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Business Skills
Training Course Brochure

Business Skills Training Course Brochure

Assertiveness

Course Code	BSASS
Duration	1 day

Overview

Do you find yourself bowing down to others even though you disagree? Or perhaps you argue a lot with your colleagues? Maybe no one *dares* 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.

During this course you will explore a range of techniques to help you make a powerful and positive impression on others while remaining true to yourself.

This course is a core module in our Management & Leadership Fundamentals Course Bundle and our HR Course Bundle. It is also an optional unit in our Management Development Course Bundle.

Audience

This course is appropriate for anyone, irrespective of their current job role, who is looking to build confidence and make a greater, more effective, impact.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶▶ Differentiate between assertive, aggressive, and passive behaviours.
- ▶▶ Recognise and manage passive and aggression in an assertive manner.
- ▶▶ Modify your behaviour to strengthen your position whilst remaining assertive.
- ▶▶ Understand how conflict can arise and modify your behaviour accordingly.
- ▶▶ Say 'no' with greater confidence.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- ▶▶ What is Assertiveness?
- ▶▶ Assertive vs non-assertive behaviours
- ▶▶ Understanding appropriate body language and tone of voice
- ▶▶ Assertiveness techniques: DESC; Stages of Assertion; Saying 'No'
- ▶▶ Rights and responsibilities
- ▶▶ Practice being assertive

Chairing Meetings

Course Code	BSCHM
Duration	1 day

Overview

"Meetings should be discussions that lead to decisions"

—Patrick Lencioni

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.

Audience

This course is perfect for anyone with responsibility for leading business meetings, and who wishes to develop their skills and confidence further.

Learning Objectives

By actively participating in this course, you will learn about the following:

- The Meeting Cycle.
- Conducting effective meetings.
- Leading group discussions.
- Keeping things on track and common mistakes to avoid.
- Dealing with challenging people & situations.
- Bringing the meeting to a close.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- Principles and roles within effective meetings
- Types of meetings
- Characteristics and structure of effective meetings
- Role and responsibilities of the Chairperson, Minute Taker, and attendees
- Creating and using agendas, scheduling the agenda items, and managing attendance
- Recognising natural roles that people assume within a meeting
- Techniques to manage participation and focus energy
- Channelling different behaviours
- Methods for reviewing meetings

Conducting Interviews

Course Code	BSCI
Duration	1 day

Overview

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.

Audience

This course is perfect for hiring managers and those with responsibility for the recruitment process, who wish to better understand their legislative responsibilities and develop a toolkit of interviewer techniques.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Understanding the Equality Law Act 2010 and reasonable adjustments.
- How to prepare for recruitment and effectively market your role.
- Evaluation criteria and interview assessment techniques.
- How to interview and reduce individual bias (including difficult situations).
- Understanding correct selection of candidates and extending an offer.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- Recruitment Fundamentals
- Selection Interviews and Success Factors
- Plan and prepare for an interview
- Personality Styles
- Reducing Bias
- Questioning Techniques
- Interview conduct and management of difficult situations
- Evaluating candidates
- Extending an offer
- Follow up after an interview

Coaching for Success

Course Code	BSCS
Duration	1 day

Overview

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.

Audience

This course is designed for leaders, managers, HR professionals and individuals who want to arm themselves with the tools and confidence to coach others to be able to achieve personal and company objectives.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Define coaching and describe the coaching cycle.
- Identify what helps and what hinders the coaching process.
- Use the skills of effective coaching – questioning, listening, observing and feedback.
- Recognise your own skills as a coach and define areas for future development.
- Enhance your skills as a coach including the use of feedback to help individuals develop.
- Identify coaching opportunities to develop staff.
- Bring on the development of your team by effective coaching.
- Feel confident running one-to-one coaching sessions in the work environment.
- Develop a Coaching Action Plan for use in the workplace.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- What is coaching?
- Coaching Style
- What helps and what hinders the coaching process
- Effective coaching skills

- Reviewing personal coaching skills
- Identifying where coaching can be used
- Implementing coaching to your team
- Confidence in Coaching
- Develop an Action Plan

Effective Business Communication

Course Code	BSEBC
Duration	1 Day

Overview

It's not only what you say but *how* 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.

Audience

This course is designed for anyone who is looking to improve their communication skills and develop their professional image.

Learning Objectives

By actively participating in this course, delegates will be able to:

- ▶▶ Recognise elements that make up effective communication.
- ▶▶ Improve their understanding of the appropriate language to use.
- ▶▶ Demonstrate the importance of grammar, punctuation, and spelling.
- ▶▶ Construct formal business letters and reports.
- ▶▶ Use appropriate email etiquette.
- ▶▶ Improve telephone and listening skills.
- ▶▶ Improve face to face communication.
- ▶▶ Improve presentation skills to leave a good impression.

Pre-Requisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- ▶▶ Written business correspondence
- ▶▶ Telephone communication
- ▶▶ Use of voice
- ▶▶ Listening skills
- ▶▶ Face to face communication
- ▶▶ Ways of communicating online

- ▶▶ Prepare and deliver a professional presentation
- ▶▶ Dealing with complaints
- ▶▶ Use of body language
- ▶▶ Eliminating clichés
- ▶▶ Setting the appropriate tone

Effective Communication & Feedback

Course Code	BSECF
Duration	1 day

Overview

During this course you will go through a range of communication styles to learn where each skill is appropriate and how best to use it, along with getting better knowledge of how to use Listening & Questioning skills.

Audience

This course is designed for any business professional who is looking to improve their communication skills when dealing with colleagues or as a Team Leader/Manager.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶ Be able to describe what effective communication comprises and how it can fail.
- ▶ Be able to use listening and questioning as part of your people management skillset.
- ▶ Be able to use a range of communication styles to get your message across and manage communication within your team.
- ▶ How to deliver feedback in a constructive and motivational way.
- ▶ Be able to create your own action plan

Pre-Requisites

There are no pre-requisites to this course.

Course Contents

- ▶ Introduction & Personal Objectives
- ▶ Course Objectives & Timetable
- ▶ What is Effective Communication
- ▶ Why does communication fail?
- ▶ Transactional Analysis
- ▶ Communicating Change
- ▶ Feedback Revisited
    - o BOOST Revision
    - o Delivering Feedback
    - o DESC
    - o Stages of Assertion
- ▶ Feedback Case Studies and Practice
- ▶ Feedback Delivery & Discussion
- ▶ Action Planning
- ▶ Review
- ▶ Evaluation

Effective Customer Service

Course Code	BSECS
Duration	1 day

Overview

"Happy customers are your biggest advocates and can become your most successful sales team."

— Lisa Masiello

Discover how to generate repeat business, improve every customer experience, and increase satisfaction levels by gaining the skills and techniques that you need to deliver excellent customer service to your clients. All delivered by our trainers with years of Customer Service experience.

Audience

This one-day tutor led workshop is perfect for anyone who works in a customer service environment and wants to effectively develop and manage relationships with internal and external customers.

Learning Objectives

By actively participating in this course, you will learn how to:

- Describe the importance of individual and supportive customer service.
- Describe how our attitude affects the way we behave and the service we provide.
- Use a range of communication tools as part of the overall customer relationship management.
- Influence others and manage expectations.
- Effectively manage challenging situations and difficult customers.

Pre-Requisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

Customer Service (small group discussion):
- Who is our customer?
- What do they need from us?
- Good customer service experiences
- Bad customer service experiences

Quality
- Definition
- Implications for the team
- Continuous improvement

Force Field Analysis
- Helps and hindrances
-

Behaviour
- Empowerment: you and your customers
- Rapport building
- Listening and questioning skills
- Assertiveness: saying 'no'
- Managing difficult behaviour
- Team working

Action planning
- Making an action plan

Effective Group Facilitation

Course Code	BSEGF
Duration	1 day

Overview

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.

Audience

This course is perfect for managers and professionals from all sectors who facilitate groups and teams.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Be able to define what facilitate and facilitation mean.
- Identify the role, responsibilities, skills and qualities of an effective facilitator.
- Plan a facilitation session.
- Select appropriate facilitation methods and tools.
- Understand the importance of control and command and when to intervene and when not to.
- Develop interpersonal skills to maximise effect.
- Create a toolbox of techniques.
- Recognise and deal with conflict and differences within a group.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- Defining facilitation
- What makes an effective facilitator?
- Planning a facilitation session
- Facilitation Techniques
- Control and command
- Developing interpersonal skills
- Toolbox creation
- Conflict and differences

Handling Conflict

Course Code	BSHC
Duration	1 day

Overview

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.

Audience

This course is suitable for anyone who wishes to better understand how to manage workplace conflicts, create conflict resolution, and improve their confidence in conflict situations.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Recognise conflict as an aspect of everyday life.
- Understand attitudes to conflict.
- Identify your own style of conflict management.
- Understand why conflict escalates and recognise signs.
- Avoid aggressive and passive responses.
- Use a range of communication tools to develop new ways of handling conflict.
- Feel more positive about your ability to manage conflict.
- Use assertiveness to communicate your message.
- Maintain composure around difficult people.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- What is conflict?
- Thomas Kilmann questionnaire
- Assertive responses
- 5 modes of handling conflict
- Building Rapport
- Understanding self and others

Introduction to Management

Course Code	BSITM
Duration	2 days

Overview

"If your actions inspire others to dream more, learn more, do more, and become more; you are a leader."

— John Quincy Adams

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.

Our two-day Introduction to Management course is designed for new managers and those soon to be promoted. In this course 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. Delivered by our training team with years of industry experience!

Audience

The course is perfect for new leaders who may have recently been appointed to a team leader, manager, or supervisory role for the first time. It would also be beneficial for anyone considering moving to a management role in the future.

Learning Objectives

By actively participating in this course, you will learn about the following:

- The role and skills of an effective manager.
- Organising your workload so that you can optimise your time and effectiveness.
- Techniques to motivate and inspire your employees.
- Giving performance feedback assertively.
- Strategies for dealing with difficult situations and poor-performing employees.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- The role and responsibilities of a manager
- The skills and attributes of effective management
- Prioritising and scheduling tasks
- Getting the best out of your employees
- Leadership styles
- Giving and managing feedback
- Dealing with challenging situations and employees

Leadership and Motivation

Course Code	BSLM
Duration	1 day

Overview

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… let's get stuck in!

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.

Audience

This course is designed for existing managers, supervisors and team leaders who want to better understand how to develop their team and create a motivating work environment.

Learning Objectives

By actively participating in this course, you will learn about the following:

- How to be an effective leader.
- The fundamentals of building a productive and cohesive team.
- Motivating individuals and teams
- Inspiring loyalty and trust.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- Leadership v Management
- The roles and responsibilities of a leader
- Characteristics of an effective leader
- Motivating staff
- Leadership styles
- Staff development levels
- Matching style to the person
- Personal action planning

Managing Change

Course Code	BSMC
Duration	1 day

Overview

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.

In this course you will learn techniques to help you be more successful as a change manager. We will look at what drives change, the different types of change, where the barriers and boundaries are to be found, and what you can do to manage these in the context of your own organisation.

Audience

This workshop is suitable for managers, supervisors and team leaders who are responsible for guiding others through minor or major changes in the workplace. Individuals who involved in identifying and advising where changes should be implemented, will also benefit greatly from attending this course.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶▶ Explain what Change Management is.
- ▶▶ Explain the importance of effectively managing change.
- ▶▶ Describe various change techniques.
- ▶▶ Describe how you can effectively implement change in your teams.
- ▶▶ Plan and organise a change.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- ▶▶ What is Change Management?
- ▶▶ Why people resist change
- ▶▶ Process of personal change
- ▶▶ Types of business change
- ▶▶ The change curve
- ▶▶ Kurt Lewins change model
- ▶▶ Kotters eight step change model
- ▶▶ 'Blue sky thinking'
- ▶▶ PEST and SWOT analysis
- ▶▶ Basic principles of Project Management

Managing Poor Performance

Course Code	BSMPP
Duration	1 day

Overview

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, following modernisation?

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.

This course is part of our Leadership Development and Management Development Course Bundles.

Audience

This course is perfect for managers, HR professionals, and team leaders who want to develop better techniques for managing poor performance.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Understand the reasons for poor performance.
- Describe the different stages of the disciplinary and capability procedures.
- Use the disciplinary and capability procedures as appropriate.
- Use appropriate questioning, listening and feedback skills to explore different issues.

Prerequisites

You will need to bring a copy of your company's Disciplinary and Capability procedures to use as reference throughout the day. For Virtual Classroom training you will also need a laptop or PC with a working microphone. A webcam is recommended for the best experience!

Course Contents

- Standards of performance
- Identifying performance gaps
- Exploring performance gaps
- Giving feedback
- Managing reactions to feedback
- Questioning and listening skills
- Disciplinary procedures in general
- Capability procedures in general
- Record keeping
- Case studies and practice

Mastering Performance Appraisals

Course Code	BSPA
Duration	1 day

Overview

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.

Audience

This course is perfect for managers and team leaders who would like to understand how to use the performance appraisal process to drive results. The course is also suitable for new entrants to HR such as HR Assistants.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Describe the components of effective performance management.
- Write clear and SMART objectives.
- Conduct effective performance reviews.
- Give and manage constructive feedback.
- Write a Personal Development Plan.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- Defining performance management
- The purpose and benefits of the performance review process
- The outcomes of an effective performance review
- Preparing for a review
- Two-way communication
- Core skills: Feedback, questioning, and listening skills
- Writing SMART objectives and Personal Development Plans

Mastering Recruitment & Selection

Course Code	BSRS
Duration	1 day

Overview

Part of the Leadership Development series

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.

Audience

The course is appropriate for anyone who has responsibility for recruiting staff or anyone who is likely to move into this role in the future.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶▶ Describe your role in the recruitment process.
- ▶▶ Describe some of the legal requirements affecting the selection process.
- ▶▶ Prepare systematically for an interview.
- ▶▶ Conduct a structured interview using effective questioning techniques.
- ▶▶ Write interview notes, reflecting the evidence you have gathered.

Pre-Requisites

You will get the most out of this course if you currently have responsibility for recruiting staff or are moving into this role in the near future.

Course Contents

- ▶▶ What is the purpose of the 'recruitment and selection process?
- ▶▶ How you can 'get it wrong'?
- ▶▶ The implications of getting it wrong
- ▶▶ Skills of an effective interviewer
- ▶▶ The job and person specifications
- ▶▶ The job advert

- ▶▶ Preparing for the interview
- ▶▶ Conducting the interview
- ▶▶ Behavioural questions
- ▶▶ Interviewing skills
  - ➤ Questioning and listening
  - ➤ Rapport building
- ▶▶ Practice

Personal Impact & Influencing

Course Code	BSPII
Duration	1 day

Overview

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!

Audience

This course is perfect for professionals looking to improve their personal impact and develop a toolkit of strategies to achieve the best possible results.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Be able to define the meaning of influence.
- Be able to identify the behaviours of effective influencers.
- Establish why some people are easier to influence than others.
- Ability to recognise the different sources of power.
- Be able to define the relationship between power and influence.
- Be able to recognise the different strategies for influencing.
- Ability to select the appropriate strategies for key contacts in the workplace.

Prerequisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- Establish personal objectives for the course
- What is effective communication and the barriers
- What makes an effective and ineffective communicator?
- People who are, and are not, easy to influence
- Influential and non-influential behaviours

- Three key behaviours that will help you influence
- The definitions of power and influencing
- Sources of power
- Using power in influencing
- Influencing strategies
- Manipulation and defensiveness
- Behavioural styles – making your case
- Completion of a personal action plan
- Completion of a personal action plan

Presentation Skills

Course Code	BSPS
Duration	1 day

Overview

Communicating with confidence and presenting information effectively are essential professional skills that provide life-long benefits; whether speaking at a conference, seeking investment, or simply welcoming a new member to the team.

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 audience.

Audience

This course is perfect for anyone who has to present or explain information to others in a professional setting.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶▶ Prepare, structure, and deliver a professional presentation.
- ▶▶ Present information with confidence and impact.
- ▶▶ Manage nerves when presenting.
- ▶▶ Use appropriate visual aids to communicate your message.

Prerequisites

This course is delivered in-centre or onsite at your work location. You will need to prepare a presentation which can be business-related or on a topic of choice. Your presentation should last between five and ten minutes and you should bring any visual aids you need with you. There will be time on the day to adjust your presentation and to practice, but there is unlikely to be time to create one from scratch.

Course Contents

- ▶▶ Use of voice
- ▶▶ Body language
- ▶▶ Appearance
- ▶▶ Managing nerves
- ▶▶ Preparation and structure of a presentation
- ▶▶ Managing questions
- ▶▶ Visual aids
- ▶▶ Use of notes
- ▶▶ Rehearsal
- ▶▶ Virtual Presentations

Project Management Fundamentals

Course Code	BSPMF
Duration	1 day

Overview

This one-day workshop explores the fundamental principles of project management and discusses the project management skills needed to complete projects on time and on budget.

Attendees will learn how to set-up, plan and deliver projects to quality, time and budget expectations whilst encouraging team members cooperation and accountability. Focusing on the key principles of project planning, you will start by looking at some of the basics of project management, exploring what it is and why it's important. You will also explore the project management life cycle, including the initiation, planning, execution, and closure stages.

Audience

This course is designed for anyone who is responsible for planning projects or change initiatives and who needs a framework and tools to build their delivery skills and confidence.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ▶ Define a project and the stages of a project lifecycle and list the key issues in managing projects.
- ▶ Identify and explain common issues affecting projects and clarify terms of relevance.
- ▶ Develop and manage project plans and identify techniques for preventative and contingent action.
- ▶ Identify and develop effective monitoring, reporting and tracking tools and processes.
- ▶ Monitor project implementation and manage changes.

Pre-Requisites

To get the most from this course, you should be in a position responsible for planning projects or change initiatives. You should also have experience of using both Microsoft Word and Excel due to a large project planning activity which requires the creation of a simple Gantt chart and project presentation.

Course Contents

- ▶ What is Project Management?
- ▶ Why projects fail
- ▶ Project stages
- ▶ Project definition
- ▶ Project planning
- ▶ SWOT analysis
- ▶ Project Management case study
- ▶ Presentations

Report Writing

Course Code BSRW
Duration 1 day

Overview

Business reports are your company's main tool to enable and support critical decision-making. If you are proposing a course of action – either within your company or to a client – the report you write will be its best advocate.

This one-day Report Writing workshop has been designed specifically for people who are required to write business reports. It concentrates exclusively on the skills needed to make the writing process easier and the resulting document more effective. 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.

Audience

This course is designed for anyone who would like to develop their Report Writing skills with particular focus on how to construct persuasive reports that have immediate impact. You will benefit from this course if you have to write any type of report, from a one-page summary to an in-depth technical document.

Learning Objectives

By actively participating in this course, you will learn about the following:

- Understand how to structure a report in a logical manner.
- How to analyse the prospective audience for the report.
- Be able to organise and arrange information effectively.
- Improve your understanding of appropriate language to use in the report
- Develop a writing style to enhance the 'readability' of the report.

Prerequisites

Although not essential, you will get the most from this course if you have already been involved in writing reports but those who are new to this within their current or new role will equally benefit.

Course Contents

- Key components of Business Reports
- Types of Business Reports
- Ways of planning and structuring Business Reports
- Preferred communications styles
- Powerful Report structures

Successful Virtual Meetings and Minutes

Course Code	BSSVMM
Duration	1 day

Overview

This course is designed to help delegates understand how to prepare and run productive virtual meetings including the importance of effective virtual communication and listening skills. You will learn about different online meeting platforms and how to deal with and solve typical technical issues. You will discuss the role of the minute taker, how to prepare a well-defined Agenda and how to work successfully with the person chairing the meeting. You will also gain increased confidence in minute taking abilities to enable you to take concise Minutes that will be easy to read back and form an accurate document of the meeting.

Audience

This course is appropriate for anyone involved in organising virtual meetings and taking Minutes.

Learning Objectives

By actively participating in this course, you will be better able to:

▶▶ Run effective virtual meetings.
▶▶ Use online meeting platforms.
▶▶ Troubleshoot technical issues.
▶▶ Understand the cycle of a meeting.
▶▶ Understand the role and responsibilities of the Minute Taker.
▶▶ Draft and write an Agenda and effective Minutes.

Pre-Requisites

There are no specific pre-requisites for this course, but it is helpful to have good secretarial/administration skills.

Course Contents

▶▶ Develop the skills required to prepare and run productive virtual meetings
▶▶ Effective virtual communication, body language and listening skills
▶▶ Using various online meeting platforms and dealing with and solving typical technical issues
▶▶ The cycle of a meeting
▶▶ A well-defined Agenda
▶▶ Producing effective Minutes
▶▶ The responsibilities of the Chairperson and meeting attendees
▶▶ The role and skills of a minute taker including note taking abilities
▶▶ Dealing with the typical concerns of a minute taker
▶▶ Mock meeting exercise

Time Management

Course Code BSTM
Duration 1 day

Overview
During this course you will understand and then learn how to put into practice the principles and benefits of time management.

Audience
This course is appropriate for anyone who struggles to find the time for what they need to do and requires the skills to prioritise tasks and manage their time better.

Learning Objectives
By actively participating in this course, you will learn about the following:

- Systematically review your use of time.
- Prioritise and schedule your workload.
- Describe your time management strengths and weaknesses.
- Identify and manage 'time thieves'.
- Write an action plan to improve time management.

Prerequisites
There are no specific Prerequisites for this course.

Course Contents

- Why effective time management is important
- Benefits of effective time management
- Personality types and time management
- Productivity cycles
- To Do lists
- Managing your day
- Handling paperwork
- Technology and time management
- Saying 'No'
- Managing interruptions
- Delegation
- Managing stress

Telephone Skills

Course Code   BSTS-HD
Duration   ½ day

Overview

Did you know that in a face-to-face conversation 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.

Audience

This course is perfect for people of all experience levels and seniority who use the telephone to talk with external customers (clients/suppliers), as well as internal customers (colleagues/contractors).

Learning Objectives

By actively participating in this course, you will learn about the following:

⏩   Developing a professional telephone manner.
⏩   How to prepare for making calls, leaving messages, and answering the phone.
⏩   Understanding your caller's requirements to be able to capture useful information and properly relay this.
⏩   How to deal with difficult calls effectively and professionally.

Pre-Requisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

⏩   Listening skills and telephone etiquette
⏩   Telephone tips – making and receiving calls
⏩   Receiving and relaying messages effectively
⏩   Leaving a voicemail message
⏩   Leading the conversation
⏩   Dealing with difficult calls

skilltec training
Moving forward in knowledge and training

Train the Trainer

Course Code	BSTTT
Duration	1 day

Overview

"Tell me and I forget, teach me and I may remember, involve me and I learn."

— Benjamin Franklin

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.

Audience

This course is suitable for anyone who has responsibility for training others in the workplace, and is perfect for HR personnel, team leaders and department managers.

Learning Objectives

By actively participating in this course, you will learn about the following:

- ⏩ Explain the importance of setting clear, precise objectives.
- ⏩ Describe the process of how people learn.
- ⏩ Describe and explain the four stages of learning.
- ⏩ Plan and prepare a training session having identified training needs.
- ⏩ Describe the steps needed to design and structure a course.
- ⏩ Describe the importance of feedback and evaluation.

Pre-Requisites

There are no pre-requisites for our onsite or in-centre courses. For our Virtual Classroom training you will need a laptop or PC with a working microphone. A webcam is also recommended for the best experience!

Course Contents

- ⏩ Skills of an effective trainer
- ⏩ Learning styles
- ⏩ Objectives setting
- ⏩ Lesson planning
- ⏩ Presentation skills
- ⏩ Techniques of coaching