



Moving forward in knowledge and training

# Business Skills Training Course Overview



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Course Title	Training Course Overview	Net Price
<b>Administration Skills</b> (1 day course)	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!	£345
<b>Assertiveness</b> (1 day course)	Your ability to effectively articulate your thoughts and ideas is critical to your success in any endeavour in and out of the workplace. This course is all about “leaning in” and explores a range of methods and techniques to help you make a powerful, positive impression on others while remaining true to yourself. 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.	£345
<b>Chairing Meetings</b> (1 day course)	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.	£345
<b>Conducting Interviews</b> 1 day course)	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.	£345
<b>Coaching for Success</b> (1 day course)	This course is designed for leaders who are wanting to develop the skills of others through effective coaching. You will explore the coaching cycle, develop key coaching techniques, learn how to identify specific coaching opportunities and hone your skills to coach for success.	£345
<b>Effective Business Communication</b> (1 day course)	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.	£345
<b>Effective Communication &amp; Feedback</b> (1 day course)	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.	£345
<b>Effective Customer Service</b> (1 day course)	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.	£345

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<b>Handling Conflict</b> (1 day course)	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.	£345
<b>Introduction to Management</b> (2 day course)	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!	£690
<b>Leadership &amp; Motivation</b> (1 day course)	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.	£345
<b>Managing Change</b> (1 day course)	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.	£345
<b>Managing Poor Performance</b> (1 day course)	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.	£345
<b>Mastering Performance Appraisals</b> (1 day course)	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.	£345
<b>Mastering Recruitment &amp; Selection</b> (1 day course)	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.	£345
<b>Personal Impact &amp; Influencing</b> (1 day course)	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.	£345

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<b>Presentation Skills</b> (1 day course)	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.	£345
<b>Project Management Fundamentals</b> (1 day course)	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.	£345
<b>Report Writing</b> ( 1 day course)	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.	£345
<b>Successful Virtual Meetings &amp; Minutes</b> (1 day course)	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. .	£345
<b>Time Management</b> (1 day course)	During this course you will understand and then learn how to put into practice the principles and benefits of time management.	£345
<b>Telephone Skills for Professionals</b> (1 day course)	Did you know that in a face-to-face conversation the <i>tone of your voice</i> 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	£345
<b>Train the Trainer</b> (1 day course)	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	£345