

A Silver Lining

An introduction to who we are and what we can offer

www.a-silver-lining.com

Who we are – what we do

- A small and agile consultancy specializing in:
 1. Intercultural Collaboration
 2. Working with Virtual teams
 3. Creating Better Interpersonal Relationships
 4. How we handle Change
 5. Dealing with Conflict
 6. Assertiveness training



Our ethos

- Make the learning experience fun but meaningful
- Produce a narrative and avoid death by PowerPoint
- Focus on ROI
- Facilitate behavioural change
- Create the building blocks for continuous improvement



Our solutions

- Our solutions are scalable – they can be highly bespoke or more standardised
- We can partner with you and address specific needs
- We can deliver training on-site
- We use a network of highly qualified and experienced associates

Our approach – 5 steps

1. Analyse
2. Design
3. Develop
4. Implement
5. Evaluate



Intercultural Collaboration

- Suitable if:
 - You deal with people from other cultures
 - You manage international teams
 - You need to build better relationships with overseas partners
 - You would like to gain a better understanding of how cultural differences can impact on your business
 - You want to adapt your behaviour to more efficiently work with people from different cultures



Working with Virtual Teams

- Suitable if:
 - You manage virtual teams
 - You want to know how best to deal with time zones
 - You need to create greater convergence with international teams
 - You want to know how to connect with your team
 - You want to leverage the skills of international colleagues



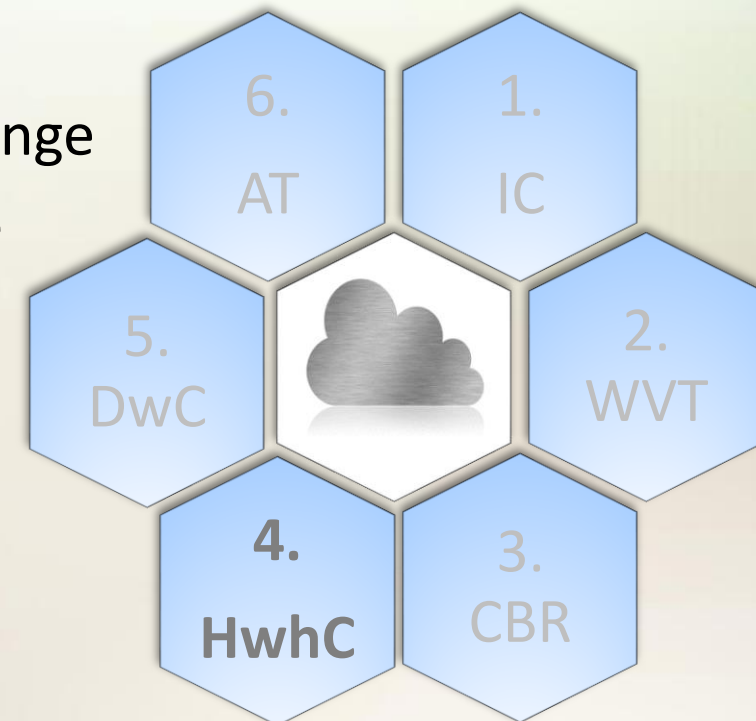
Creating Better Interpersonal Relationships

- Suitable if:
 - You would like to know how to create and sustain trust
 - You need to build bridges because of a breakdown of trust
 - You want to know how to communicate more effectively
 - You'd like to be more adept at dealing with difficult conversations
 - You want to know how to influence without authority



How we handle Change

- Suitable if:
 - You are confronting change in your career
 - You want to understand how we react to change
 - You need to guide your team through change
 - You want to understand the tools that will facilitate change
 - You need to know how to strategize and initiate change



Dealing with Conflict

- Suitable if:
 - You want to understand why conflict happens
 - You want to identify the different conflict management styles
 - You want to strategize for conflicting situations
 - You want to manage anger
 - You seek resolution

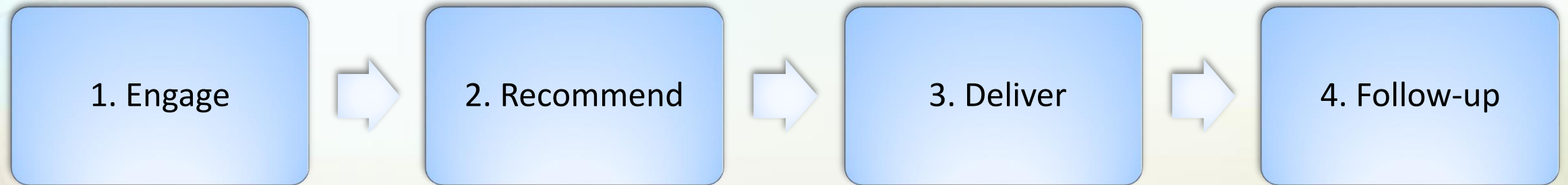


Assertiveness Training

- Suitable if:
 - You are an employer and feel your employees need to be more assertive
 - You are an employee and would like guidance on how to be more assertive
 - You want to manage your time more effectively
 - You want to deal with stress and conflict
 - You want to be more self-assured
 - You want to gain and convey respect by dealing with with issues in a more efficient way



Process





Eugene Piccinini



RioTinto

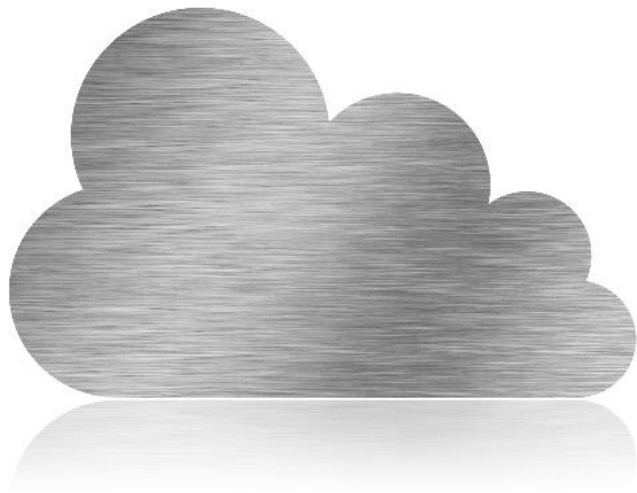


Director and lead consultant of ASL, Eugene has over 20 years' experience facilitating and designing a wide range of interventions in over 20 countries, including most of Western Europe, India, Japan the Philippines and the USA.

Much of what Eugene has done has focused on our global, virtual world and he has managed multiple teams on key international assignments.

As well as providing consultancy services to a wide spectrum of companies such as HP, ArcelorMittal, Coca Cola, Dell, HP, Orange & Rio Tinto, he has designed and delivered interactive and innovative workshops that embrace a range of different learning methodologies and techniques.

Eugene has published on the importance of empathy and rapport in customer services and is a contributing author to The Call Centre Training Handbook (Kogan Press), published in December, 2008.



A Silver Lining Ltd

E: epiccinini@a-silver-lining.com

M: +44(0)7967 614557

Skype: eugenepiccinini