior Interviewing • Skills to organize and conduct Behavioral Interview for selecting staff members 	<ul style="list-style-type: none"> • Managers can conduct effective interviews and select most potential employees 	1 day/\$1000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.
7	Delegation Skills	Concrete tools and skills in delegating tasks to staff members' for building their potential.	Managers can delegate some of their tasks and concentrate on more product and business development as well as employee engagement	1 day/\$1000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.
8	Collaborative Negotiation	How to conduct interest based and collaborative Negotiations with your business partners such as suppliers, clients and staff members'.	Managers or employees can conduct negotiation collaboratively and create needed value and keep the relationship with partners, clients and employees.	2 days/\$1000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.
9	Interpersonal Communication	<ul style="list-style-type: none"> • Learning the parts of communication • Skills in communicating positively and professionally • Skills how to say "No" • Assertive Communication 	<ul style="list-style-type: none"> • Managers can conduct mindful interpersonal communication while using the communication appropriately to create understanding rather than confusion or conflict. • Managers can conduct assertive communication and not to fall into aggressive and passive 	2 days/\$2000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.

			mode of communication while on priority business interests.		
10	GROW Model of Coaching	<ul style="list-style-type: none"> Skills in coaching your staff members applying the GROW model of coaching 	Managers can coach employees through a simple and structured GROW model of coaching. Enables managers carefully to coach their employees while maintaining clear boundaries of employee creativity and freedom while building a sustainably grows in employee capacity.	3 days/\$3000	Blended, combined e-learning and class Room. Nazim Aliyev designed training, focuses on the present work problems of your bank or MFI, and taught through special activity based and engaging adult learning methodology.