



INTERNATIONAL TRAINING CONSULTANTS



# Communication and Business Skills *Seminars and Training Programs*

GLOBALINX CORP  
International Training Consultants Since 1968  
Developing High Potential People for Global Business





**GLOBALINX** specializes in developing communication and management skills for people working in global business environments. We provide a comprehensive range of training seminars and employee development programs linked directly to the operational and strategic needs of your business. We aim to develop the true potential of employees in order to enhance their abilities to communicate effectively, and successfully manage multi-cultural business teams and projects.

Our specialized areas include; executive management development programs, pre-departure training for managers and customer support staff, developing employees' business and communication skills, preparing employees to lead and work in multi-cultural project teams, and improving individual and organizational communication.

We provide tailored, in house training programmes and coaching sessions linked directly to the operational and strategic needs of your business.

グローバルリンクスの仕事は、グローバルな環境下で働く方々のコミュニケーションやマネジメント力の向上をお手伝いし、ポテンシャルの高い国際企業人を育てることです。ユーザ企業がかかえる経営上・戦略上のニーズから求められる、広範囲な人材育成プログラムを提供しています。異なる文化的背景をもつ人々によるチームやプロジェクトを、成功へと導くための効果的なコミュニケーション力・マネジメント力の強化・向上を目指しています。トレーニング領域は、マネジャーのためのマネジメント力向上プログラム、海外赴任前研修、社員のビジネス及びコミュニケーション・スキルの向上、多文化プロジェクトチームで働くための導入プログラム、個人と組織のコミュニケーション開発プログラムなど多岐にわたります。これらプログラムは、ユーザ企業毎の個別背景やニーズに応じて、インハウス・トレーニングプログラムやコーチングなどにカスタマイズをして提供しています。

株式会社グローバルリンクス  
Tel. 03.5297.8243 Fax 03.5297.8689  
Email info@globalinx.co.jp  
URL: www.globalinx.co.jp



## Table of Contents

- Seminar Overview ..... 4
- Training & Study Flow ..... 6
- General Information ..... 7
- Seminar Matrix ..... 8
- Presentation Skills ..... 10
- Global Communication Skills ..... 12
- Meeting Skills ..... 14
- Logical Thinking ..... 16
- Customer Service ..... 18
- Negotiation Skills ..... 20
- PC Applications ..... 22
- Published books ..... 23
- eLearning Programs ..... 25
- Company Profile ..... 26



## BUSINESS CHALLENGE

Developing business communication skills to a level suitable for international business is one of the biggest challenges for business people working in global business environments.

## Solution

This series of seminars combine step-by-step interactive lectures, workshops and role-plays to help participants quickly learn and apply business communication skills and techniques in a realistic and supportive environment. Seminars can be facilitated in both English and Japanese, and focuses on the essential communication and business skills necessary to work in a global business environment. Participants also receive continued support after the seminar to encourage and support them to transfer the skills and techniques learned to their everyday working environment.

## Organizational Benefits

- Employees acquire a practical business communication skills and techniques.
- Employees develop the confidence and ability to communicate their ideas and opinions.
- Employees gain skills for presenting information clearly and logically.
- Employees gain the skills, techniques, and confidence to actively participate in business meetings.
- Employees develop effective negotiation skills to help them manage and conduct successful business negotiations .



## SEMINARS

### Presentation Skills

Participants learn how to prepare and deliver effective business presentations that meet the needs and expectations of international audiences.

### Global Communication Skills

Participants learn fundamental assertive communication skills and techniques to help them communicate clearly and effectively in multicultural business environments.

### Meeting Skills

Participants will learn how to prepare, conduct, and fully participate in all kinds of business meetings, including teleconferences.

### Logical Thinking

Participants learn skills and techniques to solve problems and explore opportunities more logically.

### Customer Service Skills

Participants learn a simple process and techniques for maximizing customer satisfaction in any situation.

### Negotiation Skills

Participants learn how to analyze and plan business negotiations, and how to effectively conduct meetings by taking control of negotiation meeting process.



## GENERAL INFORMATION

### Target Participants

Employees working in or preparing to work in global business environments. Including managers, engineers, sales and support staff, administration, and other related business areas.

### Additional Services

Globalinx also provides the following services to enhance the productivity of our client's international staff:

- Pre-Departure preparation training
- Overseas candidate assessment
- Individual program design
- Communication interview assessment
- Individual after training assessment
- Follow-up training recommendations
- Presentation design, coaching and consulting

## Schedules

Schedules can be adapted to meet the client and participants' requirements and working conditions. Below are some common configurations:

- Two day basic seminar (6 - 10 participants); can be two consecutive days or a split schedule
- Three day seminar (6 - 10 participants); includes detailed case study and additional role-play practice
- Blended program - E-learning pre-study with follow-up practical workshops
- Customized in-company seminars (flexible)
- Split-schedule seminars (contact Globalinx for more information)
- One day open seminar (off site; at Globalinx location)

## MENUS

### Native Instructor and Role-Player

Recommended for participants that are working in global business environments or are expected to begin working in global business environments in the near future.

Minimum recommended TOEIC: 600

### Japanese Instructor - Native Role-Player

Recommended for participants that are preparing to begin working in global business environments.

Minimum recommended TOEIC: 500

### Japanese Instructor and Role-Player

Recommended for participants that need to develop their business communication skills in Japanese.

Minimum recommended TOEIC: N/A

### Specialized Languages

Recommended for participants that are working in or preparing to begin working in specific countries. GLOBALINX works with various associate trainers and organization in Japan and throughout the world to provide seminars for client's needs. Recent examples include requests for seminars in Chinese, Spanish, and French. We can also provide post arrival training and role-players from different nations including, China and India.



<b>Before</b>	Prepare	<ul style="list-style-type: none"> <li>Pre-study material is provided for each participant.</li> <li>Each participant studies at a time, place, and pace suitable for them, using bilingual workbooks.</li> </ul>
	Pre-Assignment	<ul style="list-style-type: none"> <li>Participants email a short pre-assignment directly to the instructor for preliminary assessment and immediate feedback.</li> </ul>
<b>Classroom</b>	Interactive Lecture	<ul style="list-style-type: none"> <li>Participants receive multimedia classroom instruction, delivered at a pace that is comfortable, yet challenging, for them.</li> <li>Questions are answered immediately by qualified trainers.</li> </ul>
	Exercises	<ul style="list-style-type: none"> <li>Topics are broken down into manageable learning points which are made familiar through short exercises.</li> </ul>
	Feedback	<ul style="list-style-type: none"> <li>Participants get instant feedback from instructors and fellow students.</li> </ul>
	Workshops	<ul style="list-style-type: none"> <li>Participants assemble skill sets in preparation for full-blown role-plays based on realistic business scenarios.</li> </ul>
	Role-plays	<ul style="list-style-type: none"> <li>Participants practice each skill set in a safe environment.</li> <li>Scenarios are customized for the client's specific business requirements.</li> <li>Role-plays are recorded on video.</li> </ul>
	Observation	<ul style="list-style-type: none"> <li>Participants observe and learn from each other.</li> <li>Participants are given evaluation checklists to assess and guide their feedback activity.</li> </ul>
	Feedback	<ul style="list-style-type: none"> <li>Participants are given immediate feedback.</li> <li>Instructors facilitate a group feedback session.</li> <li>Instructor feedback is recorded on video for action planning.</li> </ul>
	Video Review & Self Evaluation	<ul style="list-style-type: none"> <li>Participants watch their own performance and evaluate it against a checklist of targets.</li> </ul>
	Repeat Process	<ul style="list-style-type: none"> <li>Seminar contains 3 or 4 interactive lectures, focusing on key learning areas.</li> </ul>
	<b>After</b>	Action Plans
Follow-up		<ul style="list-style-type: none"> <li>Follow-up study and review materials are provided.</li> <li>An online graduates forum is available for peer consultation.</li> <li>Performance improvements are measured using peer review, customer satisfaction, or other appropriate metrics.</li> <li>Recommendations are made for further study and practice.</li> </ul>

## Methodology

Our training approach is interactive and participative, ensuring all participants play a full part in the learning process, thereby making the training experience stimulating, enjoyable, and effective. We emphasize building confidence and developing practical business communication skills and techniques.

The seminars are taught using a combination of interactive multimedia lectures, case-study workshops and group learning activities, video skits, video recorded role-plays, and instructor and peer review and analysis. Each seminar is structured using a simple, step-by-step approach to help the participants quickly understand and apply new skills.

## Materials

All seminars are accompanied by workbooks, videos, slides and textbooks written and developed 100% in-house by Globalinx. We adapt the latest, most up-to-date business communication and theories to suit our clients' specific business needs and training objectives.

GLOBALINX workbooks are written in both English and Japanese and use graphics, flow charts and diagrams wherever possible to illustrate difficult concepts or procedures.

## Video

All of our seminars use video recorded role-plays, to allow learners to quickly identify points for improvement and see their progress.

## Customized Training

Whenever possible, client-specific examples are used as references, role-plays, and case-study material. This serves to reinforce and complement the learning experience, and help the participants to quickly and effectively implement the new skills into their real working environment. Because our seminars are developed in-house, existing seminars can be quickly adapted, or new seminars developed, to address specific company needs.



## Modular Design

Our seminars are modular in design, using a consistent format and layout, which means that they can be combined to create complete, intensive training programs. These programs may be used for various purposes, such as pre-departure, post-arrival, or new employee training.

## Instructors

Instructors are all experienced businesspeople; each with a minimum of 15 years international business experience and at least 10 years corporate training experience. This means that you will receive an excellent balance of specialization and business acumen. In addition to our core team of instructors, we also have a strong network of external instructors and consultants, and a collaborative relationship with training organizations worldwide.

## Blended Learning

To maximize the participants learning and seminar experience, we use a blended learning approach through the use of PC applications, pre-study textbooks, instruction, and online training programs.

## Pricing

Please contact the Globalinx office for a quotation.  
Tel. 03.5297.8243 Fax. 03.5297.8689  
Email: [info@globalinx.co.jp](mailto:info@globalinx.co.jp)  
URL: [www.globalinx.co.jp](http://www.globalinx.co.jp)



Advanced

Basic

Advanced



Executive Management



- Leadership Program
- Executive Coaching



- Risk Management
- Global Management



- Executive Development
- Advanced MBA



Human Resource Management



- Recruitment
- HR Competences
- Organizational Capability



- Performance Management
- Strategy for HR Managers
- Discrimination & Harassment



- Performance Leadership
- Mentoring Employees
- HR Business Partner



Project Management



- PM Essentials
- PMP Exam Preparation
- ITIL Foundation v3



- Facilitation
- Teamwork
- Proactive Communication



- Multicultural Team Mgt.
- Stakeholder Comm.
- Negotiation



Business Knowledge and Management



- Marketing
- Accounting
- MBA Consulting Basics



- Strategy
- Organization Development
- Time Management



- Facilitation Management
- Team Management
- Strategic Leadership



Communication and Business Skills



- Global Communication
- Presentation Skills
- Global Sales Training



- Customer Service
- Logical Thinking
- Meeting Skills



- Contract Negotiation
- Negotiation Skills
- Integrated Business Skills



Global Mind and Awareness



- Global Awareness
- Basic Communication



- Diversity Training
- Cross-Culture Awareness



- Assertive Mind and Skills
- Business Correspondence

Basic



## Training Objectives

The overall objective of this seminar is to ensure that all participants can prepare and deliver effective business presentations.

### Step One: Presentation Analysis

Participants learn how to analyze the needs and expectations of an international audience, define clear objectives, and develop appropriate content to meet the needs and expectations of their audiences.

### Step Two: Write the Presentation

Participants learn how to begin powerfully, present information logically, make information interesting and relevant to the audience's needs, design effective visual aids, and how to conclude presentations powerfully.

### Step Three: Practice and Deliver

Participants learn how to practice presentations to increase confidence, how to use their voice, eye contact, posture, and gestures to present clearly and confidently, and to answer questions concisely and confidently.



## Deliverables

By the end of this seminar, participants will understand how to prepare and deliver an effective business presentation in English.

Specifically, participants will be able to:

- Consider and understand the needs and expectations of their audience
- Define clear objectives to achieve their presentation goals
- Develop and logically structure the content of their presentation
- Write logical presentations that are easy to understand and remember
- Attract and maintain the interest and attention of their audience
- Design and use effective visual aids
- Deliver presentation powerfully
- Answer questions confidently

## Example Schedule

Day 1	
AM	Seminar Introduction and Overview Participant's Presentations <ul style="list-style-type: none"> <li>• Seven-Minute Presentation</li> <li>• Instructor's Comments and Critique</li> <li>• Video Recording</li> </ul> Lecture 1 - Presentation Analysis
PM	Workshop <ul style="list-style-type: none"> <li>• Presentation Self-Evaluation and Review</li> <li>• Presentation Analysis Workshop</li> </ul> Lecture 2 - Write the Presentation  Workshop <ul style="list-style-type: none"> <li>• Write the Presentation</li> <li>• Presentation Analysis Workshop</li> </ul>
Day 2	
AM	Lecture 3 – Practice and Deliver <ul style="list-style-type: none"> <li>• Practicing Techniques</li> <li>• Delivery Skills</li> <li>• Handling Questions</li> </ul> Impromptu Speaking Exercises  Workshop <ul style="list-style-type: none"> <li>• Practice Presentations</li> </ul>
PM	Participant's Presentations <ul style="list-style-type: none"> <li>• Seven-Minute Presentation</li> <li>• Peer and Instructor's Comments and Critique</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Presentation Self-Evaluation and Review</li> <li>• Presentation Analysis Workshop</li> </ul> Seminar Review: Lessons Learned

## Training Objectives

The objective of this seminar is to ensure that all participants recognize their personal communication style, and can express their ideas and opinions clearly and appropriately in everyday business situations.

### Lecture One: Communication Style

Basic concept of assertiveness and different communication styles. Recognize passive, aggressive, and assertive behavior and language, and how to modify communication style to a more assertive style.

### Lecture Two: Communication Techniques

Practical communication skills and techniques to help participants communicate assertively and become more effective in dealing with everyday business situations in the global work place.



## Deliverables

By the end of this seminar, participants will understand how to improve and develop their global business communication skills.

Specifically, participants will be able to:

- Analyze interpersonal communication skills in the workplace and demonstrate how to respond appropriately to the communication styles of others
- Use modern persuading and influencing skills and techniques to help communicate assertively and become more effective in dealing with common business situations.
- Demonstrate how to apply listening techniques to determine a speaker's needs, use verification techniques to ensure accurate understanding and state their own requirements professionally, assertively, politely and firmly.
- Demonstrate how to apply a three step process to assertively discuss differences and overcome disagreements.

## Example Schedule

Day 1	
AM	Seminar Introduction and Overview Lecture 1: Communication Styles <ul style="list-style-type: none"> <li>• Aggressive - Passive - Assertive</li> <li>• Identify Communication Styles</li> <li>• Common difficulties and frustrations</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Evaluation communication Styles</li> </ul>
PM	Lecture 2 - Communication Techniques <ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Assertive Communication Techniques</li> <li>• Avoiding Dangerous Words</li> </ul> Role-Play <ul style="list-style-type: none"> <li>• Practice Communication Skills</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Self-Evaluation and Review</li> </ul>
Day 2	
AM	Role-Play <ul style="list-style-type: none"> <li>• Practice Communication Skills</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Self-Evaluation and Review</li> </ul>
PM	Role-Play <ul style="list-style-type: none"> <li>• Practice Communication Skills</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Self-Evaluation and Review</li> </ul> Seminar Review: Lessons Learned



## Training Objectives

The overall objective of this seminar is to ensure that all participants can effectively facilitate and participate in business meetings conducted in English.

**Lecture One: Communication Techniques**  
Practical communication skills and techniques to help participants actively participate in business meetings.

**Lecture Two: Preparing and Participating**  
Participants learn how to prepare for business meetings, and techniques to actively participate and make a positive contribution to various kinds of business meetings.

**Lecture Three: Planning, Preparing and Facilitating**  
Participants learn how to plan business meetings, and special considerations for planning and preparing international teleconference meetings.



## Deliverables

By the end of this seminar, participants will understand how to improve and develop their business meeting skills.

Specifically, participants will be able to:

- Recognize and manage the common barriers to effective interpersonal and group communications
- Use effective communication and questioning skills to fully utilize the resources of their groups/teams
- Listen actively to ensure that their groups/teams reach agreement and make quality decisions
- Use a range of facilitation tools to help manage information in their meetings
- Facilitate and actively participate in teleconference meetings
- Plan and prepare for effective meetings in order to achieve a desired outcome

## Example Schedule

Day 1	
AM	Seminar Introduction and Overview Lecture 1 - Communication Techniques <ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Asking Questions</li> <li>• Communicating Assertively</li> </ul> Role-Play <ul style="list-style-type: none"> <li>• Practice Communication Skills</li> </ul>
PM	Lecture 2 - Participating <ul style="list-style-type: none"> <li>• Preparing</li> <li>• Participating Techniques</li> </ul> Role-Play <ul style="list-style-type: none"> <li>• Communication and Participation</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Self-Evaluation and Review</li> </ul>
Day 2	
AM	Lecture 3 - Planning and Preparing Lecture 4 - Facilitating  Role-Play <ul style="list-style-type: none"> <li>• Group Meetings</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Group Review - Lessons Learned</li> </ul>
PM	Lecture 5 - Teleconferencing  Role-Play <ul style="list-style-type: none"> <li>• Teleconference Meetings</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Group Review - Lessons Learned</li> </ul> Seminar Review: Lessons Learned





## Training Objectives

The overall objective of this seminar is to give all participants the knowledge, skills and techniques to solve problems and explore opportunities more logically, determine relevant information and organize it in logical frameworks, and communicate logically to get buy-in from key stakeholders.



## Deliverables

By the end of this seminar, participants will understand how the creative process works. Organizations and individuals are encouraged to bring along real life situations which are tackled by a broad range of practical creative techniques which can be used in the workplace.

Specifically, participants will be able to:

- Enhance problem solving skills.
- Augment strong logical and analytical thinking with techniques to improve creative thinking.
- Utilize individual coaching by the course facilitator on how to use techniques in the workplace, individually and when facilitating others.
- Learn how to use Mind Maps to extract concepts and multiply the number of ideas generated.
- Gain a number of practical tools to support creativity in the workplace.
- Improve team working, enhance motivation and provide greater job satisfaction.

## Example Schedule

Day 1	
AM	Seminar Introduction and Overview Lecture 1 – Framing the Problem Case-study: Framing the Problem <ul style="list-style-type: none"> <li>• Produce SCOPE worksheet</li> </ul> Lecture 2 – Determining Issues <ul style="list-style-type: none"> <li>• Logic Trees</li> </ul> Case-study: Determining Issues <ul style="list-style-type: none"> <li>• Produce data-driven logic tree (why and how)</li> </ul>
PM	Lecture 3 – Analyzing & Consolidating Case-study: Analyzing & Consolidating <ul style="list-style-type: none"> <li>• Produce hypothesis tree or decision matrix</li> <li>• Consolidate analysis</li> </ul> Lecture 4a – Communicating Logically (Logical Structuring) Case-study: Communicating Logically <ul style="list-style-type: none"> <li>• Structure your solution</li> <li>• Present Solutions</li> </ul> Lessons Learned
Day 2	
AM	Case-study: Framing the Problem Clarify the SCOPE  Case-study: Determining Issues Choose framework, and produce logic tree  Case-study: Analyzing & Consolidating Produce hypothesis tree or decision matrix Consolidate analysis
PM	Lecture 4b – Communicating Logically (Logical Reasoning) Inductive vs Deductive Reasoning Building an Argument (what, why, how)  Case-study: Communicating Logically Structure solution Create argument Finalize presentation Present Solutions  Seminar Review: Lessons Learned



## Training Theory

The overall objective of this seminar is to give customer service professionals a simple process and a flexible toolkit for maximizing customer satisfaction in any situation. This seminar is for any customer service professional who wants to expand and deepen their toolkit for building trust and credibility. The workshop focuses on consultative communication skills as applied to existing customer service situations with an aim to maximize customer satisfaction and to recognize opportunities for earning revenue.



## Deliverables

By the end of this seminar, participants will understand how to create satisfied customers at every customer contact. This seminar teaches tips and techniques to make quality customer service a reality in any public agency.

Specifically, participants will be able to:

- Develop positive communication skills
- Develop the appropriate nonverbal communication style – even over the phone
- Improve listening skills to better understand the customer's real needs
- Understand how to use winning words, phrases and questions to defuse an emotional situation
- Successfully handle different types of personalities
- Know what to do when a situation goes from bad to worse
- Understand how to calm upset people over the phone and in person
- Understand how to listen completely, speak respectfully, and focus on the positive

## Example Schedule

AM	<p>Introductions and Overview</p> <p>Key Concepts of Customer Service Communication</p> <ul style="list-style-type: none"> <li>What is customer service communication?</li> <li>Desired Mental Attitude/Skills/Knowledge</li> </ul> <p>Consultative Communication Basic Process</p> <p>Stage 1: Understanding situation</p> <p>Communication Skills</p> <ul style="list-style-type: none"> <li>• Assertiveness</li> <li>• Handling Emotions</li> <li>• Reflective/Active Listening</li> <li>• Information Gathering</li> </ul> <p>&lt;Exercises&gt;</p> <p>Needs and Dissatisfaction</p> <ul style="list-style-type: none"> <li>• Language of Needs/Dissatisfaction</li> <li>• Needs vs. Solutions</li> </ul> <p>&lt;Exercises&gt;</p>
PM	<p>Stage 2: Determining Causes</p> <p>Stage 3: Exploring Solutions</p> <p>Stage 4: Presenting Solutions</p> <p>Handling Client's Concerns/Complaints</p> <ul style="list-style-type: none"> <li>Points to remember about concerns/complaints</li> <li>Types of client's concerns</li> </ul> <p>Role-Plays</p> <p>Seminar Review</p>



## Training Objectives

The overall objective of this seminar is to ensure that all participants can prepare and conduct successful business negotiations.

### Phase One: Pre-Negotiation Planning

Define ideal outcomes and identify key issues to be discussed. Create solutions that can satisfy the real interests of each party, and strengthen negotiation positions.

### Phase Two: Conducting the Negotiation

Four stage process to take control of the negotiation meeting process. Prepare an effective opening statement, techniques to get behind their counterpart's position and identify real interests, communication skills, present options persuasively and persuade counterparts to accept proposals.

### Phase Three: Implementing Agreements

Mutual respect for different process helps smooth implementation.



## Deliverables

By the end of this workshop, participants will have a better understanding of how to effectively prepare and conduct successful business negotiations.

Specifically, participants will be able to:

- Systematically analyze their negotiation situations
- Determine their position and recognize their interests for the key negotiable issues
- Create options that will help them to achieve their negotiation goals
- Develop contingency plans to strengthen their negotiation position
- Take control of negotiation meeting process
- Begin negotiation meetings with clear opening statements
- Focus the negotiation on finding solutions that satisfy each party's real interests
- Assertively discuss differences and find solutions to overcome differences
- Confirm agreements and action items to achieve workable solutions
- Smoothly implement agreements and develop long term relationships

## Example Schedule

Day 1	
AM	Seminar Introduction and Overview Lecture 1 - Pre-Negotiation Planning <ul style="list-style-type: none"> <li>• Analyzing Business Situation</li> <li>• Case Study Practice</li> </ul> Lecture 2 - Conducting the negotiation <ul style="list-style-type: none"> <li>• Four-Stage Process</li> <li>• Communication Skills</li> <li>• Negotiation Techniques</li> </ul>
PM	Lecture 3 – Implementing Agreements Workshop <ul style="list-style-type: none"> <li>• Analyze Case Study</li> </ul> Role-Play Exercises <ul style="list-style-type: none"> <li>• Role-Play Case Study</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Prepare Negotiation Role-Plays</li> </ul>
Day 2	
AM	Negotiation Role-Plays Stage One and Two <ul style="list-style-type: none"> <li>• Opening Statement and Position and Interests</li> <li>• Peer and Instructor's Comments and Critique</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Negotiation Self-Evaluation and Review</li> <li>• Negotiation Analysis Workshop</li> </ul>
PM	Negotiation Role-Plays Stage Three and Four <ul style="list-style-type: none"> <li>• Discuss Options and Confirm Agreements</li> <li>• Peer and Instructor's Comments and Critique</li> <li>• Video Recording</li> </ul> Workshop <ul style="list-style-type: none"> <li>• Negotiation Self-Evaluation and Review</li> </ul> Seminar Review: Lessons Learned



## PC Applications

This great series of PC applications are designed to improve and develop global business communication skills in English. The programs have two primary functions:

- 1) As learning programs to help users learn effective business communication skills and techniques.
- 2) As business support programs to help users implement and apply effective communication skills and techniques into their everyday working environment.

Using the latest multimedia technologies, each program provides an engaging interactive learning environment. These unique learning and business support programs includes: Video Lectures, Libraries of Example Phrases and Example Presentations, Example Negotiations, Interactive Quiz's, Techniques, and FAQ's.



### The Great Presenter

Learn a three-step methodology to help you prepare, write, and deliver successful business presentations in English. Use the interactive business support tool function to help you to analyze your audience, define your objectives, develop your content, and write your business presentations. Key features include: analyze your audience's needs and expectations, logically structure business presentations, learn useful phrases and techniques, export presentation scripts to Microsoft PowerPoint, and Word.

### The Great Facilitator

Learn how to plan, prepare, participate, and facilitate successful business meetings. The learning functions of the program include: video lectures, library of example phrase and meeting skits, interactive quiz, techniques, and FAQ's. The planning function includes an interactive meeting analyzer to help plan and prepare business meetings, the program can export your meeting agenda to a word file.

### The Great Negotiator

The program also uses the latest interactive multimedia technologies to help you learn the three phases of negotiation; planning negotiations, conducting negotiation meetings, and implementing agreements. The planning function includes an interactive negotiation analyzer to help plan and prepare business negotiations, the program can export your meeting plan and script to a word file.

## Books

This series of practical business communication books by Philip Deane and Kevin Reynolds are published by Asahi Press. Philip Deane is the principle instructor for the global business skill seminars, he is also the President of Globalinx Corp.

### 英語プレゼンテーションの基本スキル (グレート・プレゼンターへの道)

The Great Presenter is designed for Japanese business-people who need to prepare and deliver business presentations in English. This essential guide includes: A step-by-step guide to preparing and writing effective business presentations in English, example phrases and model presentations and many useful hints and advice for creating great business presentations. The book includes an audio compact disc with example phrases and model business presentations.



### 英語ネゴシエーションの基本スキル (グレート・ネゴシエーターへの道)

The Great Negotiator is designed for Japanese businesspeople who need to plan, prepare, and conduct business negotiations in English. This book introduces effective communication techniques to help you understand your counterpart's real needs, and the fundamental assertive communication techniques to help you overcome disagreements and communicate clearly and assertively. The Three Phase, step-by-step approach, helps you to effectively plan and conduct business negotiations in English. The book also includes FAQ's, model negotiations, planning sheet, and an audio CDROM with example phrases and model negotiations.



### 英語ミーティングの基本スキル (グレート・ファシリテーターへの道)

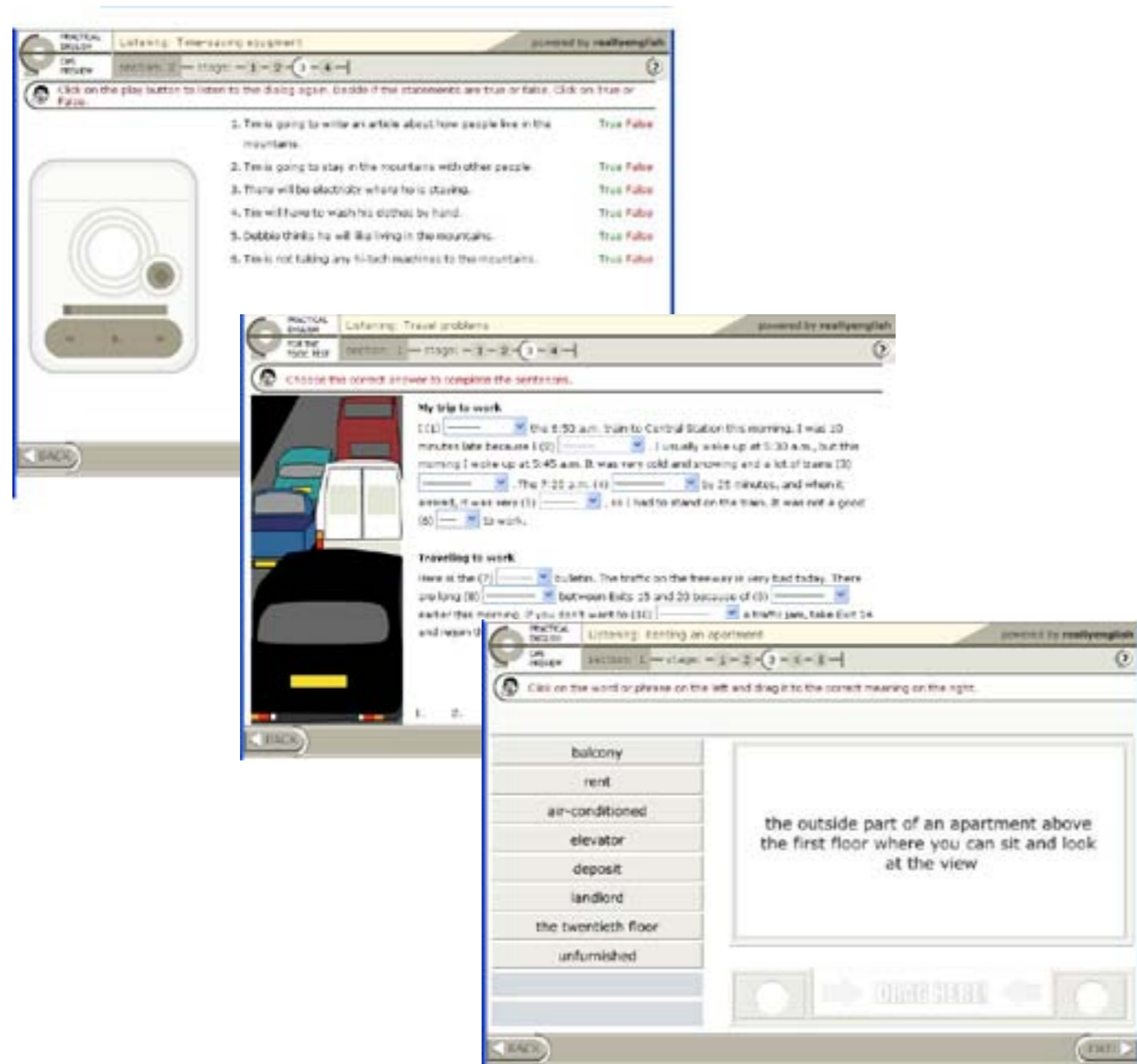
The Great Facilitator is designed for Japanese businesspeople who need to facilitate and participate in business meetings conducted in English. This book introduces effective meeting skills and communication techniques to help you facilitate and actively participate in business meetings. The book also introduces techniques, procedures, and various meeting styles to help you appropriate plan and prepare for business meetings conducted in English. The book includes FAQ's, planning sheets, and an audio CDROM with example phrases and useful expression to help you develop your language ability and communicate more effectively.



## reallyenglish

GLOBALINX CORP. has partnered with reallyenglish to provide our clients with a fully personalized online learning system. There are currently four main programs; General English -TOEIC, e-Speed Reading, Business Writing and Information Technology IT. These programs are designed to meet the general Business-English needs of most businesspeople and engineers working in the IT industry. There will be more programs added shortly.

Customized learning solutions can also be created for your organization using your content, or content related to your specific industry. This provides a targeted learning experience that improves the speed and efficiency of learning.



## GLOBALINX Online Forum

The GLOBALINX ONLINE FORUM provides our participants and clients with an interactive learning environment to improve and develop their business communication skills. The primary applications and uses are to help participants:

- Complete pre-assignment work in preparation for attending a training seminar.
- Effectively apply the skills and techniques learned during the seminar.
- Review, and continue to develop their global business skills.

This is a free service for all our clients and seminar participants.



## The eLearning Center

GLOBALINX provides a comprehensive collection of online courses. By obtaining global partnerships with the top companies and authors, we can offer our clients online self-study courses with open enrollment in nearly every subject imaginable.

On successful completion of a course, participants receive a validated certificate of completion from the University of East London.





## GLOBALINX CORP



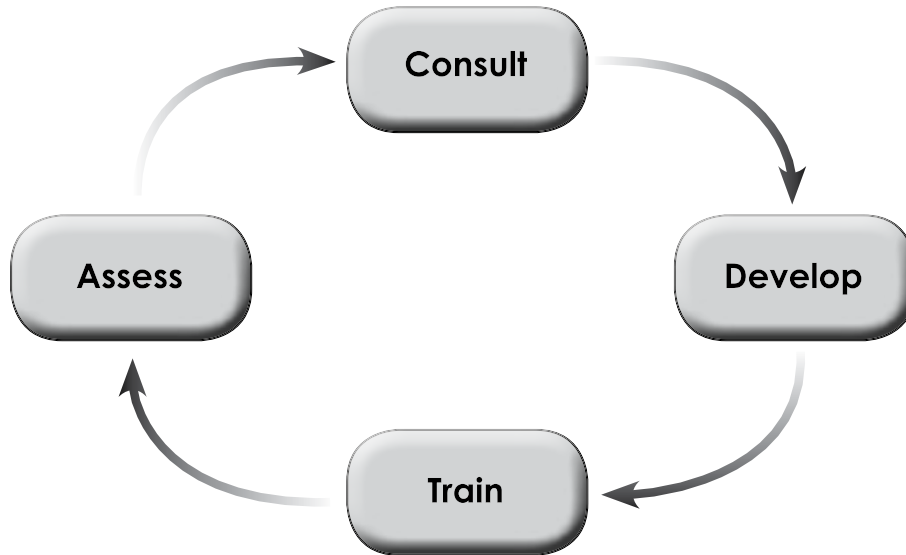
### Company Profile

President: Philip Deane MCMI  
Address: Nomura No.1 Building 5F, 2-23 Kanda-Sudacho, Chiyoda-ku, Tokyo 101-0041  
Web URL: [www.globalinx.co.jp](http://www.globalinx.co.jp) Tel: 81 3 5297 8243 Fax: 81 3 5297 8689  
Capital: 10,000,000 Yen

### Corporate History

April 1968	Established corporate English training business
1985	Sales >200 million > 30 native English speaking instructors
1986	Established IST (Institute of International Staff Training) Started "Cross-Cultural and Business Communication Skills Training"
May 1990	Changed corporate name to "GLOBALINX CORP"
October 1992	Started "Personnel Management Training"
October 1998	Tadashi Iwaki appointed president
July 1999	Started "Chinese Business Seminars and Training Services"
April 1999	Published PC software for developing business communication skills Exhibited at "Tokyo International Book Fair"
March 2000	Moved to new office in Chiyoda-Ku (current location)
July 2001	Started eLearning programs and services with reallyenglish
April 2002	Published "The Great Presenter" in association with Asahi Press
April 2004	Published "The Great Negotiator" in association with Asahi Press
May 2006	Published "The Great Facilitator" in association with Asahi Press
October 2006	Started "Project Management Skills Training"
September 2008	Philip Deane appointed president
November 2009	Reviewed and approved as a provider of project management training by the Project Management Institute (PMI).
July 2010	P Mark registration for privacy policy approved by JIPDECK

### Consultative Training Approach



GLOBALINX CORP has been providing corporate training services for global businesses and government agencies since 1968.

Training programs and seminars are designed to develop and improve communication and management skills for people working in international environments.

We aim to fully prepare employees to effectively work in global organizations anywhere in the world.

Our training services are continually developed and improved to ensure the highest possible standards of training and support materials.

