LJMB

LEARNING JUST MADE BETTER

#GREATWORK

GREAT Training. GREAT Learning. GREAT Results.

WHO WE ARE

13
Year Old Company
Established in 2005

50+
Courses in Portfolio

300+
Organizations Trained

22+
Industries Served

Our Global Training Footprint

8 Countries in 4 Continents

Trained Americans, Australians, Dominicans, Germans, Indians, Pakistani, Indonesians, Singaporeans, Taiwanese, Japanese, Chinese, Malaysians, Thai, Vietnamese.

WHAT WE DO

Problem Solving through L&D — **“CUSTOMIZATION”**

1
Multi-Method Diagnostic Activities/ TNA

We **customize the training —** for your business, for your people.

2
Collaborative, Iterative Design

We develop **individual** and **organizational habits** and *not just focus on concepts.*

3
Implementation Servicing

We train for **IMPACT** and not just *“for activity”.*

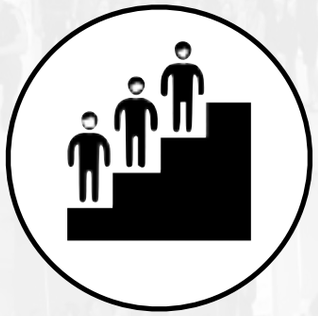
4
Post Training
Report, Follow-Up, Programs

We train and ensure the **presence** of **right systems** and **management support.**

We believe that training and organizational solutions don't come “cheap”, but it has to be ***“value for money”.***

OVERVIEW of

OUR TRAINING/ OD SOLUTIONS



PEOPLE DEVELOPMENT

Step Up, Level Up!

CULTURE BUILDING/ DEVELOPMENT

Align. Acquire. Amplify.

PLANNING WORKSHOP

Envision. Plan. Execute.

SALES FORCE DEVELOPMENT

Project. Present. Close.

CUSTOMER SERVICE

Deliver. Delight. Partner.

TRAINER DEVELOPMENT

Inform. Inspire. Influence.

NON-TRAINING INTERVENTIONS

Improve. Sustain. Develop.

HIGH-IMPACT TEAM BUILDING/ EFFECTIVENESS

One Team. One Dream. One Goal.

OUR SOLUTIONS

TRAINING/ OD INTERVENTIONS

MANAGEMENT/ LEADERSHIP DEVELOPMENT

1. Gearing Up for People Management: Making the Successful Transition to Management
2. Understanding Leadership & Leadership Styles: The “High in Results & High in Relationships” Leader
3. Adapting Your Leadership Style: Unleashing the Most Out of People with Varying Skill & Will
4. Planning for Better Execution: Setting SMART Goals & Creating Action Plans
5. Organizing Your Team & Delegating Work: Ensuring Everybody’s Contribution to Team Effort
6. Communicating Effectively – Part 1: Projecting the Desired Leader Image
7. Communicating Effectively – Part 2: Practicing Assertive Communication – Tough But Not Rough
8. Communicating Effectively – Part 3: Identifying & Resolving Communication Barriers
9. Leading Meetings Effectively: Ensuring That Time is Productive, Message is Captured & Team is Engaged
10. Giving & Receiving Feedback Effectively: Encouraging & Role Modeling Behavior Change
11. Designing & Delivering Powerful Presentations: Going Beyond Informing to Inspiring & Influencing Your Audience
12. Motivating Others: Keeping Others Engaged With Work Beyond Monetary Means
13. Coaching for Transfer of Skills: Equipping Team Members to Build Competence
14. Coaching Others for Peak Performance: Enabling People to Deliver Consistent Monthly Performance
15. Understanding Performance Management: Planning, Supporting, Appraising, Recognizing Performance
16. Instilling Employee Discipline: Implementing Preventive, Positive & Progressive Discipline
17. Creative Thinking & Critical Thinking: Harnessing the Power of the Whole Brain
18. Simplified & Practical Problem Solving & Decision Making: Analyzing & Addressing Root Causes & Selecting Best Options
19. Managing Conflict Situations: Dealing with Interpersonal Conflict & Handling Conflict Within the Team
20. Leading People through Change: Facilitating Successful Implementation of Change
21. Simplified & Practical Project Management: Ensuring Expected Results, On Time, Within Budget
22. Win-Win Negotiation Skills: Getting the Other Party to Say ‘YES’

OUR COMMITMENT: Practical Skills That Deliver Results | Experiences That Form Positive Mindsets
High-Energy, Dynamic Trainers and Facilitators | Expert Consultants, Flexible and Service-Oriented

OUR SOLUTIONS

TRAINING/ OD INTERVENTIONS

PEOPLE DEVELOPMENT

1. Time Management
2. Stress Management
3. Self-Leadership
4. Image Enhancements
5. Work Attitude and Values Enhancement
6. Managing the Boss
7. Managing Millennials/ Gen Y
8. Managing Different Generations/ Multigenerational Collaboration
9. ***Strengths Deployment Inventory (SDI)™***

The Power of the SDI

Understanding What's Important to Each Team Member

The SDI is a powerful and effective tool for **understanding the motives and values that drive behaviors.** The SDI plays off people's basic need to better understand themselves and others, and that understanding allows them to lead with clarity and empathy, build stronger teams, and more effectively navigate conflict.

CULTURE BUILDING/ DEVELOPMENT

1. Vision-Mission-Values Formulation/ Revisit
2. Vision-Mission-Values Cascade
3. Organizational Culture Development
4. Organizational Culture Cascade

PLANNING WORKSHOP

1. Goal Setting (KRA-KPI-Objective)
2. Action Planning
3. Strategic Planning
4. Operational Planning
5. SWOT Analysis

SALES FORCE DEVELOPMENT

1. High-Impact Selling/ Foundations of Selling
2. Successful Negotiations
3. Account Management
4. Sales Management (Managing Sales Force/ Activities)

CUSTOMER SERVICE

1. Customer Service Excellence
2. Handling Complaints
3. Managing Service Excellence
4. Internal Service Excellence

TRAINER DEVELOPMENT

1. Designing and Delivering Powerful Presentations (High-Impact Presentation Skills Workshop)
2. Train-the-Trainers: Basic
3. Train-the-Trainers: Advanced (Deepening on TNA, Design & Development and Evaluation)
4. Facilitating Learning & Development Methods

NON-TRAINING INTERVENTIONS

1. Training Curriculum & Materials Development
2. Competency Mapping/ Profiling
3. 360 Feedback
4. Human Resource System and Policy Development
5. Customer Journey Mapping
6. Mystery Customer

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OUR SOLUTIONS

TRAINING/ OD INTERVENTIONS

HIGH-IMPACT TEAM BUILDING

High-Impact, Full of LIFE!
(Lesson-focused. Interactive. Fun+upbeat. Experiential.)

Possible Needs That Can Be Solved by LJMB's Team Building Program:

1. Getting-to-know
2. Goal Setting
3. Cascade of Vision-Mission-Values
4. Adapting to Changes
5. Dealing with Frustrations & Tough Times
6. Conflict Resolution
7. Taking Accountability
8. Appreciation of Roles
9. Developing A Team Player Mindset
10. Going Beyond One's Comfort Zone
11. Communication
12. Support
13. Collaboration
14. Boosting Competitiveness
15. Boosting Motivation
16. Group Problem-Solving
17. Setting Expectations
18. Appreciating Teammates
19. Team Spirit/ "Rara"

Our High Engagement Methodology

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OUR PARTNERS:

2017-2018 CLIENTS

PHILAM LIFE
An AIA Group Company

Henkel

RCBC Bankard
Services Corporation

Globe

SMDC

EMERSON

INFINIT-O
Endless Opportunities

Metrobank

AIG

Pfizer

WESTERN UNION WU
moving money for better

AyalaLand

GENERALI

TOYOTA FINANCIAL SERVICES

mynt

Rebisco

alstra

JTI

AFPMBAI

HARTMANN
CREW PHILIPPINES

SPICRM

MANILA WATER
CARE IN EVERY DROP

MEDHIHEM PHARMACEUTICALS, INC.

IL&FS

YANMAR

Maxicare

Lufthansa
Services Philippines

SM HYPERMARKET

Mister Donut

LUXASIA

S&P Global

BULACAN BULKWATER

CHINABANK

PETRON

Equatico

DB SCHENKER

abojeb

QBE

Johnson&Johnson

UPTEAM

RFC Rediowealth Finance

LEO

PMFTC

Puratos

BEL USA

ACQUIRE

Makati Shangri-La
MANILA

BPI-PHILAM
LIFE ASSURANCE CORP.

Coca-Cola

PRU LIFE U.K.

watsons

PhilCare

Insular

SECURITY BANK

SAL

METRO PACIFIC

HANES
Brands

SLASH.PH

PHILAM ASSET MANAGEMENT, INC.

WNS

ROBINSONS RETAIL

SKYBIZ

OUR CONSULTANTS

Louie John Banta

CEO & Chief Consultant

Nonie Talampas

Training Consultant

Sharon Agoncillo-Galang

Training Consultant

Zel Claravall

Training Consultant

OUR CONSULTANTS

Louie John Banta

CEO & Chief Consultant

Louie has 25 years of combined work experience in Training, Education and Development, Human Resources and Organizational Development. He established LJMB Management Consultancy Services in 2005.

He has trained employees from all functional groups (Sales, Marketing, Production, Operations, Customer Service, Finance, HR, etc.) from all levels (staff up to senior management and executive positions) and from 250+ companies in over 22 industries. He has conducted workshops for audiences in Australia, United States, Germany, Dominican Republic, Indonesia, India, as well as Singapore and has handled 19 different nationalities as participants.

A well-rounded Learning and HROD professional, he has effectively designed and conducted a wide range of highly-customized Learning and OD solutions – from Leadership/ Management Development to Culture Building, from Team Building to Personal and Professional Skills Enhancement.

He started as an Instructor for the Psychology Department of De La Salle University in 1992 and moved into the corporate world as a Senior Training Officer. Louie was an HR & Training Manager in a group of companies involved in the hotel and restaurant, manufacturing and service businesses. Then, he served as a Managing Consultant for one of the biggest and oldest local training companies, leading the design and production function for the Supervisory, Management and Organizational Development Division. Louie also served as a Director for Learning Effectiveness/ Leadership Development of a BPO company with 22,000 employees.

Louie was a Board Member of the Philippine Society of Training and Development (heading the Membership Committee in 2007) and was an Advanced Communicator-Advanced Leader in the TOPS Toastmasters' Club of Makati. He was a Toastmasters speech champion, having gone all the way to the District 75 (National Finals) International Speech Competition in 2012. He finished AB Psychology, attended courses in Counseling Psychology and was an MS (Candidate) of Industrial-Organizational Psychology – all from De La Salle University.

He is a Certified Facilitator of Strengths Deployment Inventory.

OUR CONSULTANTS

Nonie Talampas

Training Consultant

Nonie has 17 years of combined experience in teaching Leadership, Organizational Development and Values Formation for corporate and non-profit organizations, government agencies, academe, and religious communities.

In his journey in the corporate world, he has gained experience and expertise in facilitating Strategic-Innovation Planning, Problem Solving & Decision Making, Assertiveness, Work Attitude & Values Enhancement, Sales & Customer Service, Team building Seminars, and many more.

He has trained employees from Rank-and-file to Managerial level. He also had students, teachers, and School Heads (Principals and Administrators) as participants.

He also served as a Training & Development Manager and HR Manager for companies in the Manufacturing, Beauty, Food, Distribution, and Retail industry.

As an LJMB Training Consultant, he has conducted workshops for: RCBC Bankard, Hartmann Crew Philippines, Abojeb, Philam Life, Wells Fargo, Armed Forces & Police Mutual Benefit Association (AFPMBAI), Island Air Products, Greenmist, and Metrobank.

OUR CONSULTANTS

Sharon Agoncillo-Galang

Training Consultant

Sharon is a graduate of Bachelor of Arts Major in Psychology from De La Salle University in Manila. She also took masteral units in Industrial and Organizational Psychology from the same university.

Sharon's first love is teaching. She started her career in the academe as a pre-school teacher in Xavier School in Greenhills, as a high school psychometrician at the Immaculate Concepcion Academy, Greenhills until she found her niche as a training officer in Philam Plans. Having gained enough experience in the academe and in her first job as a soft skills trainer, she landed a career as a Training Consultant at one of the leading management consultancy firms in the country, Guthrie-Jensen Consultants, Inc., where she sold and conducted training programs for different clients. She has had the privilege of dealing with different clients namely Negros Navigation, Fast Cargo Logistics, Herma Shipping, Mc Donald's, Madrigal Properties, APL Container Lines and Sharp Philippines.

Some of the programs she has conducted for these companies are the following:

- Vision, Mission, Values Cascade
- Managing Work Attitudes and Values Enhancement
- Team Building
- People-Handling Skills
- Management and Leadership
- Handling Complaints
- Customer Service
- Telephone Skills

Her career in the Maritime Industry started when she became Training Operations Manager of Magsaysay Global Services, Inc. (MGSI) in 2007. As she was exposed to the different businesses of Magsaysay, she has assumed position as Training Operations Manager of Magsaysay Learning Resources, Inc. (MLRI), Course Development Manager of Magsaysay Center for Hospitality and Culinary Arts (MIHCA). She was Director of Professional Training and Languages before she left the company in September 2013.

As an LJMB Training Consultant, she has conducted workshops for: Globe Telecom, Emerson Shared Services Manila, Concepcion-Carrier Air-conditioning Company, BPI-Philam, Henkel Asia-Pacific Shared Centre, Toyota Financial Group, Philam Asset Management, Philam Life, Coca-Cola, and South Luzon Thermal Energy Corp.

OUR CONSULTANTS

Zel Claravall

Training Consultant

Zel has had 20 years of training experience and has conducted workshops for different levels in the organization. She studied in Papua New Guinea from elementary until second year high school, and graduated in the Philippines with a degree in B.S. Psychology.

The first company she worked for was at SM Megamall where she trained newly hired employees on modules like company orientation, customer service and personality development. She supported operations by helping out in cashiering, customer service, paging & gift wrapping counters to gain hands-on experience to gain more credibility as a trainer.

She also worked for Nextel Philippines delivering modules on Nextel products, services, policies, procedures, and systems. Aside from training, she was appointed to support the provincial business centers where she gained more experience in handling people located in different sites. She was certified by DDI-SGV to run Service Plus workshops.

Zel has 5 years of call center experience gained when she worked with eTelecare Global Solutions. She was responsible for the needs analysis, design, implementation & evaluation of training programs required for the contact center. She played a big role in hiring and coaching trainers for the department and was responsible for creating their performance appraisal. She was a member of the Champions League Committee responsible for the creation of the company's mission, vision, culture & values.

As an LJMB Training Consultant, she has conducted workshops for: Globe Telecom, Emerson Shared Services Manila, Philam Life, Dermclinic, Metro Pacific Investments, Henkel Asia-Pacific Service Centre, and Wells Fargo.

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Contact Us

Phone (02) 801-8910

Mobile +632 917-8225562

Email inquiry@ljmb-consulting.com

Address Unit 2203 Cityland 10 Tower 1
156 H.V. Dela Costa St., Bel-Air
Makati City

Stay Connected

Website www.ljmb-consulting.com

Facebook facebook.com/ljmbconsulting