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Advanced Communication Skills (NLP)

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

This programme is designed for anyone who feels that they need to increase their personal effectiveness and gain a better appreciation of the advantages of Neuro-Linguistic Programming (NLP) in helping enhance job performance.

Aim:

To provide an understanding of the basics of NLP and the implications for how we interact with the world

Outcomes:

On completion of the training each delegate will be able to:

- Understand and identify NLP Pre-Suppositions and how they operate
- Understand Visual, Auditory and Kinaesthetic language
- Understand Eye movement and Eye accessing cues
- Understand goal setting and the value of the Outcomes model in motivating/achieving them
- Understand the concept of Laddering and Chunking

After this course, next steps:

There are no formal next steps for this course, however the Influencing and Persuasion covers similar topics and expands on some of the items in this course.



Appraiser/ee Skills

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

This programme is suitable for all levels of management who have to conduct an appraisal interview and for anyone who will be appraised and wants to get the most out of the process.

Aim:

To introduce managers, team leaders and employees to the skills needed in conducting an effective Appraisal and will cover the need for appraisals, performance management, setting SMART objectives, interpersonal skills – e.g. rapport building, listening, questioning, etc. and giving feedback

Outcomes:

On completion of the training each delegate will be able to:

- Gain an understanding of how planned and structured appraisal interviews and objective setting will improve individual, team and organisation performance
- Understand the basics of performance management
- Develop the skills required in order to set S-M-A-R-T objectives
- Improve the way face to face appraisal interviews are planned and conducted in a way that encourages development and joint ownership
- Understand the “do’s and don’ts” of conducting effective appraisal interviews
- Understand how to set appraisee’s at ease and the “soft” skills required to conduct the appraisal interview
- Understand the advantages of giving effective feedback.

After this course, next steps:

- [Coaching Skills for Managers](#)
- [Discipline and Grievance](#)
- [Effective Delegation](#)
- [Effective Feedback](#)
- [Influence and Persuading skills](#)
- [Managing Peoples Performance](#)

The following course, whilst not necessarily a Next Step covers associated topics :

- [First Steps in Management](#)



Assertiveness at Work

Course Duration:

Two day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

This programme is designed for anyone who feels that they need to increase their personal effectiveness and self-confidence to enhance job performance.

Aim:

To enable delegates to understand their interpersonal style and its impact on others and to develop Assertiveness techniques.

Outcomes:

On completion of the training each delegate will be able to:

- Gain confidence in inter-personal relationships with colleagues, management, friends and family
- Understand that nobody is perfect and be aware of human relationships both at home and at work
- Eliminate stress as a result of people 'walking all over you'
- Manage difficult people
- Know how to distinguish between assertive and non assertive behaviour
- Know how to behave assertively in difficult situations
- Know how to define their own behavioural style
- Know their rights

After this course, next steps:



Business Process Re-engineering

Course Duration:

Three days

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

This course is designed for those people who wish to apply a structured approach in order to improve the operation or service delivery of their area. It provides delegates with a mixture of analytical skills, idea generation techniques, along with quality tools for measurement purposes

Aim

To allow delegates to understand the principles and practices of business process reengineering and how to apply it to their area.

Outcomes:

On completion of the training each delegate will be able to:

- Understand the principles of BPR and how to see the organisation as a series of processes designed to deliver a given product or service which meets the needs of the customer
- Understand and be able to selectively employ a range of BPR techniques to use in the workplace
- Understand how to critically examine processes in order to identify where improvement can be made
- Collect and analyse information and identify where problems lie
- Make use of idea generation methods which can be used in all areas of work to support and encourage creativity and innovation

After this course, next steps:



Coaching Skills for Managers

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any manager, team leader, supervisor or other member of staff who is responsible for the development and performance of others

Aim:

To increase operational effectiveness by enabling delegates to develop staff in line with business objectives

Outcomes:

On completion of the training each delegate will be able to:

- Understand what coaching is, the difference between coaching and mentoring
- Understand the skills of active listening and questioning
- Recognise performance issues early and identify the skills to deal with them
- Bring on the development of your people on a daily basis by using coaching tools and techniques
- Demonstrate more confidence and skill in giving feedback on an ongoing basis
- Conduct more informed and effective performance appraisals and reviews
- State when coaching and training is appropriate and identify any issues needing counselling and HR involvement
- Identify development needs and opportunities for staff, which in turn will lead to a more effective and productive workforce
- Develop high performers through coaching which will free up more management time
- Coach and develop new staff, which can increase retention rates and avoid misunderstanding of roles and responsibilities
- Understand the different styles of learning and the learning process
- Understand some tools and techniques to promote development

After this course, next steps:

- [Managing Peoples Performance](#)



Communication skills

Course Duration:

Two days

Minimum Delegates: 6
Maximum Delegates: 12

Who should attend:

The programme is designed for anyone who wishes to expand and refine their communication techniques and help them understand their personal style of communication and its implications

Aim:

To explore ways to communicate in business to get results, to help delegates influence and persuade difficult people

Outcomes:

On completion of the training each delegate will be able to:

- Build rapport quickly and easily with anyone
- Get the message across in a way that others can understand
- Utilise the way that others filter information to make a more compelling case
- Reach agreement with others quickly and easily
- Handle difficult people more effectively
- Motivate and influence others
- Effectively step into another persons shoes and see the situation from their point of view
- Prepare effectively for key communications

After this course, next steps:

- [Advanced Communication Skills \(NLP\)](#)
- [Influence and Persuading skills](#)



Discipline and Grievance

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any line/people manager with responsibilities for the performance of others. This course is not attended for members of HR.

Aim:

To provide delegates with a comprehensive understanding of the company disciplinary procedure (including updates and revisions), and the fit of the procedure with effective people management

Outcomes:

On completion of the training each delegate will be able to:

- Understand how an effective discipline and grievance procedure fits with good management practices
- Have a clear understanding of the policy and any revisions
- Understand when, and how, to apply the policy
- Understand the different stages of the policy and the importance of consistent application
- Understand the key skills of the different stages of the procedure and the application of the disciplinary interview.

After this course, next steps:

- [Appraisal Process Workshop](#)
- [Appraiser/ee Skills](#)
- [Coaching Skills for Managers](#)
- [Effective Feedback](#)
- [Managing Peoples Performance](#)



Effective Delegation

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Anyone wishing to improve their understanding of the process and stages of delegation.

Aim:

To develop the understanding and interpersonal skills needed to delegate effectively in order to meet the goals of the organisation

Outcomes:

On completion of the training each delegate will be able to:

- Define the importance of delegation in the workplace.
- State what should be delegated and to whom.
- Understand the stages of delegation
- Plan the delegation process and develop positive systems to ensure success.
- Understand the steps of delegation
- Understand the difference between, and implications of, over and under delegation

After this course, next steps:



Effective Interactions (Introduction to Transactional Analysis)

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Anyone who wants to gain a greater understanding of their own style of interacting and the impact they have on other people.

Aim:

- To provide delegates with an understanding of the basic concepts within transactional Analysis and to give delegates working knowledge of Transactional Analysis (TA) Drivers, ego states and games theory.
- Delegates will also get an understanding of their own preferred ego state and driver and the implications of their state in their communications

Outcomes:

On completion of the training each delegate will be able to:

- Understand and recognise TA ego states, the implications and characteristics of each state, etc.
- Understand and recognise the “OK Corral” and its implications
- Understand and recognise TA drivers and their impact
- Understand and recognise TA games theory and how to recognise games
- Understand and recognise how TA can help improve communication and interpersonal interactions

After this course, next steps:



Effective Planning

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Anyone who want to improve their Planning skills

Aim:

To develop the understanding and interpersonal skills needed to plan effectively in order to meet their own and the goals of the organisation.

Outcomes:

On completion of the training each delegate will be able to:

- State the importance of planning in the workplace and produce an action plan.
- Understand and develop the main stages in the planning process and put these into practical use.
- Set specific business goals.
- Identify different types of planning, such as strategic, operational, single use plan, standing plan, budgeting.

After this course, next steps:



Effective Writing and Writing Reports

Course Duration:

One day

Minimum Delegates: 6
Maximum Delegates: 10

Who should attend:

This programme has been designed to provide participants with a methodology to improve the way reports are constructed and written within the workplace. During this programme participants will be tasked to critically analyse the way they would construct a report. Participants will undertake a project designed to assess retention of the information delivered during the course, and whether a change in behaviour has taken place.

Aim:

To enable delegates to develop skills in writing memos, letters and business reports.

Outcomes:

On completion of the training each delegate will be able to:

- Identify the problems of writing business communications and measure the consequence of poor written work
- Analyse their own, and other's, writing skills and what needs to be further developed (e.g. layout, spelling, etc.)
- Apply the techniques of writing clearly and concisely
- Plan and structure reports, memos and letters and know when it is appropriate to use each of them
- Consider the needs of the reader when writing in business
- Understand the use of appendices, graphs and tables
- Understand the need to consider the audience
- Understand the need to gather and analyse information, determine the solution
- Organise the report
- Present information effectively

After this course, next steps:



Excellence in Customer Service

Course Duration:

Two days

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

This programme is designed for individuals who are involved in delivering customer satisfaction. Additionally, the programme design supports individuals who have an involvement in setting and improving customer standards

Aim:

- To provide delegates with an awareness of the company's service objectives and of their role in dealing with other department's, and companies; internal and external customers
- To develop customer handling skills, both directly (i.e. face to face) and indirectly (i.e. phone, letter, fax, email, etc.)

Outcomes:

On completion of the training each delegate will be able to:

- State the importance of culture to delivering customer service/care and how to create the desirable characteristics of a customer-focused organisation
- State the importance of motivation in delivering quality customer service levels
- State the importance of customer retention and how to keep customers
- Be confident that any complaints will be handled in a professional and efficient way through a thorough understanding of the systems, process and techniques needed to handle difficult situations
- Be able to recognise and define valuable customer care skills which will result in improved confidence when working in any customer facing environment
- Be practiced in the use of essential communication skills needed to develop rapport, manage individuals and present a positive caring image
- Understand the true meaning of customer care and how to achieve world class excellence in delivering it

After this course, next steps:



Facilitation skills

Course Duration:

Two day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Anyone who might be required to facilitate a team meeting or group session.

Aim:

To enable delegates to understand what facilitation means and the benefits of becoming a facilitator and have the opportunity to practice the skills in a safe environment

Outcomes:

On completion of the training each delegate will be able to:

- Understand their personal style of interacting and the effect it has on others
- Understand when, and how, people learn and individual needs, motivations and aspirations
- Understand what a facilitator is and does and how they do it
- Understand the difference between “expert” facilitation and “non-expert” facilitation and the different techniques involved
- Use questioning and listening skills to help facilitate group consensus
- Recognise which facilitation skills to use, and how to facilitate appropriately with individuals and teams.

After this course, next steps:



First Steps in Management

Course Duration:

Two day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any employee who is currently in a junior management position or who may be required to manage people in the short to medium term

Aim:

To enable delegates to recognise the different management styles and their own style in leading people and the impact different styles have on their team.

Outcomes:

On completion of the training each delegate will be able to:

- Understand their awareness of their own leadership style and its impact on others
- Have an awareness of other leadership styles and when to use them
- Have an awareness of your own style of behaviour, it's impact on others and how people behave differently and their impact on you
- Understand the difference between good and poor performing teams
- Understand a number of tools and techniques to help you manage your teams output (e.g. delegation, motivation, coaching, performance management, etc.)
- Be aware of the impact of change and how to mitigate the effects of change.

After this course, next steps:



Fundamentals of Project Management

Course Duration:

Three days

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

This programme is designed for anyone with an interest in project management. It delivers a broad introduction to projects covering concepts and principles along with project management tools and techniques.

Aim:

To provide delegates with a basic understand of the principles of Project Management and to allow them to manage any jobs more effectively.

Outcomes:

On completion of the training each delegate will be able to:

- Understand the benefits of implementing change through project management
- Understand the components and terminology of Project Management
- Appreciate the differences between projects and day-to-day operations
- Understand and apply the basic tools and techniques of project management
- Be more efficient and effective as a Project Manager or project team member

After this course, next steps:



I Just Want To Scream! (an Introduction to Stress Management)

Course Duration:

Two days

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

This course is designed for managers, supervisors, specialists and anyone else who is responsible for staff. The programme will assist them to recognise stress in themselves and others and provides a number of coping strategies for dealing with it. The programme also provides a methodology for carrying out work-based stress assessments in accordance with current HSE (Health and Safety Executive) guidelines

Aim:

To help employees understand the dangers, and impact of, stress on their work and daily lives and to help them identify possible stressors and ways to mitigate them

Outcomes:

On completion of the training each delegate will be able to:

- Recognise behavioural and physical symptoms of personal stress and to understand some coping strategies for dealing with them
- Recognise and deal with stress in the workplace and to be aware of the potential causes of stress and their impact on the individual
- Have an understanding of the legal aspects of work place stress including the Health and Safety at Work Act and its implications for employees and the organisation at large
- Be familiar with the HSE six Management Standards for recognising and managing stress factors. These explore stress factors related to the individual, the organisation and the environment
- Create an environment where employees want to come to work because they are able to cope with their work pressures positively. Combating the theory that stress reduces productivity
- Identify the possible causes of stress in the workplace and the risks associated with them, including assessment of those risks and their likelihood of existing in the organisation
- Help stressed employees find a solution
- Make it easier for team leaders and managers to effectively manage and empathise with members of their team who need support

After this course, next steps:



Influence and Persuading skills

Course Duration:

Two days

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any member of staff who typically spends most of their time in an interpersonal situation; whether it is at the interpersonal, inter-group, intra-group, organisational, or external levels and who wishes to improve their personal effectiveness and expand and refine their Interpersonal influence skills

Aim:

To explore ways to get your point across and influence other people to your way of thinking in business to get results

Outcomes:

On completion of the training each delegate will be able to:

- Build rapport quickly and easily with anyone
- Get the message across in a way that others can understand
- Utilise the way that others filter information to make a more compelling case
- Understand Cialdini's key influencers
- Understand Gardner's "change levers"
- Understand Charvette's Language & Behaviour profiles
- Reach agreement with others quickly and easily
- Handle difficult people more effectively
- Motivate and influence others
- Effectively step into another persons shoes and see the situation from their point of view
- Prepare effectively for key communications

After this course, next steps:

There are no Next Steps associated with this course, however the Negotiations Skills course covers similar content.



Interviewee skills

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Anyone who has to interview people as part of the recruitment process

Aim:

To provide delegates with the skills and knowledge required to carry out effective job interviews in order to select the most appropriate person for the role

Outcomes:

On completion of the training each delegate will be able to:

- Understand the benefits of objective recruitment and selection interviews within the current company and legal framework
- Understand how to design and prepare a structured interview
- Understand, and be able to demonstrate, effective questioning and listening skills
- Understand the link between Job Role, Job Spec and Competencies in the recruitment and interview process
- Provide evidence to support objective decision making
- Use the information gathered during the interview process to provide constructive feedback

NB. This course can be covered as an in-depth, focused, coaching session

After this course, next steps:



Interviewer skills

Course Duration:

One day

Minimum Delegates: 1

Maximum Delegates: 10

Who should attend:

Anyone who wants to understand the interview process and gain confidence in being interviewed

Aim:

To provide delegates with the skills and knowledge required to sell themselves effectively at a job interview

Outcomes:

On completion of the training each delegate will be able to:

- Understand the impact of personal presentation on interviewers
- Understand the importance of body language during the interview
- Understand how to prepare for a structured interview
- Understand, and be able to demonstrate, effective questioning and listening skills
- Understand the link between Job Role, Job Spec and Competencies in the recruitment and interview process
- Provide evidence to support questions/answers

NB. This course can be covered as an in-depth, focused, coaching session

After this course, next steps:



Let Me Tell You What I Think! (Effective Feedback)

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any team leader or line manager who needs to give feedback as part of their role. Anyone who has to develop others.

Aim:

To give participants and understanding of the effective use of feedback to improve performance

Outcomes:

By the end of the course delegates will be able to:

- Understand the reasons why we need to give feedback on performance
- Understand feedback techniques
- Understand techniques for getting commitment

After this course, next steps:



Letter Writing

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any employee who currently has to write letters and needs to improve their effectiveness.

Aim:

To enable delegates to improve the effectiveness of their letters.

Outcomes:

On completion of the training each delegate will be able to:

- Know how to collect and collate information accurately
- Understand the different types of letters and when to use them
- Understand basic grammar and punctuation
- Understand the writing process and stages of writing effective letters

After this course, next steps:



Managing Meetings

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any employee who is currently managing meetings and wishes to ensure meeting time is more effectively managed. Anyone who attends meetings and want to understand the theory.

Aim:

To enable delegates to recognise the advantages and disadvantages of meetings, how to manage the meeting effectively and the costs associated with productive/non productive meetings

Outcomes:

On completion of the training each delegate will be able to:

- Plan and structure meetings to gain maximum effectiveness
- Identify when and who to meet
- Spend less time at the meeting and more doing the meeting actions
- Focus future discussions on the outcomes of meeting items
- Develop communication skills and lead and control discussions
- Understand the roles required to make meetings run smoothly
- Lead meetings with confidence
- Handle difficult participants
- Develop techniques to involve all participants in discussions and decisions

After this course, next steps:

- [Influence and Persuading skills](#)



Managing Peoples Performance

Course Duration:

Two days

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any manager, supervisor or team leader looking to develop their management skills from a personal, team and task perspective

Aim:

- Recognise Good & Poor Performance issues
- Understand what responsibility ALL leaders of people have
- Employ techniques to deal with a range of performance levels - to raise overall performance
- Feel confident in tackling performance issues

Outcomes:

On completion of the training each delegate will be able to:

- Increase awareness of Performance issues
- Develop a broader understanding of the responsibility to performance that all leaders of people have
- Leave the session with actions to carry out to improve performance
- Increase the levels of good performance in the business
- Reduce the occurrences of poor performance in the business
- Take ownership of performance issues
- Pick up the necessary leadership skills to effectively motivate yourself and others to succeed
- State the differences between managing and leading
- Build confidence as a manager and gain respect and trust from your team
- Set SMART objectives, with measurable results
- Become capable of setting clear objectives for yourself and your team by using the objective setting for performance management
- Enhance team performance with strong leadership and direction
- Become more confident in delegating work to others

After this course, next steps:

- [Coaching Skills for Managers](#)
- [Influence and Persuading skills](#)



Negotiation Skills

Course Duration:

Two day

Minimum Delegates: 8

Maximum Delegates: 8

Who should attend:

This programme is designed for anyone who has to deal with other people and feels that they need to increase their personal effectiveness in any negotiation situation.

Aim:

To develop the negotiation skills required for resolving various negotiating situations and to improve management performance in the key area of communication

Outcomes:

On completion of the training each delegate will be able to:

- At the end of the workshop, the delegate will be able to:
- Participate effectively in meetings, getting ideas across
- Value teamwork when communicating the techniques
- Employ creative and practical influencing skills to identify the real source of the problem
- Reduce negotiation time and enhance the quality of the solutions reached
- Effectively communicate the decision made from the outcome of the negotiations
- Identify and use the common and differing objectives of the parties and the procedures they adopt to achieve them
- Adopt effective systems of communicating and consultation
- Prepare for negotiations
- Negotiate effectively by developing a strategy and portfolio of skills designed to achieve the desired objective
- Understand the roles used in team negotiations

After this course, next steps:

There are no next steps associated with this course, however the Influence and Persuasion course covers similar topics.



Presentation Skills for the Nervous

Course Duration:

Two day (not consecutive)

Minimum Delegates: 6

Maximum Delegates: 10

Who should attend:

Anyone who has to give presentations, informal or formal, as part of their role, or who wants to gain more confidence and experience in giving presentations.

Aim:

- To provide delegates with the skills, knowledge and confidence required to make successful presentations
- To provide delegates with an awareness of how to present to groups of people effectively.
- To provide delegates with practice in presenting to groups of people and getting feedback on their presentation style.

Outcomes:

On completion of the training each delegate will be able to:

- Approach any presentation situation with a confident, positive attitude
- Understand the need to take into account the audience in the planning and preparation of a presentation
- Understand the use of presentational aids/format and their effective use in presentations
- Plan, design, structure and prepare presentations to ensure maximum impact
- Design, prepare and use presentation aids
- Practice the delivery of a presentation, understand the impact of voice, tone and pace and the ability to handle audience behaviour and questions

NB.

Delegates will be expected to design and deliver a 15/20 minute presentation (depending on number of delegates) to be given on day 2. Some time will be available during the course although delegates will be expected to devote some of their own time to the presentation.

After this course, next steps:

- [Presentation skills – The Next Steps](#)



Presentation skills – The Next Steps

Course Duration:

One day

Minimum Delegates: 6
Maximum Delegates: 10

Who should attend:

Anyone who has attended a basic presentation skills course and wants to go to the next level

Aim:

To help delegates improve their presentations by looking at the format and structure of the presentation as well as providing a guide to presentation styles

What is covered:

- This course covers the following areas:
- Basic presentation skills recap
- Content
- Structure
- Audience
- Presentations and the senses
- 4MAT

Outcomes:

On completion of the training each delegate will be able to:

- Understand the effect of Visual, Auditory and Kinaesthetic language on presentations
- Understand the 4MAT structure of presentations
- Understand the use and application of “incident, point, benefit” within presentations
- Get feedback on their presentation style

After this course, next steps:

- [Advanced Communication Skills \(NLP\)](#)



Problem Solving

Course Duration:

Two days

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

The programme is designed for staff who are required to resolve problems and issues in terms of both day to day and project / organisational level change

Outcomes:

On completion of the training each delegate will be able to:

- Identify and explore their current capabilities in problem solving, innovation and creativity
- Have employees who are open and willing to take part in solving problems
- Motivate the workforce to recognise and tackle issues that impact on their productivity, in a positive manner
- Understand the requirements for improving problem-solving on both a personal and organisational level
- Explore options and techniques for addressing and resolving problems and for overcoming barriers to creative thinking
- Manage others in tackling problems in an effective way
- Define ways of remaining creative and keeping teams interested in solving problems successfully
- Select the right problem-solving mechanism and the optimal solution for the problem at hand using an overview of various techniques that may be employed
- Categorise problems in order to identify the most appropriate way of dealing with them

After this course, next steps:



Telephone skills

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any employee who has to deal, on a regular basis, with people on the telephone

Aim:

To enable delegates to generate, and use, generic scripts for talking to people on the phone and give delegates tools and techniques for handling with difficult callers effectively.

Outcomes:

On completion of the training each delegate will be able to:

- Recognise effective and ineffective behaviours in handling calls
- Be able to use a range of skills, practical communication methods, behaviours and attitudes in an effective, consistent manner
- Be able to build and maintain rapport when dealing with callers/complaints
- Use strategies for dealing with difficult/angry callers
- Reduce stress.

After this course, next steps:



Where Am I Going? (Career Development)

Course Duration:

Half day

Minimum Delegates: 1

Maximum Delegates: 10

Who should attend:

This programme is designed for anyone who wants to explore the career options they have and look at some of the strategies they have for achieving them.

Aim:

To enable delegates to proactively take ownership of managing their career.

Outcomes:

On completion of the training each delegate will be able to:

- Understand their life path so far
- Understand what "Career Development" is
- Understand the importance of goals, how to set them and how to make them clear, realistic and meaningful
- Understand what is available to help support their career ambitions
- Create meaningful career goals and how to start meeting them

NB. This course can be covered as an in-depth, focused, coaching session

After this course, next steps:



Where Does My Time Go? (An Introduction to Time Management)

Course Duration:

One day

Minimum Delegates: 6

Maximum Delegates: 12

Who should attend:

Any member of staff who wishes to make their time more productive

Aim:

- To introduce delegates to the concept of managing time to improve productivity and effectiveness.
- To make delegates aware of the need to plan, delegate and control their own time and be aware of the influence they have on other people's time

Outcomes:

On completion of the training each delegate will be able to:

- Change the habits of a lifetime, not just at work but at home as well
- Become a more organised, efficient, reliable person, which will stand you in good stead for career development
- Change the way you work due to the hints and tips you pick up from the course
- Avoid late nights at work catching up because you didn't prioritise
- Eliminate procrastination
- Reduce stress
- Balance home life and work life effectively
- Complete tasks on time
- Delegate where appropriate and free themselves up to do other tasks
- Understand who and what takes your time, and how to deal with it

After this course, next steps: