

# 2023/24 KPMG training offerings

KPMG is a company dedicated to assisting organisations in devising tailored solutions for their people. Our expertise lies in fostering the growth and nurturing prospective leadership development across diverse organisational settings. We acknowledge the distinctiveness of each organisation, recognising their specific challenges. Below, we present a range of customisable options to cater to your unique requirements. We are open to assist you with any other training options you may require for your people. We are eager to engage in a dialogue with you to uncover your precise needs, ensuring that the program aligns perfectly with your objectives.

## 1 Time management and working productively

This course addresses aspects of time management fundamentals to working productively. The goals are to help you reduce stress, work smarter, improve your professional image and avoid crises. Throughout the course, you will be asked to make self-commitments to use time in new constructive ways.

**In this workshop, you will learn to:**

- prioritise your work into weekly plans based on urgency and importance.
- handle competing priorities, delegate well and reduce stress.
- communicate conflicting priorities to others.
- manage your focus by avoiding procrastination.

**As a result, you will be able to:**

- become more effective in managing your time and meetings.
- prioritise the right work to gain more free time.
- be more assertive when managing competing demands.

This course is best suited for individuals who work in office environments.

## 2 Career development planning

Creating a career development plan is vital. Wherever you're going, you'll arrive faster—and encounter less stress along the way—if you have a plan in place. This course helps employees plan their careers – short- and long-term. You will learn to coach others to define realistic career development pathways that empower their talents and skills.

## 3 Coaching skills for managers

This course enables leaders to coach effectively by helping employees regularly develop their knowledge, skills and determination. Leaders who provide targeted, ongoing coaching to their employees can strengthen their team and add value to their organisation. You will discover how to use your expertise to help employees do their jobs better – sharing your knowledge and experience in areas that can benefit them professionally and personally. As managers, you will be provided with a coaching model and skills to support the development and growth of their employees and team, to conduct effective coaching conversations, drive employee performance up and respond to common coaching challenges.

**In this workshop, you will learn how to:**

- identify the characteristics of a coach.
- know what it means to be both a leader and a coach.
- know the steps in the coaching process.
- identify your role within a coaching culture inside your organisation.
- learn the difference between coaching individuals and teams.
- listen effectively as a coach.
- ask intentional high leverage quality questions.
- recognise common coaching challenges.
- identify important guidelines to provide feedback.
- understand and practice the various coaching approaches and styles.

**This course is best suited for managers and above.**

#### 4 Developing the rising female leader

This course will provide tips and approaches to help prepare you for a future leadership role. This course is particularly helpful for anyone who would like support with identifying the steps they need to take in their development journey and creating a holistic development plan, highlighting and addressing any barriers that may be in their way.

In this workshop, you will learn how to:

- transition from an achiever to a leader.
- identify the strengths you will bring to a leadership role.
- use resources you can draw on to support you with your leadership development.
- identify the differences and importance of having mentors, coaches and sponsors.
- develop a personal leadership development plan.

This course is best suited for males and females interested in understanding how to develop females to grow and lead.

#### Communicating with impact

5 The course concentrates on introducing you to the skills and techniques required for charismatic, dynamic and powerful spoken communication, which includes an introduction to the art of storytelling in business to make an impact. With a focus on small meetings and one-on-one interactions, *Communicating with Impact* provides the skills you need to be clear and convincing and utilising storytelling as a tool that needs to be used by anyone who wishes to inform, persuade or engage with an audience. You will practice a variety of communication skills in this interactive course. The overall aim is to improve your ability to speak with confidence in any situation.

In this workshop, you will learn to:

- project and engage your personal presence and style.
- structure ideas clearly.
- support information with meaningful substance.
- answer questions effectively.

This course is best suited for anyone who is required to communicate to direct reports, peers, managers and presenting at meetings.

#### 6 Having difficult conversations that gain positive outcomes

When done well, having difficult conversations can help others improve their performance and personal effectiveness. However, the skills of difficult conversations do not always come naturally. This course focuses on the skills needed to have difficult conversations in a way that opens the door to discussion and improvement. The focus is on preserving relationships.

You will learn a repeatable approach that you can use when engaging in difficult conversations.

In this workshop, you will learn how to:

- turn difficult conversations into problem-solving discussions.
- explore different viewpoints.
- apply key communication skills: listen, speak like a diplomat, be direct but not blunt.
- explain the bigger-impact picture.
- respond to accusations.

This course is best suited for anyone who is in a position to manage or develop others, either formally or informally.

#### 7 Culture matters

Leaders set the tone, putting their people first, and as a bi-product, their people put them first and when this is the method, remarkable things happen! Waking up feeling inspired, feeling safe, and ending the day fulfilled by the work that they do, matters to people.

In this course learn about cultivating culture in the workplace by:

- defining what it means to matter and discover the ingredients for meaningful work and why they're vital for well-being.
- learning how to create a culture of mattering at work.
- understanding how to make people feel noticed, affirmed, and needed every single day.
- improving your ability to design and delegate tasks so people clearly see how their contribution matters.
- realising the power of connecting people's everyday tasks to a bigger purpose.

## 8 Performance Manager Masterclass

This course is best suited for managers and above. Your role as a Performance Manager, is to inspire trust, seek growth and deliver impact. This course will focus on strategies, tools and techniques to develop a diverse, flexible impactful performance manager to lead, develop and grow your future leaders.

### Our focus will be on:

- understanding and writing clear and effective goals to communicate in writing your accomplishments, continued areas of development and next steps as an effective employee.
- introducing some thoughts, ideas and tools to help you with having an inclusive leadership mindset as it relates to inclusion and diversity.
- providing targeted, ongoing coaching employees to strengthen teams and add value to the organisation.
- focusing on making your performance review a positive productive learning experience for both you and your employee.

## 9 Building trusting teams

A trusting team is a team made up of people who feel safe around each other—safe expressing their feelings, asking for help, talking about problems, and admitting to mistakes. On a trusting team, employees know that their managers and colleagues will support them through errors and will offer help in a non-judgmental way when asked. Thus, they feel safe being honest.

In this course, we will focus on how to build trusting teams within organisations by creating a circle of safety, showing vulnerability, using candor with care and living the culture.

# Frequently asked questions

## Are the courses virtual or face to face?

You decide what type of engagement you prefer for your people.

## How long are the courses?

Based on your specific needs you will decide on the length of time you want for your team, which can range from 2hrs to 7hrs

## Do you offer any other courses?

Absolutely, we do! The above list does not encompass all of our available training sessions. Please reach out to us for a conversation regarding the specific requirements you have in mind.

## What is the cost to attend a face-to-face course?

The cost depends on

- the amount of participants
- the length of time for the session.

## What is the maximum number of participants per session?

The ideal number varies with the course. The range is between 10 to 30 participants. Our priority is to maintain the personal interactive nature of the learning experience.

## Will participants receive professional development hours and a certificate?

Yes, all participants will be required to be present for the entire course, complete a short training assessment, and evaluation. Each participant will then to be provided with key slides from the training and a certificate, which accounts for CPD/CPE credit hours.

**Follow-up bonus:** Three- to six- months after your course, you will be invited for a free virtual 30 minute “Chat & Chew” session with our facilitation team, to share your experience of utilising/implementing any tips, tools and/or strategies, received from the course to enhance your role and professional responsibilities.

# Contact us



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