

miniworkshopseries

New Approach | Fresh Perspective

Frequently Asked Questions



MWS EMPOWERS PEOPLE TO
LEARN, REFLECT, DISCOVER
AND CHANGE BY CREATING A
FUN LEARNING ENVIRONMENT
FOR PERSONAL, INTERPERSONAL
& ORGANIZATIONAL



www.miniworkshopseries.com

Contents

The MiniWorkshopSeries®.....	3
MWS Licensed Trainers.....	9
MWS Trainers Kit.....	12
Thank You.....	15

The MiniWorkshopSeries®

1. What is MiniWorkshopSeries®?

MiniWorkshopSeries or more popularly known as MWS is a powerful, compact and dynamic 4-hour workshop that delivers results for busy professionals and executives of progressive organizations. The MWS titles are independent of each other and are divided into 6 learning tracks.

TO EMPOWER PEOPLE TO LEARN, REFLECT, DISCOVER AND CHANGE BY CREATING A FUN LEARNING ENVIRONMENT FOR PERSONAL, INTERPERSONAL & ORGANIZATIONAL

2. What are the MWS tracks and titles?

- There are 6 tracks: Essential Skills in Action, Managers in Action, NLP in Action, HR in Action, Competencies in Action and Sales in Action
- And each of these 6 tracks has 12 titles. Please see below.



Essential Skills In Action

Winning Attitude
Accelerated Learning
Write Effortlessly
Manage Time
Getting Organized
Effective Meeting
Communicate Clearly
Active Listening
Business Etiquette
Managing Boss
Minimizing Workstress
Dealing With Change



Managers In Action

Speak With Power
Creative Thinking
Decision Making
Motivating Others
Delegating Effectively
Getting Results
Building Team
Constructive Feedback
Coaching Dance
Executing Change
Dealing With Difficult People
Art Of Negotiation



NLP In Action

Mastering Success
State Management
Congruency
Sensory Acuity
Building Rapport
The Art Of Questions
Figuring Out People
Perceptual Flexibility
The Framing Games
Power Persuasion
Problem Solving With SCORE
Imagineering



HR In Action

Positive Mental Attitude
Handling Discipline
Work-Life Balance
Screening Resumes
Behavioral Interviewing Skills
Culture Of Empowerment
Selecting Candidates
Performance Review
Managing Performance
Building Competencies
Planning Training
Induction And Orientation



Competencies In Action

Managing Vision And Purpose
Strategic Agility
Dealing With Ambiguity
Action Oriented
Customer Focus
Managing Through Systems
Teamwork
Accountability
Assertiveness
Perseverance
Ethics And Values
Integrity And Trust



Sales In Action

Sales Mindset
Generating Leads
Cold Calling
Power Intro
Telemarketing
Email Selling
Probing Skills
Handling Objections
Relationship Selling
Networking Skills
Nurturing After Sales
Sales Closing Techniques

3. Why MiniWorkshopSeries®? Instead of 2 to 3 days training? How can the MiniworkshopSeries® help to accelerate training and learning in the organization?

- MiniworkshopSeries® offers 4 hours workshop – bite size, highly impactful training and this is very suitable for busy professionals.
- It is specifically crafted for organizations to instill a culture of continuous learning. Many organizations schedule regular sessions on a weekly, fortnightly or monthly interventions and this creates a momentum for learning, motivation and improvements.
- It is proven that learning comprehension, retention and effectiveness is better achieved when participants are given small chunk size learning with regular interventions, rather than with long sessions.

4. What are the benefits of running MWS workshops in the organizations?

Here's 10 ways, explaining how the MiniWorkshopSeries is designed to solve the challenges faced by most organizations:

1. High Involvement Approach

MiniWorkshopSeries is specially crafted for progressive organizations that believe in a higher involvement of their management team and high potentials (Hi-Po) in the development of their staff. This empowers the leaders in the organization to take an actionable and structured approach in the development of their team.

2. Equal Opportunities

MiniWorkshopSeries provides a platform with equal opportunities for everyone to develop and grow; thus increasing productivity and performance for the organization. It is specifically designed to be as effective for large number of participants as it is for smaller focus groups. It provides an equal opportunity for everyone to learn. You can organize regular training intervention, instead of sending only a handful of staff.

3. Learning Agility

MiniWorkshopSeries encourages leaders to be adaptable and agile in applying this learning experience. Learning agility is the ability to learn something in Situation A and applying it to Situation B. MiniWorkshopSeries can be conducted by line-managers; they bring their market experience, relevant case studies and wisdom, adding context to the content. As a result, the managers also instinctively raise their standards at their workplace thus instilling leadership and mutual respect.

4. Inculcating a common competency language

With MiniWorkshopSeries, the whole organization shall achieve an actionable, structured process creating that momentum to learn.

Most effectively it provides for a common 'competency' language to inculcate and reinforce team learning throughout your organizations. Having everyone to attend the same trainings, it improves on the effectiveness and clear expectations for everyone. Walking the talk becomes the culture of the organization because the managers are the ones that inculcate these competencies.

5. Enabling Learning Reinforcements

Your staffs are no longer required to attend isolated one off programs giving everyone the opportunity to attend regular in-house trainings. This will enable them to continuously learn, change and adapt learning at work effectively.

Not only will they speak the same lingo; but relate to the same tool, tips and concept, experiences and reinforce what is learned from the workshop to the workplace.

6. Proven Technology

MiniWorkshopSeries is crafted with the Neuro-linguistic programming technology (NLP) and accelerated learning methodologies.

Neuro-linguistic programming technology (NLP) is a cutting edge technology of excellence. You may have heard of NLP as particularly powerful in the areas of communication, influence and change. It is a revolutionary approach to human communication and development. As quoted by Time Magazine; *"NLP is one of the biggest breakthroughs in the technology of achievement and human excellence."*

Using the technology of Neuro-linguistic programming technology (NLP), the content design is crafted to bridge the knowing and doing gap.

7. Accelerated Learning Methodologies

MiniWorkshopSeries is crafted using "Accelerated Learning Principles" so that every single learning experience is layered and built upon each experience. It is designed to make each learning experience fun, experiential, thought-provoking, highly effective and significant.

8. Boosts teamwork and inspires leadership

MiniWorkshopSeries cultivates the culture of continuous learning and inspires leadership when your people meet regularly in a non-threatening learning environment. This encourages an enormous sense of loyalty and belonging as well as boost teamwork.

Now, with MiniWorkshopSeries, you will benefit from an even more motivated workforce with increased productivity and performance.

9. Cost Effective and Affordable

The **MiniWorkshopSeries** is a truly flexible solution that is cost effective and affordable. With the MiniWorkshopSeries Licensing Option, you will save over 80% of your training investment.

With MWS Licensing option, you can choose any training suite from 72 titles which are relevant to you to meet your training and business requirement.

For each of the title, we will provide you, the well researched and developed **MWS Trainers Kit**. You will receive a valuable comprehensive and detailed resource for managers and trainers to utilize instantly.

Inside the MWS Trainer's Kit, you will receive Power Point presentation slides, learning journal for the participants and trainer's notes for the trainer.

All the work has been done for you. You are no longer required to spend hours and burning the midnight oil to do research, design your training content as well as writing the participant manual that seems to be never ending. What's more...with the trainer's kit, you can have unlimited printing rights for the content.

What does that mean to you? It means that you can have as many training workshops as you like to train your entire organization. There are no royalty fees.

Next, we will help you to develop your Line Managers and Supervisors into MWS Licensed Trainers (Essential) to deliver the training content effectively throughout your organization. Your line managers will be given extensive training on delivery, platform skills and content.

You can then focus on what's critical in your industry. The experiences of the line managers are invaluable and training will become much more relevant and applicable. The skill sets could now be transferred from the marketplace to the workshop easily and effectively.

10. Flexible Solution for your every business needs

MiniWorkshopSeries is a flexible solution to meet your every business needs. Instead of the long conventional slogs (trainings), we have designed bite-sized four hour competency based workshops to deliver concise, impactful steps, tips, tools and techniques that are both relevant and applicable to staff of all levels. It is specially designed for busy professionals and executives of progressive organizations.

MiniWorkshopSeries offers you a wide range of titles. We have 72 titles organized in various learning tracks to meet your every training needs and requirements. We have 6 different powerful learning tracks.

With MWS you will achieve:-

- effective learning through regular interventions
- an even more motivated workforce
- a culture of continuous learning
- inculcate a common competency language
- increased productivity & performance
- convenience & flexibility
- loyalty and a team spirit that is unsurpassed through non threatening environment
- wide range of over 70 competency driven titles for every need
- It is the most cost effective learning solutions for all your staff.

5. Can I combine the titles to run over 1-2 days programs?

Yes, some organizations do combine the relevant titles together and conduct the trainings. Just make sure you select relevant titles so the program can run seamlessly.

6. How can I implement and experience MiniWorkshopSeries® in my organization?

You can implement and experience MiniWorkshopSeries trainings in 3 ways:

1. **First option:** Get leaders or managers in your organization to train on the MWS Trainers Kit

MWS Licensing Options is designed for medium to large organizations. On an average investment of only RM 2,000 per MiniWorkshopSeries title, you can train the entire team in your organization.

If you have 200 staff: it only costs RM 10 per person.

If you have 100 staff: it only costs RM 20 per person.

Imagine if you have more than 2000 staff, this would translate to less than RM 1 for each person. Unbelievable Savings!

2. However, we do understand that some organizations may not be ready to take this progressive step forward. That is why we have established the MWS Licensing Partners that can help support you with everything that you need.

Second option: You can employ MWS Professional Licensed Trainers. You can select from a diverse pool of MWS Professional Licensed Trainers to deliver high impact, effective and dynamic MiniWorkshopSeries workshops for you and your organization.

All our MWS Professional Licensed Trainers have undergone extensive and rigorous NLP Practitioner and Trainer Certification programs. They will utilize NLP, Hypnosis, Accelerated Learning Techniques, experiential methodology to help bridge the knowing and doing gap. They are experts in their own respective fields and add value through their experience and viewpoint.

These MWS Professional Licensed Trainers are committed to facilitate a Lively, Fun, Entertaining and highly interactive workshop. They are committed to excellence and takes personal pride in delivering high quality training to your organization.

There were some clients that opt to have MWS Professional Licensed Trainers to run their initial training workshops in house, so that their managers are able to benchmark and experience the MiniWorkshopSeries firsthand.

3. **Third Option:** You can enroll at the MWS Learning Hubs.

MWS Learning Hub will be strategically located across the region for ease of accessibility to our wide range of clients. Please check our calendar for dates.

7. **Can anyone conduct trainings using the MWS programs?**

NO, only a MWS Licensed Trainer [Essential, Professional or Master] can conduct the MWS Programs. The MWS Licensed Trainers have to attend extensive trainings to ensure that they deliver the content professionally.

MWS Licensed Trainers

8. How do I apply for my in-house trainers and line managers to become an MWS Licensed Trainer?

There are 2 options available for the managers to become MWS Licensed Trainers

- a. **Essential:** specifically designed for in-house trainers, managers and supervisors to deliver the MiniWorkshopSeries training content for their own internal organization's needs only.
- b. **Professional:** MWS Licensed Trainers are the premier instructional experts in MWS products, technologies, and solutions.

9. How much is the MWS Licensed Trainer fee?

- a. **Essential:** Onetime fee of RM 3,000 inclusive of 3 days of intensive training by Master Trainer and one day coaching by MWS Licensed Trainer [Professional].
- b. **Professional:** Onetime fee of RM 6,000 inclusive of 10 days of intensive training and one day coaching by the MWS Master Trainer.

All MWS Licensed Trainers may also be required to attend periodic coaching sessions to be held at our Learning Centre to further hone their skills even more.

10. What kind of training does an MWS Licensed Trainer need to undergo?

- a. **Essential:** 3 days Train the Trainer: How to be a Dynamic Presenter and one(1) day coaching on the structure of the content.
- b. **Professional:** Three (3) days Train the Trainer: How to be a Dynamic Presenter, six (6) days Neuro Linguistic Programming (NLP) Basic Practitioners Certification Program and one (1) day coaching on the structure of the content. The MWS Licensed Trainers (Professional) are NLP Certified Basic Practitioners and will receive Trainer Certifications. The trainers will be trained in NLP, Hypnosis, Accelerated Learning Techniques, and Experiential Methodology to help bridge the **knowing and doing gap**. **They will learn to facilitate a Lively, Fun, Entertaining** and highly interactive workshop that add value to their participants.

11. Does the license have an expiry date?

No, once you are a MWS Licensed Trainer, you are eligible to train on any titles of the MWS Trainer's Kit owned by you or your organization. However your license can be terminated if you breach any terms in the Agreements.

12. What are the other benefits to being an MWS Licensed Trainer?

- a. For the first year, you will have free access to the Trainers Resources Online. The Trainers Resources online launched on 2nd Qtr 2009 will give you access to a large collection of resources for trainers like stories, metaphors, energizers and articles. If you wish to continue to enjoy unlimited resources, you can renew your membership for the Service Program at the current rates offered.
- b. You will also be eligible to join any of our Trainers Series programs and workshops at special discounted rates.
- c. You will also have the opportunity to network with other trainers.

13. Content Coaching session – for each individual series or content? What is the duration of the coaching session? Is it on one-to-one basis? Are there any follow-up? Any charges?

- a. You will have unlimited email support for the first year: for clarifications, questions, etc.
- b. Content Coaching is available by titles of each workshop. The duration is for 3 hours and can be held on one to one basis or in a group. Please contact us for an official quote.

14. Many Trainers and Organizations invest in the MWS Trainer's Kit (content), so what makes one trainer different from another trainer (besides the presentation styles)?

- a. Remember: We deliver the Content, You deliver the Context!
- b. Your success as a trainer depends very much on a well developed content and flow besides your competency, personality, charisma, humor and experiences.
- c. The MWS Trainer's Kit will give you lots of ideas, techniques and tools to engage participants in active fun learning. What makes it even more exciting, is that each trainer can share relevant case studies of the industry, audience learning styles and experiences to make their presentation interesting and effective.

15. How does it accelerate my training?

- a. You can spend your time in developing your core business, rather than researching and developing content.
- b. You will also be accredited by a well established and reputable brand in the market for corporate training.

16. Are there any charges for the website and joint marketing services?

Only applicable for MWS Licensed Trainer [Professional]

- No, there will be no additional charges for inclusion of your name and your short profile on the main website www.miniworkshopseries.com
- However, if you are interested you may wish to suggest or participate in targeted joint marketing efforts. Marketing investment will be based upon on a project to project basis.

17. How can the website and joint marketing help me in my training business?

- The websites and joint marketing will help promote you as a trainer from a well established and reputable training organization. We do regularly advertise on other sites, and in print. You will not only be selling based on your own credentials, but also with the backing of a reputable organization.

18. Are there any marketing support or loyalty program? How does the MWS Licensed Trainer (Professional or Essential or Master) participate? And how is it carried out?

Contact your MWS Country Representative for details. In Malaysia, we have regular activities and promotions for the participants of MiniworkshopSeries®. Half- Yearly lucky draw will be held throughout 2009. In order to participate,

- The MWS Licensed Trainer subscribes to the Service Program.
- The MWS Licensed Trainers need to send in the participants list stating the dates of program, workshop titles, participants' full name, email address and company name.
- To be eligible, the MWS Licensed Trainers need to send in the participants' testimonials forms for the lucky draw.
- All participating MWS Licensed Trainers will then meet up for the draw at Inspired Learning Centre.
- Prizes will be announced via the website.

19. When a trainer becomes an MWS Licensed Trainer, does it mean the trainer is entitled to train all topics of MiniWorkshopSeries®? Or is the licensee also licensed for a topic each for a single purchase?

- The MWS Licensed Trainer [Professional] will have the rights to use and train based on the titles he or she has invested.
- The MWS Licensed Trainer [Essential] can also be commissioned by MWS Trainer's Kit Client to train on any titles owned by the client within its own organization
- However, the MWS Licensed Trainer [Essential] cannot re-use the content title for another organization.

MWS Trainers Kit

- 20. Can I invest only in titles that I want rather than the whole set?**
- Yes, you can pick and choose the titles from different tracks rather than purchasing a whole set.
- 21. Are there any special pricing if I purchase in bulk?**
- Yes, there is special pricing for purchasing in bulks. Call us for more information.
- 22. What are the content of the MWS Trainer Kit?**
- You will receive a DVD containing
 - i. slides with trainers notes,
 - ii. learning journals for participants,
 - iii. trainers notes
 - iv. suggested reading list
 - No printed materials will be supplied.
- 23. How long is the validity of the rights of use? Any expiry dates?**
- When you purchase the license for the rights to use, there is no expiry dates. You will be able to utilize the content with the MWS Licensed Trainers.
 - However if you wish to continue receiving and be eligible for updates and improvements of the MWS Trainer Kit, you may want to opt to join the MWS Service Program.
- 24. Can the content be used repeatedly or reused for the subsidiaries of the organization and sister companies? Non-transferable?**
- The content can be used throughout its own organization. However, it is not transferable.
 - The workshops must be conducted by MWS Licensed Trainer to ensure the quality and consistency in delivery and skills.

25. Can we use the MWS Trainers Kit / Licensed Trainer to offer public programs?

Only Applicable to MWS Licensed Trainer [Professional] and Extended Licensees.

Yes, you can offer the workshops publically. You need to adhere to current published fee rate for public programs to that ensure fair competition in the market. Contact us for the applicable rates for your country.

26. If the content of the MWS Trainer's Kit can be used to all types of organizations, does that mean that it is generalized?

- Yes, depending on the titles of the workshop. We encourage customization is needed to suit your participant's demographics and industry. [We deliver the content: you deliver the context].

27. Can we print all the materials delivered in the MWS Trainer's Kit?

- The presentation slides and trainers notes are exclusively for the use of the MWS Licensed Trainers and are not to be given out to participants (in any form, electronic, printed, etc) for whatsoever reason.
- You have unlimited printing rights to the Learning Journals. You can also purchase them directly from us. (call us for bulk pricing)

28. Is the quality of the MWS trainer's kit assured and guaranteed?

- You have a 3 days cooling off period, upon receiving the CDs
- If you are not satisfied with the content you may return the CDs and a written undertaking [that you have not used, store, share, etc.] for a full refund within 3 days upon receipt.

29. If we are to customize it accordingly, do we still need to acknowledge the owner?

- Yes, the trainers must acknowledge the copyright owners of the content and maintain the branding and logo within the presentation slides and learning journals.

30. How do you continuously support the MWS Licensed Trainers and the MWS Trainer Kit clients?

You can subscribe to the MWS Service Program that protects your investment:

- By enabling MWS Trainer Kit Clients to keep abreast with the version updates of the titles they have invested.
- For the MWS Licensed Trainers: You will also be eligible to have access to the following services
 - i. A resource library for trainers: games, metaphors, stories, templates, checklists, etc.
 - ii. You will enjoy unlimited email support: for clarifications, questions, etc
 - iii. Be informed of the latest trends and happenings in the training industry
- Your participants will also be eligible for any Loyalty Programs

IMPORTANT, READ CAREFULLY ALL TERMS AND CONDITIONS OF THE MINIWORKSHOPSERIES LICENSE AGREEMENTS ("LICENSE"). BY USING THE MINIWORKSHOPSERIES PRODUCT AND SERVICES, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS LICENSE AND UNDERSTAND IT, AND YOU AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, DO NOT USE THE MINIWORKSHOPSERIES PRODUCT AND SERVICES IN ANY MANNER AND IMMEDIATELY RENDER IT UNUSEABLE; AND IN THE CASE OF PACKAGED PRODUCT, RETURN THE PACKAGE AND THE ACCOMPANYING ITEMS (INCLUDING WRITTEN MATERIALS AND BINDERS OR OTHER CONTAINERS) TO THE PLACE YOU OBTAINED THEM.

Thank You.

To know more you can check out <http://www.miniworkshopseries.com> for

- Information Pack [Info Pack]
- Samples of Trainers Kit
- Licensing Terms and Rights
- Terms of Use



You can now experience
MiniWorkshopSeries in Malaysia,
Singapore, Brunei, Indonesia, Australia,
India and Egypt.

If you have any other questions, we would be happy to answer and include them in our FAQ. So e-mail us at info@miniworkshopseries.com now.

Do email us if you are interested in being a part of our team of MiniWorkshopSeries Licensing Partners,

- Country Representative
- MWS Master Trainer
- MWS Licensed Trainer [Professional]
- MWS Premium Reseller
- MWS Learning Hub