



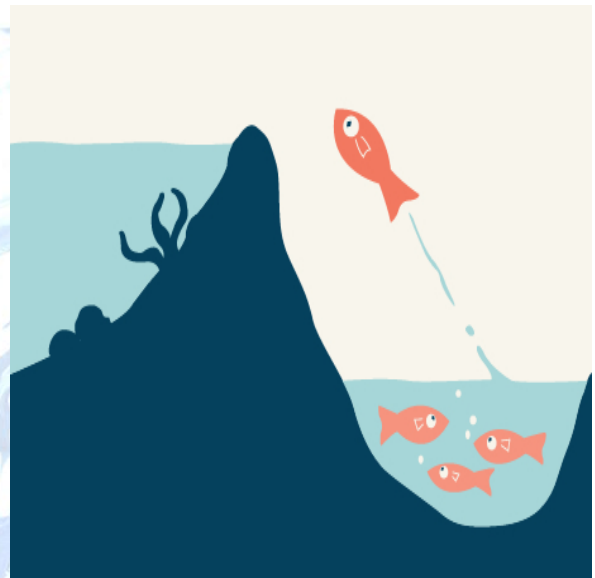
Where Impossible Become Possible

***Soft Skills Training | Leadership Training | Service Monitoring & Improvements | Psychometric Test based Training Solutions | Coaching & Mentoring | Hospitality Training | English Language Skill Development***

**The Wave** was established in 2013 with the vision of providing high quality, professional training solutions to the modern corporates, government establishments and society.

Our vision is to provide **World class learning opportunities**, nurture & groom talent across both corporate & government sector of the local and overseas to improve the profitability's of the companies while transforming just employees to knowledge workers.

Our expertise varies from indoor training programs to outbound and adventure training with low, medium and high risk activities.



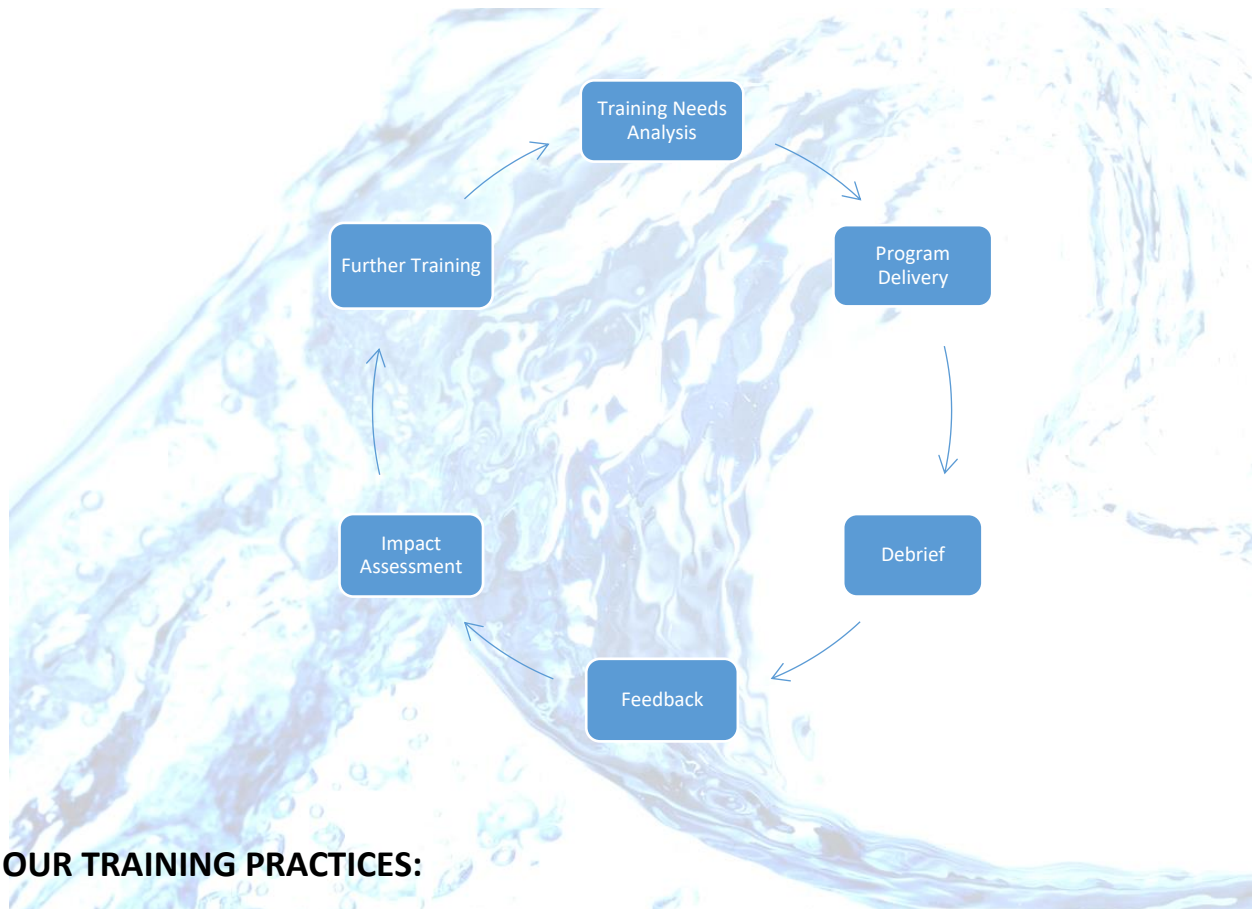
## OUR AREAS OF EXPERTISE IN TRAINING

1. Outbound Training
2. Classroom Training
3. Combination of Outbound and Classroom Training
4. Service Monitoring & Improvements
5. Psychometric Tests based Training Solutions
6. Coaching & Mentoring of Employees
7. Online Assessments
8. Hospitality Sector Staff Training
9. English Language Skills Enhancements



## OUR TRAINING WORKFLOW:

Our training workflow is carefully designed by the experts of each relevant area.



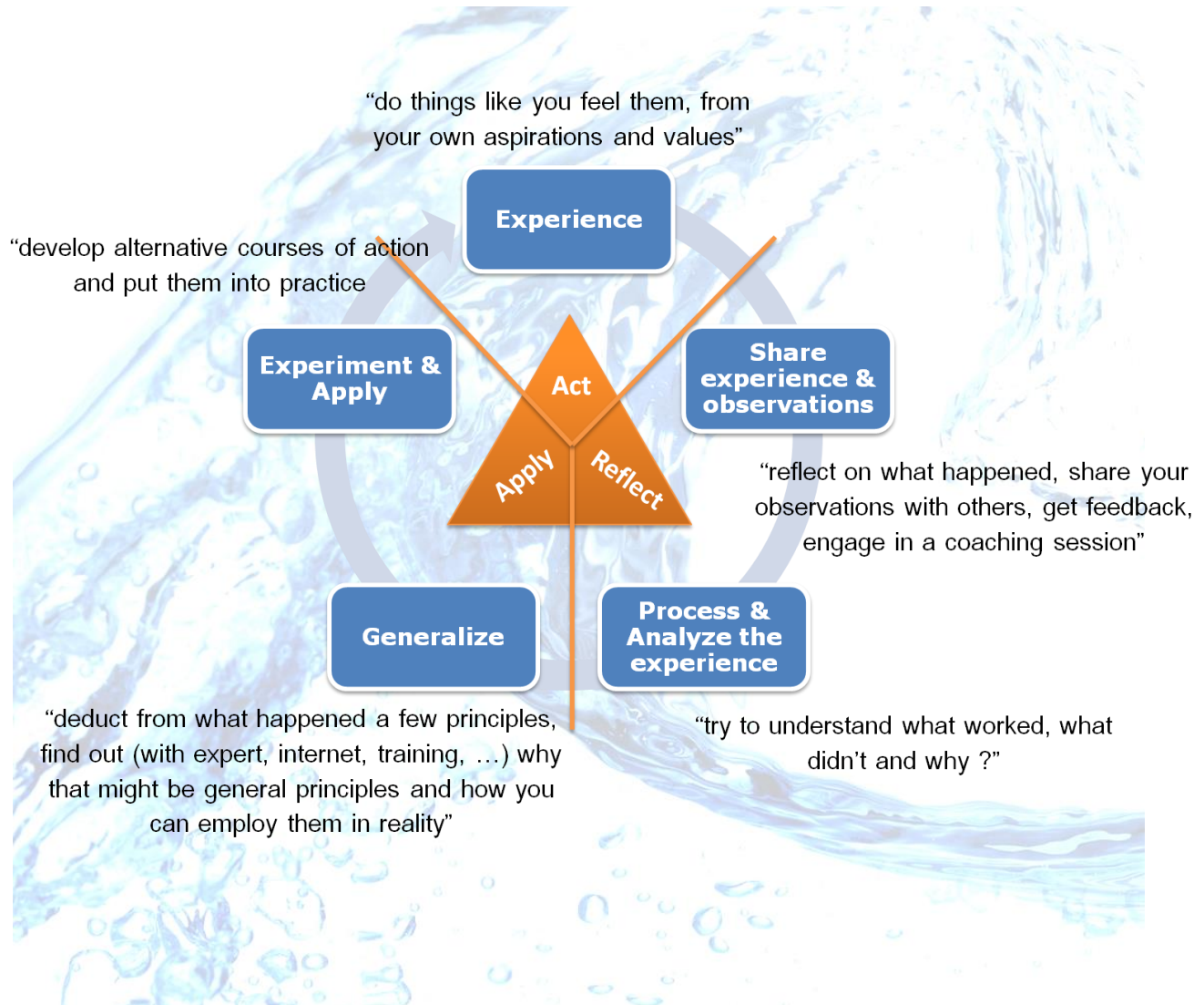
## OUR TRAINING PRACTICES:

The facilitation and de-briefing process will include variety of methodologies, techniques and tools which includes;

1. David Kolb's Experiential Learning Model – ELM
2. Learning Combination Lock
3. Experiential Learning Cycle
4. Adventure based Facilitation
5. Socratic Dialogue



We often use the Experimental Learning Cycle based activities, where the participants directly absorb and digest the learning outcome.



## OUR FRONTLINE PROGRAMS:

|  |                                      |  |
|--|--------------------------------------|--|
| <b>Soft Skills Training</b>                  | <b>Leadership Skills Training</b>    | <b>Team Building</b>                         |
| <b>Inter-personal Skill Development</b>      | <b>Stress Management</b>             | <b>Supervisory Skills &amp; Competencies</b> |
| <b>Change Management</b>                     | <b>Conflict Management</b>           | <b>Organization Culture</b>                  |
| <b>Organizational Behavior</b>               | <b>Influencing</b>                   | <b>Problem Solving / Analyzing</b>           |
| <b>Social Etiquette</b>                      | <b>Business Etiquette</b>            | <b>Dining Etiquette</b>                      |
| <b>Business English Communication Skills</b> | <b>Business Writing Skills</b>       | <b>E-mail Etiquette</b>                      |
| <b>Sales Force Developments</b>              | <b>Customer Service Enhancements</b> | <b>Customer Complains Handling</b>           |
| <b>Hospitality Training</b>                  | <b>Food Safety &amp; Sanitation</b>  | <b>Career Management</b>                     |
| <b>Outbound Training</b>                     | <b>Classroom Training</b>            | <b>Blended Training</b>                      |

**Based on the clients' requirements we tailor made the program to achieve the desired results.** Our panel of trainers are well qualified and locally and internationally experienced.



## **WHAT “THE WAVE” BELIVES MAKES IT UNIQUE**

### **PEOPLE MATTERS**

In “The Wave” training we believes that organizational quality is more than just efficient systems and abundant resources. The fact that your organization values its people is demonstrated by your commitment to training performance at work will be enhanced by the empowering of employees and the nurturing of creativity. An organization understands the prerequisites for entrepreneurial success when it values difference, acknowledges effort and encourages participation.

### **ENDURING CHANGE COMES FROM WITHIN**

Its philosophy values and respects the individual, integrity, Openness, partnership and cooperative and collaborative teamwork. Our Trainers have commitment to learning, to enjoyment and fun and to an attitude of responsible care for our environment.

### **YOUR ORGANIZATION**

Your organization can maximize its potential by exploring embracing development and change. The implementation of structural by change is most effective when it is supported by change and development at a personal level. This is where training can work in partnership with you.

Corporate TEAM Solutions and OUTDOOR Training provide a wide selection of professionally designed and executed team building programs for all Levels of staff and any size team.

### **OUR TRAINERS**

Our panel of trainers are well qualified in their areas of specialization and having related industrial experience both locally and internationally. They are certified trainers from various recognized institutions and organizations.

### **SAFETY IS OUR TOP PRIORITY**

Having “zero” injuries in our past training activities indicates the standards of the safety precautions that we follow. Believing the precaution is better than the cure, we always follow the international standards of outbound / adventure training. Most of our trainers / facilitators are certified life-guards / certified first-aid providers.

Our game models and gaming accessories / equipment are tested for the safety standards prior to use them in our training activities.



**OUR  
TRAINING  
DELIVER  
RESULTS**

### For Business:

- **Financial Returns:** On average participants report saving 8.50 times the course fee within first 6 months
- 18% saved enough to cover the entire course fee.

(This is what the participants, line managers and the owner / operators have reported)

### For Participants:

- **Recommendation:** 99% of participants would recommend the course. 45% already had. Within 3 months of attendance.
- **Improved Performance:** 95% of the participants reported improving their performance.
- **Course Comparison:** 95% assess the course as being equal or the best course they had attended in the past 1 ½ years.
- **Case Play Method:** 65% of participants learnt most from the video recorded case
- **Embedding:** 75% of participants report that they refer to the course hand-outs.
- **Follow up:** 78% of participants would like to come back for more. The rigor of the evaluation process is validated by the securing feedback of line managers as well as participants. Line managers feedback is consistent with participants.

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### For Managers:

- **Objectives:** Managers reported that 89% of their objectives were met in full.
- **Implementation:** 95% of the managers had reported that they have seen participants using the skills with 80% were able to identify the specific instances that matched with the learnings.
- **Long term benefits:** 90% of the line managers reported that the benefit was either constant or increasing over time.
- **Return on Investment:** 98% of line managers said that the training investment was worthwhile.

## ***Training Philosophy of “The Wave”***

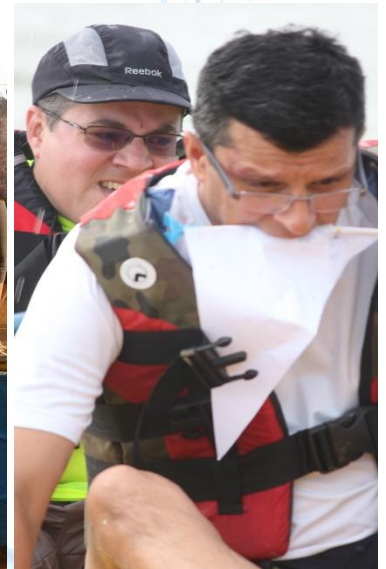
***We tell you, you forget***

***We show you, you remember***

***We involve you, you understand***







WE DELIVER THE RESULTS

## OUR TRAINING PARTNERS



## Contact Details

### The Wave

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*If you think the training is expensive, then think the cost of the mistakes done by the un-trained staff*