

CORPORATE TRAINING



BRING OUT THE BEST IN YOUR TEAM TO HELP YOUR BUSINESS REACH ITS FULL POTENTIAL

Career Development & Leadership Training for MSP professionals.

Nothing has a better ROI than the investment you make in your talent.

The MSP market is competitive. Offering best-in-class professional development opportunities is the most effective way to attract, retain and nurture your top talent who will help your business grow and scale.

Build IT Corporate Training offers premier professional development opportunities customized to the needs of today's MSP professionals.

Industry experts facilitate every course with a peer-to-peer learning approach to help everyone expand their skills and grow as professionals.

Build IT courses and programs give your team:



PRACTICAL TOOLS & PROCESSES

Access resources and templates to optimize every element of your MSP operation.



IN-DEMAND BUSINESS SKILLS

Learn how to improve collaboration and communication to create highly engaged teams.



VALUABLE INDUSTRY INSIGHTS

Share insights with like-minded peers and study industry best practices to build a thriving business.

PROGRAM EXAMPLE

Group Size:
Up to 10 people

Duration:
1 Year

Schedule:
Monthly Sessions

Format:
12 Virtual



EACH PARTICIPANT RECEIVES A FREE TICKET TO BUILD IT LIVE

LEADERSHIP PROGRAM

No.	Session	Description
1	Emotional Intelligence and Self-Awareness	Emotional intelligence is an essential skill for any leader. This session covers self-awareness, self-regulation, motivation, empathy, and social skills.
2	Leadership Styles	Different leadership style review: transformational, transactional, servant, and situational leadership. Learn the strengths and weaknesses of each and how to apply them effectively.
3	Ethics and Integrity in Leadership	This session covers the importance of ethics and integrity in leadership, including topics such as trust, transparency, accountability, and ethical decision making.
4	Communication & Interpersonal Skills	Effective communication is key to successful leadership. This session covers techniques for active listening, giving and receiving feedback, and building rapport with team members.
5	Problem Solving / Decision Making	Leaders often face complex problems that require critical thinking and decision-making skills. This session covers techniques for problem identification, evaluation, and decision making.

6	Coaching & Feedback	Designed to equip participants with the skills and knowledge required to effectively coach and provide feedback, this session covers the importance of coaching and feedback, effective communication skills, active listening, goal setting, and performance management.
7	Conflict Resolution	Designed to provide the skills and knowledge required to effectively manage and resolve conflicts in the workplace, this session covers the nature of conflict, effective communication skills, emotional intelligence, problem-solving techniques, negotiation skills, and conflict resolution strategies.
8	Employee Engagement	Learn the knowledge and skills necessary to create a positive and engaging workplace that fosters productivity, employee satisfaction, and organizational success. Topics covered include culture, engagement, communication, feedback, and recognition.
9	Diversity, Equity, Inclusion	Enable understanding to embrace diversity and inclusivity in the workplace by discussing the value of diversity, unconscious bias, inclusive leadership, and creating an inclusive workplace culture.
10	Team Dynamics, Collaboration, and Team Work	Understand the dynamics of effective teamwork and develop the skills needed to work collaboratively to achieve shared goals. Topics covered include team building, communication, conflict resolution, goal setting, and leadership.
11	Project Management	Learn the knowledge and skills required to manage projects effectively, including project planning, risk management, project scheduling, budgeting, and team management.
12	Change Management	Designed to equip individuals with the knowledge and skills required to effectively manage change initiatives. Topics covered include change management methodologies, communication strategies, stakeholder management, and resistance management.

SERVICE PROGRAM

No.	Session	Description
1	Operations Management	Learn key concepts, principles, and tools of operations management to improve processes, optimize outcomes, and align operations with business goals.
2	KPIs / OKRs	Designed to help learners understand these frameworks, identify and track key metrics, and use them to improve organizational performance.
3	Problem Solving / Decision Making	Equips participants with the knowledge and skills needed to use decision-making frameworks, solve problems, use data, manage risks, and make strategic decisions.
4	Delegation & Accountability	Learn and understand the principles of effective delegation and accountability, and develop the skills required to delegate tasks, manage outcomes, and hold team members accountable.
5	Employee Development	Learn the skills and knowledge needed to understand the importance of succession planning and its benefits to organizations. Topics covered include: identify and assess potential successors, develop customized development plans, implement and monitor the succession planning process, manage change, and ensure business continuity during leadership transitions.
6	Talent Retention	Provides the knowledge and skills to understand the importance of talent retention and its benefits to organizations. Covered are strategies to engage employees, develop talent, support work-life balance, and promote diversity and inclusion.
7	Onboarding	Onboarding is a key component of the Employee Experience. It requires intentionality and effort by the Leader to ensure the success of the new hire. Areas covered include the importance of sharing the knowledge and skills necessary for organizational socialization, identification and introduction to team norms, and review of the Six C's of onboarding.

8	Succession Planning	Equips participants with the skills and knowledge needed to understand the importance of succession planning and its benefits to organizations. Topics covered include identifying and assessing potential successors, developing customized development plans, implementing and monitoring the succession planning process, managing change, and ensuring business continuity during leadership transitions.
9	Quality Assurance	Provides the knowledge and skills needed to identify and implement continuous improvement opportunities, including process mapping and analysis, root cause analysis, quality control techniques, and continuous improvement methodologies.
10	Knowledge Management	Designed to provide the knowledge and skills necessary to effectively manage and share knowledge, and for aligning knowledge management with business strategy and goals. Topics include knowledge capture and creation, sharing and dissemination, retention and transfer, and the use of technology to support knowledge management.
11	Customer Experience	Develop the knowledge and skills necessary to provide exceptional customer service and create positive experiences for customers. Topics covered include customer service basics, effective communication, active listening, problem-solving, conflict resolution, empathy, and customer satisfaction measurements.
12	Finance Basics	Develop a basic understanding of financial concepts, language, and terminology, which enables effective communication with financial professionals, making better business decisions, and driving better financial results.