

Business Skills Course Brochure



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Course Title	Training Course Overview	Net Price
BSAS Administration Skills (1 Day)	Effective administration is associated with high levels of workplace productivity and efficiency. It is almost impossible to run an organisation well without a strong and capable team of support staff. As an administrator your role is to support the team and achieve business goals. This role demands a broad skillset and the ability to turn your hand to almost any task; as a gatekeeper, events planner, project co-ordinator, and diary manager to name just a few! Read the full Course Outline here.	£395
BSASS Assertiveness (1 Day)	Do you find yourself bowing down to others even though you disagree? Or perhaps you argue a lot with your colleagues? Maybe no one <i>dares</i> to argue with you, and you always get your own way! If any of these ring true, you are not being assertive, and you are not reaching your full potential. Your ability to effectively articulate your thoughts and desires is critical to your success in any endeavour, both in and out of the workplace; whether you let others have things their way to keep the peace, or you bulldoze others into submission, this is not an effective way to operate and will only serve to build resentment and stifle the growth of your team. Read the full Course Outline here.	£395
BSBR Building Resilience (1 Day)	Resilience and our own emotional intelligence help us to get through the turbulent issues that life can and will deal on us. We will discover how to build resilience and emotional intelligence. This course will enable you to be able to identify the five domains of emotional intelligence and the characteristics of resilience and to have greater confidence in identifying and naming emotions as they relate to our emotional intelligence. You will be able to identify some triggers for stress and for understanding emotions and be able to distinguish helpful and unhelpful thinking patterns, and how to influence them and behaviours to support resilience building. Read the full Course Outline here.	£395



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BSCHM Chairing Meetings (1 Day)	An effective Chairperson takes the lead by eliminating time-wasting practices, tackling agenda items in a clear and logical manner, and encouraging active participation from all attendees. In this course we will explore the meeting cycle and learn techniques that promote constructive discussion. We will discover the common mistakes of less successful meetings and develop confidence-boosting behaviours that can help you to manage differences of opinion and remove barriers to good decision making. Read the full Course Outline here.	£395
BSCI Conducting Interviews (1 Day)	This course has been designed for hiring managers who want to understand their responsibilities, develop insightful interview prompts, and master questioning techniques to uncover a candidate's strengths. You will explore how to use organisational analysis and interview assessment templates to identify best fit, and learn to write tailored job adverts that drive interest to your role. The course also aims to build confidence and ensure that you leave with the skills needed to hire the right people and strengthen your company brand. Read the full Course Outline here.	£395
BSCS Coaching for Success (1 Day)	When someone comes to you with an issue it can be tempting to tell them what to do, or even do it yourself. This is often the quickest way to resolve an issue and to ensure that it is done to your satisfaction, but in the long run, you prevent your employees from maximising their own performance. As a leader, it's your responsibility to unlock and nurture the potential in your team, and coaching is a great way to encourage and support others through their own learning journey by developing critical thinking skills and enhancing the power of your group abilities. In this course you will explore the coaching cycle, develop key coaching techniques, learn how to identify specific coaching opportunities, and practice your skills to coach for success. Read the full Course Outline here.	£395



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BSDAI Diversity & Inclusion (1 Day)	This engaging course aims to inspire employees to recognise the benefits of an inclusive company culture. During the course our trainer will facilitate open discussions through the use of scenarios, activities, and shared experiences. By taking part in the course, employees will learn practical skills that help them to foster a positive work environment, celebrate diversity, and develop a set of shared team values that help everyone to bring their full selves to work. Read the full Course Outline here.	£395
BSEBC Effective Business Communication (1 Day)	It's not only what you say but <i>how</i> you say it that makes an impression. When it comes to building positive relationships, introducing new ways of working, and diffusing workplace conflicts; effective communication is one of the most powerful tools that you have. Your interactions with colleagues and customers project your corporate image and set the tone for your career. In this course you will develop the key competencies that underpin effective written and verbal communication and explore a framework for honing these skills. Read the full Course Outline here.	£395
BSECF Effective Communication & Feedback (1 Day)	In this course you will discover various communication styles and understand when it is most appropriate to use these. You will learn about effective communication, the role of listening and questioning in people management, and managing communication within a team. You will also learn how to deliver constructive and motivational feedback and create an action plan, through practical exercises and case studies. Read the full Course Outline here.	£395
BSECS Effective Customer Service (1 Day)	Discover how to generate repeat business, improve customer experience, and increase satisfaction levels by gaining the skills and techniques you need to deliver excellent customer service to your clients. Read the full Course Outline here.	£395



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BSEGF Effective Group Facilitation (1 Day)	As a leader, you may personally have great rapport with everyone, but have you considered how well is your team is working with each other? Effective facilitation can help to foster positive working relationships and diffuse workplace tension, which in turn can improve job satisfaction and productivity. In this course we will explore techniques that can bring employees together and change the team dynamics. You will learn how to observe and analyse behaviours, draw out insights from a group to maximise their contribution, and handle interpersonal conflicts or differences by using these as a catalyst for growth. Read the full Course Outline here.	£395
BDFNFM2D Finance for Non-Financial Managers (2 Days)	This two-day course equips non-financial managers with the practical financial knowledge and confidence needed to contribute more effectively to their organisation's financial goals. Through interactive sessions and real-world examples, learners will explore key financial principles, terminology and tools that are essential to understanding reports, managing budgets and building credible business cases. Read the full Course Outline here.	£885
BSHC Handling Conflict (1 Day)	Contrary to popular belief, conflict in the workplace can be a positive thing and even a catalyst for personal growth if managed well. Left unchecked however, even minor disputes can spiral out of control leaving your team divided and customers feeling frustrated and unheard. Conflict is both natural and inevitable and in this course you will explore how to turn these experiences into something constructive. You will identify when conflict might occur and develop a range of techniques that you can use to diffuse tension and affect a positive outcome. Read the full Course Outline here.	£395



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BSITM Introduction to Management (2 Days)	Stepping into the world of management is an exciting and intimidating experience. The relationships you build, the way that you communicate with your team, and the strategies you adopt to manage your own (precious) time mark the difference between success and failure. This course is designed for new managers and those soon to be promoted. You will gain a comprehensive insight into the human relations components that characterise any management role, regardless of industry or function. You will also learn strategies to inspire confidence and build trust within your team. Read the full Course Outline here.	£790
BSLM Leadership & Motivation (1 Day)	So, you've got your team doing what you want them to do, and now it's time to start developing their skills, nurturing their talent, and motivating them to be the best they can be. In this course you will explore the factors that influence how people behave at work and analyse a range of leadership styles to motivate individuals and monitor performance. You will also discover how to select different management techniques to suit different individuals and learn how to create the team dynamic you want. Read the full Course Outline here.	£395
BSMC Managing Change (1 Day)	As a manager you may be asked to identify when change is needed, manage its implementation or guide others through it. Change means many things to different people, and whilst some embrace it, others will resist, and you need to be ready to handle whatever comes your way whilst moving forward to achieve your objectives. You will learn techniques to help you be more successful as a change manager. We will look at what drives change, different types of change, where barriers and boundaries are to be found, and what you can do to manage these in the context of your own organisation. Read the full Course Outline here.	£395



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BSMPP Managing Poor Performance (1 Day)	What do you do when a superstar employee starts missing deadlines and arriving late, or when a team is resistant and reluctant to change their ways of working. This course will help you to understand the reasons why your employees are not performing as expected and the human resources procedures that can be implemented to support them. You will develop a toolkit of questioning, listening, and feedback skills that can help you to explore issues with your employees, find solutions, and de-escalate challenging behaviours. Read the full Course Outline here.	£395
BSPA Mastering Performance Appraisals (1 Day)	Performance review season has arrived, and it's time to take your employees into a meeting room and work through a list of pre-set questions together. This is how the performance appraisal process is often seen and misunderstood: as more paperwork, or time away from what needs to be done. An effective appraisal can leave your employees motivated and clear on their areas for development. This one-day course is for those managers and team leaders who want their performance appraisals to drive improvement and deliver measurable results. Read the full Course Outline here.	£395
BSRS Mastering Recruitment & Selection (1 Day)	This comprehensive one-day Recruitment & Selection workshop covers practical interviewing skills and candidate screening methodology in order to develop the skills and confidence to effectively interview new team members, produce accurate assessments as well as understanding the whole selection process. Read the full Course Outline here.	£395



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BSPII Personal Impact & Influencing (1 Day)	Most things in the business world are open to a degree of negotiation, but how do you make an impact and influence the result? In this course you will learn how others perceive your actions, how to unpick the key skills of influential people, and implement a range of strategies to obtain the best possible outcomes for yourself and your organisation. We will cover ethical persuasion in a business environment and how to enhance your performance by building self-confidence. All delivered by our trainers with years of industry experience! Read the full Course Outline here.	£395
BSPS Presentation Skills (1 Day)	This course is designed to help professionals enhance their presentation skills through structured learning and practical exercises. This course will help you to develop the techniques that you need to manage nerves, create outstanding presentations, and use visual aids to engage and inspire your internal and external audiences. Participants will gain confidence, master key communication techniques, and learn to deliver impactful presentations. Read the full Course Outline here.	£395
BSRW Report Writing (1 Day)	Business reports are an important tool to aid your organisation's critical decision-making processes. When you propose a course of action, the report you write will be its best advocate. This course has been designed for anyone who needs to write compelling business reports. You will learn skills to make the writing process easier and the resulting document more impactful. You will explore the various stages of planning and structuring effective reports and look at different kinds of reports and what is needed to produce them. Read the full Course Outline here.	£395



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BSSVMM Successful Virtual Meetings & Minutes (1 Day)	This course will help you understand how to prepare and run productive virtual meetings. Throughout the day we will explore the importance of effective virtual communication and listening skills, learn about different online meeting platforms, and understand how to identify and rectify technical issues. You also will practice taking concise Minutes to ensure a clear and accurate record of your meetings. Read the full Course Outline here.	£395
BSTM Time Management (1 Day)	Take back control of your day! Learn to recognise the tasks (and people) that occupy larger chunks of your time than you might realise and explore how to manage these effectively. Many of us get to the end of the day with a to-do list that's just as long, sometimes longer, than the one we started with. This can be a frustrating and demoralising experience, but it doesn't have to stay that way. This course will teach you the time management techniques you need and help you to understand your own strengths and weaknesses and develop an effective plan of action to help you tick off those goals one by one! Read the full Course Outline here.	£395
BSTSHD Telephone Skills for Professionals (3 Hours)	Did you know that in a face-to-face conversation you have, the tone of your voice accounts for 40% of the impression you make? For telephone conversations it's even more important. In this course you will learn how to communicate information clearly and without risk of misunderstanding. You will also learn how to present a professional image and confidently lead faceless conversations in a business setting. Read the full Course Outline here.	£195



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BSTTT Train the Trainer (1 Day)	When you try to impart knowledge without a plan or an understanding of foundational training principles, it can leave Trainees feeling confused, and Trainers absolutely baffled as to why their learners just can't seem to get it! Training others requires careful consideration and a well-thought-out system for implementation. This course will introduce you to innovative techniques in training design, construction, and method. To ensure a smooth delivery whether on a one-to-one basis or to a larger group of people. Read the full Course Outline here.	£385
