

Personal Skills Training

◇ **Developing Inspirational Leaders Programme**

This very popular and highly effective modular programme is offered with individual coaching between modules to embed the learning back in the workplace. It is tailored to both the developing leaders' and organisations' needs and can vary in length from 3 months to 2 years. There is also an option to work with our partners, to build and test out leadership skills through a variety of unusual activities and exercises, promoting a blended learning solution.

◇ **Presentation Skills**

In a workshop environment you will plan, prepare, practice and deliver a number of presentations. With trainer feedback, peer feedback and personal reflection you will learn how to use new tricks and increase confidence to enhance your delivery and engage audiences. Throughout the programme, you will be able to use your own presentations as examples.

◇ **Communication Skills**

For Leaders, Managers and Professionals who want to improve their communication skills at work to ensure they deliver results. This workshop provides the opportunity to think about and recognise your preferred communication style and how this can be adapted when communicating with others who may have different preferred communication styles. By using tools and techniques delegates are able to think about the perceptions they are creating while communicating face to face, by telephone or by email and how they may be filtering information they are receiving.

◇ **Influencing and Persuading**

A workshop for those who are required to influence individual managers and professionals, as well as teams and other departments. This highly interactive course will enable you to learn about and develop your primary influencing style to enable you to communicate confidently and professionally.

◇ **Career Development Workshops**

Leaders, Managers and Professionals often know that they want to progress in their career but are unable to identify what career means to them and what steps they need to take to progress it. This course give delegates the time, tools and knowledge to move their career forward in the way that is right for them.

◇ **Personal Impact**

This workshop takes a look at personal impact you are making in your daily life and provides the space to assess and reflect on your own style and the impression you create. Using tools and feedback from others you will identify ways to increase this impact where necessary.

"A fantastic course with a great deal of hands on involvement"

◇ **Resilience**

This half day programme helps us understand what is meant by resilience and how we can spot the signs in ourselves and others that support is required. We will give you some great tools to deal with resilience in an effective way, help you deal with procrastination and provide you with a process to check out at the end of each day. We will also consider how we can react positively to stress and how we deal with change.

◇ **Introduction to Project Management**

The workshop will simplify the principles of project management and provide practical tools and techniques to enable delegates to achieve the best possible results. It will provide the confidence to apply the main principles of project management in everyday situations and ensure that key stakeholders are identified and effective communication plans are in place.

◇ **Train the Trainer**

This workshop will provide delegates with the skills required to carry out one to one or small group training in the workplace. This builds confidence and gives easy steps to design and deliver training.

◇ **Managing Change**

This course explores how Change happens and offers tools and techniques to support delegates create and lead change.

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◇ **Understanding Your Strengths**

Using Belbin and MBTI questionnaires and materials to help highlight working styles and preferences and how this information may prove useful. With opportunities to discuss the outcomes and your thoughts.

◇ **Customer Care Training**

We often have different ideas about what constitutes good Customer Care. This course provides the platform to explore what is meant by good Customer Care and Customer Service. It also ensures that the Customer feels they have received great service every time by practicing new tools and techniques.

◇ **Coaching for High Performance**

Provides leaders with the tools, techniques and confidence to be a great coach, supporting their team's growth and development for better performance and maximising the team's potential.

"I really enjoyed the training, best course I have been on. Kept us all focused and I learnt a lot"

◇ **Speaking with Confidence**

This course helps you define the methods of planning and preparing, know how to portray personal impact and how to channel nervous energy. Achieve expected outcomes, engage audiences and create action plans.

◇ **Making Meetings Work**

We all have to attend meetings in the course of our working lives. This course provides the tools; techniques and confidence that help you ensure they are run professionally with successful outcomes.

◇ **Assertiveness Training**

Sometimes we find ourselves feeling out of our comfort zone which causes us to behave differently. This course gives people the tools and techniques to remain consistently assertive and helps them recognise when they are being passive or aggressive.

◇ **Mentoring Skills**

Leaders, Managers and Professionals are often asked to help others develop their career by being their Mentor. This course explores the role of the Mentor as well as tools and techniques to help delegates carry out the Mentor role effectively.

◇ **Managing Difficult People and Situations**

Often we perceive that dealing with people will be difficult. On this one day programme we explore why this is the case and provide tools and techniques to change our thinking and improve communication.

◇ **Planning and Prioritising/Time Management**

This practical workshop focuses on improved management of time and priorities. You will learn tools, tips and techniques which challenge your approach to your workload and help you regain control. It shows you how effective prioritisation and management of time can make a difference to your work/life balance.

◇ **Self-Awareness for Successful Leaders**

Using tools such as Myers Briggs Type Indicator (MBTI), Belbin and Johari window, Leaders and Managers gain knowledge of their own preferred ways of working. They also gain knowledge of how and when to adjust their style for the best possible outcome.

◇ **Appraisal Skills / Performance Management**

Performance management contributes to the effective management of individuals and teams in order to achieve high levels of organisational performance. This course gives managers and leaders the skills, tools and confidence to carry out performance management in an effective and professional way.

...and any other bespoke training solution the customer requires.