

# LionHeart

Because it takes heart to change the world ...



**LionHeart** focuses on people. The heart and soul of any organization is its employees. An investment in them is an investment into the success and future of the company.

To create a sense of loyalty; the company needs to build a sense of purpose, a pride in team work and a feeling of security for every employee. **LionHeart** has created an extensive program of workshops to inspire today's business leaders, executives and employees to be the best they can be.

The latest training methods and coaching styles have been blended together to create an unforgettable experience for everyone; it not only transforms people's lives, it also guarantees results. In some cases the return on investment was shown in less than one month. ***LionHeart guarantees satisfaction or the workshops and events are free.***

## LionHeart's List of Workshops

### 1) Managements' Journey to Leadership - *Top Executive Secrets*

Learn the 31 top executive secrets each manager needs to know to be able to lead his/her organization while maintaining profits, share holder value and most importantly loyal employees. Skills like Coaching, Mentoring, delegation and follow up will be discussed.

Who will it benefit: *Managers and executives*



### 2) Up-sell, Down-sell and Cross-sell

Although the definition of a sale is simple enough, the process of turning someone into a buyer can be very complex. This workshop will give participants a basic understanding of the sales process, plus some basic sales tools, that they can apply to seal the deal, no matter what the size of the sale.

Who will it benefit: *Retail sales representatives and corporate sales representatives*



### 3) Present to Inspire

No matter how good or important a message is, if it's not delivered in an interesting and effective way, chances are it won't be heard at all. Strong presentation skills can advance a career. Poor speaking skills can ground a rising star. In this program, participants will learn how to conquer the podium and deliver presentations that get results. From dynamic introductions to powerful closings, participants will have an opportunity during this seminar to practice and refine their platform skills.



Who will it benefit: *Everyone in a company that presents in front of an audience*

### 4) Getting Things Done – *The Art of Stress Free Living*

To discover the best ways to accomplish more in a stress free environment. Learn how to double your productivity and feel relaxed



Who will it benefit: *Everyone in a company that wants to double their productivity in life and in work while feeling happy.*

### 5) Treat your Customers like Royalty - *Exceptional Customer Service*

Each and every one of us serves customers, whether we realize it or not. Maybe you're on the frontlines of a company, serving the people who buy your products. Perhaps you're an accountant, serving the employees by producing their pay checks and keeping the company running. Or maybe you're a company owner, serving your staff and your customers. *Every one you deal with is a CUSTOMER. Learn what it takes to make each person you work with feel like royalty.*



Who will it benefit: *Everyone in a company especially marketing, sales and customer care*

## 6) Win-Win Negotiations

Imagine being such an accomplished negotiator that everyone involved in the negotiations walks away satisfied. "**Win-Win Negotiations**" develops the skills participants need to become that negotiator. Whether allocating resources for a project, funding a new initiative, selling products or services a negotiation is inevitably at the center of the process. This workshop will provide the needed skills to negotiate and persuade people to do things your way.



Who will it benefit: *Everyone in a company especially sales and management*

## 7) Life Work Balance - *Work to LIVE not live to work*

What will it take for YOU to understand that you live only once? If you live to work, you have not lived at all. This workshop focuses on opening people's eyes to understand what is most important in their lives. It will take the attendees in a journey of self discovery to determine their mission and vision for their lives.



Who will it benefit: *Everyone in a company especially Management*

## 8) Stimulating Customer Loyalty

The key to a successful business is a steady customer base. After all, successful businesses typically see 80 percent of their business come from 20 percent of their customers. Too many businesses neglect this loyal customer base in pursuit of new customers. However, since the cost to attract new customers is significantly more than to maintain your relationship with existing ones, your efforts toward building customer loyalty will certainly payoff. In this workshop you will learn how to inspire your employees and customers to be devoted to your business and to YOU.



Who will it benefit: *Everyone in a company especially management, sales, marketing*

## 9) Solve the Impossible and LIVE - *The Art of Problem Solving*

“Problems are only opportunities in work clothes.” Henry Kaiser. Problem solving is a key skill, and it's one that can make a huge difference to your career. At work, problems are at the center of what many people do every day. You're either solving a problem for a client (internal or external), supporting those who are solving problems, or discovering new problems to solve. Learn what it takes to solve complex problems and be known as the Master at this skill.

Who will it benefit: *Everyone in a company*



## 10) Extraordinary Communication

***Communicating with Tact, Diplomacy, Poise, and Finesse: What to Say and How to Say It.*** The business world is more complex than ever with demands coming from all directions. Those demands can lead to hearing rather than listening when time is limited. This workshop is tailored for people who want to learn how to become better listeners and those who need others to listen better to them.

Who will it benefit: *Everyone in a company*



## 11) Adventure of a LIFETIME - *Survival Camping Trip*

Survival training is a great way to bring people closer together. The need of survival forces a group to cooperate. There is no better way to bond people than trying to stay alive. We will guide you through the Order of Survival and the process itself will create a team. This is not your typical structured team building course; it is fluid and creative yet requires discipline and determination - teamwork is the name of the game.

*(Camping, hiking, mountain climbing, hunting)*

Who will it benefit: *Everyone in a company*



## 12) Working Together as One – One team, one fight, one win

**Great teamwork** makes things happen more than anything else in organizations. Empowering people is more about attitude and behavior towards staff than processes and tools. Teamwork is fostered by respecting, encouraging, enthusing, caring for people, not exploiting or dictating to them. **Teams usually become great teams when they decide to do it for themselves** - not because someone says so. Something inspires them maybe, but ultimately the team decides. It's a team thing. It has to be. The workshop will provide people the needed skills to become great team players through experiential learning means.



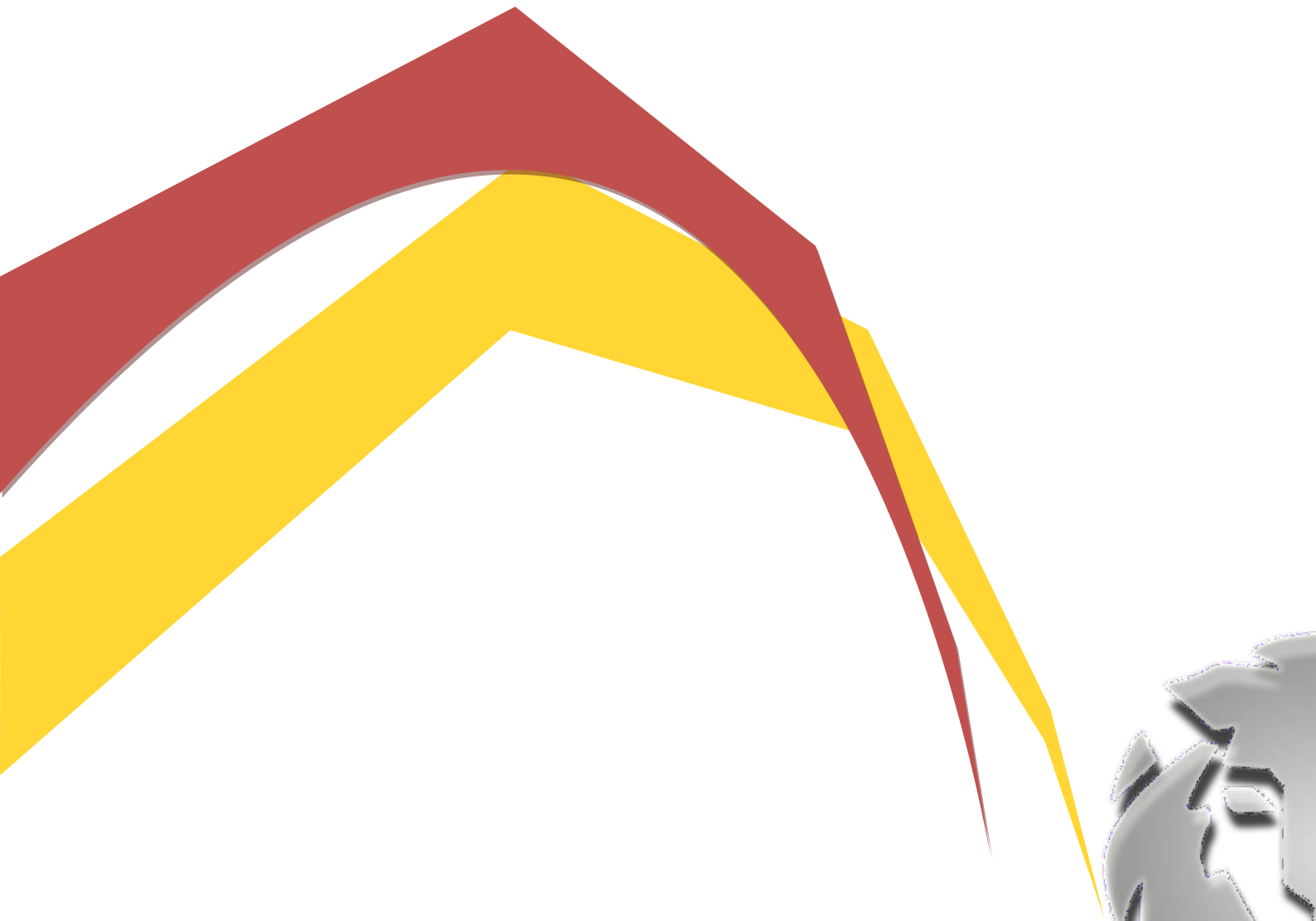
Who will it benefit: *Everyone in a company*

## 13) Unbelievable Tele Match – Working together means laughing together

There are indoor trainings, there are outdoor retreats, but now there is Telematch. LionHeart is introducing the latest series of activities based on the German game-show Telematch. All activities are team based and are extremely fun, ***no talking, no planning, and no debrief.***



Who will it benefit: *Everyone in a company*



## Our Belief

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption of our work. He is the purpose of it. He is not an outsider to our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us the opportunity to do so.”

### *Mahatma Gandhi Quotes*



Office# 2,  
Building In Front of Wataniya Mobile  
Sateh Marhaba,  
Al Bireh, Ramallah