

## **Business Competence Courses**

### ***Building Effective Working Relationships***

Two-day workshop

Aims of the workshop:

To provide participants with the knowledge and skills to develop and maintain effective working relationships.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Understand the components required for effective working relationships
- Communicate responsibly to foster effective relationships
- Understand what creates upset and how to manage upset effectively
- Understand their own and other peoples' attitudes and ensure these are respected and valued
- Understand how to manage their own anxiety in relationships and help others with their anxiety
- Understand why people get angry and how to manage anger in themselves and others effectively

### ***Career Management***

One-day workshop

Aims of the workshop:

When changes are taking place that are outside the control of the individual, it is essential for people to establish what their career development options are. The opportunity to design a strategy that meets their specific wants and needs often results in them feeling more supported.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Have an increased awareness and understanding of how changes in their working environment are impacting on their present circumstances and on their career aspirations
- Understand the relevance of the psychological contracts with their organisations and what is important for their life and work
- Be aware of the influences that attracted them to certain roles in their career journey and the implications for the future
- Consider their preferred style of working and how that aligns with their career options and if there are mismatches how they can address them
- Tips for marketing themselves and CV must haves

### ***Coaching***

One-day workshop

Aims of the workshop:

To improve both organisational and individual effectiveness through coaching. To provide an environment to inspire high quality thinking and continuous development. The workshop is designed to clarify the role of a coach in a traditional coach / coached relationship, focusing on the skills and attributes for effective coaching and creating strategies to set up and manage development relationships.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Understand the importance of coaching in the workplace
- Be able to use coaching as an effective means of improving individual and organisational effectiveness
- Appreciate the difference between coaching, mentoring and counselling
- Have a commitment to developing their style as coach in the continuous development of people and the achievement of organisational objectives
- Be able to identify work activities to develop individuals to their full potential
- Be able to demonstrate a flexible approach when coaching people
- Have increased confidence in applying a range of skills and interventions required for coaching
- Considered the next steps for implementation at work

### ***Consultancy Skills for the Workplace***

Two-day workshop

Aims of the workshop:

We run two courses in Consultancy Skills, an Introductory Workshop and a Refresher Workshop. Each workshop aims to provide participants with the essential knowledge, skills and distinctions to be effective in a wide range of consulting roles including leadership; supervision; management; team working, and customer service provision.

The workshops will help participants to gain a greater understanding of the nature of consulting. By consulting we mean any conversation or interaction a person may have with another individual or group. In exploring these consultations we will help people to better understand the impact that they have upon others, enhance the way they communicate, and look at ways in which they can further develop effective working relationships.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Describe how to structure their consultations to ensure that they are effective
- Identify the technical competence (knowledge, skill and attitudes) required by them to be effective in their consulting role
- Identify areas of future development and begin to consider how to address these needs
- Describe what an attitude is and identify some of their own individual attitudes to consultancy meetings and some of their key clients
- Describe the components of effective working relationships
- Conduct an audit of their key relationships (consultancy clients, staff, bosses, customers, other stakeholders)
- Identify which relationships need enhancing and identify how this could happen
- Describe the nature of unsolved problems and how to manage upset and anxiety in consultancy situations
- Demonstrate how to use effective language i.e. language that produces action
- Demonstrate how to make effective requests, deny requests and provide effective counter-offers to requests in consultancy situations

### ***Conflict Management***

One-day workshop

Aims of the workshop:

This practical workshop is designed for all managers and team members and will provide participants with an understanding of how and why conflicts occur and how to manage them effectively.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Understand what creates upset and breakdowns in working relationships
- Identify specific causes of upset in their own relationships / situations
- Understand all the components required for an effective working relationship and benchmark their key working relationships against these criteria
- Understand the power and influence of their attitudes in managing conflict
- Understand strategies for managing anger in themselves and others
- Understand and practise language that is productive in the workplace and prevents conflict occurring

### ***Delivering an Exceptional Customer Experience***

Two-day workshop

Aims of the workshop:

We aim to provide participants with a greater understanding of the impact that they have upon customers and colleagues (internal customers). We provide them with innovative, thought provoking and pragmatic information that will increase their understanding of why customers and colleagues behave as they do and how to improve their current relationships with customers, colleagues and staff through more insightful and productive communication. The workshop offers opportunities to consider key distinctions that impact upon all customer and colleague relationships.

*Learning outcomes:* by the end of the workshop participants will be able to see outcomes in six key areas:

**Structure** – participants will be clear on how to structure effective conversations and will be provided with a checklist of how to set up and conduct effective and efficient conversations. When implemented this checklist will increase the participant's efficiency in the workplace.

**Technical** – participants will identify the additional technical knowledge and skills they require to provide an excellent 'customer experience', enabling meaningful conversations with their managers to plan additional technical learning where necessary. The technical content of participants' customer conversations will be explored to ensure that they produce the desired experience for customers.

**Attitude** – participants will explore what an attitude is, how attitudes impact on participants' conversations and relationships with their customers and impact on the customer's experience. Participants will undertake an audit of their attitudes to identify and analyse those that are helpful and those that are unhelpful in producing an effective 'customer experience'.

**Relationship** – participants will consider the components required for an effective customer relationship and assess both their current approach to customer relationships and their key working relationships within the organisation against a challenging set of criteria.

**Experience** - through a powerful exercise participants experience what it feels like to be a customer experiencing a problem. Participants will understand the range of different thoughts and emotions that occur in the customer and them. They will be coached on how to manage these thoughts and emotions effectively, thus enabling a more effective response when faced with customers who are upset.

**Language** – Participants will explore important distinctions in the effective use of ‘language that produces action’. They will practise and receive coaching on the use of effective language that provides the customer (external or internal) with the clarity required to ensure an effective ‘customer experience’.

### ***Effective Meetings***

One-day workshop

Aims of the workshop:

This practical workshop is designed for all managers and team members who chair or attend meetings. This highly pragmatic workshop will provide you with ways to improve your effectiveness and efficiency at meetings thereby increasing the value for money achieved from attending.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Ensure effective participation from all attendees
- Structure meetings to ensure clarity is achieved and meetings achieve their intended outcomes
- Understand the decision making process and be able to influence it more effectively
- Identify the attitudes and behaviours that help or hinder the meetings you attend and learn how to manage these effectively
- Assess the quality of your relationships with those you meet
- Identify those relationships that require improving and how to achieve this
- Understand how to manage your anxieties and frustrations and how to help others manage theirs

### ***Facilitation Skills***

One-day workshop

Aims of the workshop:

This stimulating workshop will enable participants to use their skills to help challenge, motivate and support groups to achieve successful outcomes for themselves and their organisations. It is aimed at those new to facilitation including trainers, managers, consultants and group leaders.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Describe the process of facilitation
- Identify the stages of group development and describe appropriate facilitator interventions
- Describe how facilitation skills can be used to help groups and individuals to achieve their goals
- Demonstrate group facilitation and give and receive feedback

### ***Feedback Skills***

One-day workshop

Aims of the workshop:

This highly participative workshop is designed for those who need to provide effective feedback to others. It will provide participants with pragmatic approaches for giving and receiving positive and developmental feedback and will consider alternative communication methods that bring about effective business results.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Give positive and developmental feedback using proven feedback models
- Understand alternative communication approaches to feedback and have practised these
- Respond to feedback that they receive constructively

### ***Interviewing Techniques for Interviewers***

Two-day workshop

Aims of the workshop:

This workshop is designed to provide managers, supervisors or HR professionals with the techniques for successful interviewing. The workshop will develop the skills to undertake selection and promotion interviews and make effective selection / promotion decisions.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Recognise the benefits of behavioural interviewing
- Understand the selection process
- Practise associated skills
- Plan and prepare for an interview
- Conduct an interview fairly and effectively
- Make a selection decision based on relevant and valid evidence

### ***Listening Skills***

One-day workshop

Aims of the workshop:

To provide participants with tools and techniques which will enhance their listening abilities particularly in complex or difficult situations.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Demonstrate effective verbal listening techniques
- Understand and demonstrate effective body language
- Understand the power of listening in the communication process

### ***Mentoring in the Workplace***

One-day workshop

Aims of the workshop:

Most organisations need to improve their internal communications - mentoring helps this process.

More people know what is happening in the organisation, people feel more valued, networking improves, team communication often improves, and new staff become effective more quickly and may stay with the organisation for longer.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Help individuals adopt new ways of working by giving them the skills that they require
- Effectively perform the role of mentor
- Distinguish between mentoring and coaching, understand the different forms of mentoring, learn different skills and techniques and factors to consider in setting up a mentoring scheme

## **Negotiation Skills**

Two-day workshop

Aims of the workshop:

Resolving differences over resources, perspectives and objectives is a daily task for staff. Negotiation skills make the resolution of these differences more effective and produce the best possible results and outcomes. This workshop is designed for those who are required to negotiate or influence others to achieve effective results at work.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Assess when they should negotiate
- Plan negotiation strategies effectively
- Organise their team to best effect
- Cope with difficult negotiators
- Identify the key criteria required for effective ‘win-win’ outcomes

## **Performance Management**

Two-day workshop

Aims of the workshop:

This stimulating workshop is designed for managers who need to maximise the benefits of their performance review process. Participants and the groups they manage will be better able to develop to their full potential and contribute to a culture in which positive influencing facilitates the delivery of desired results. Interviewing skills are practiced as part of the workshop.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Set effective performance targets
- Assess performance levels
- Conduct an effective performance appraisal interview
- Identify individual and team development needs

## **Presentation Skills**

Two-day workshop

Aims of the workshop:

Increasingly, organisations are requiring individuals to have the skills to present information orally and visually instead of in written form. This workshop is designed for professionals who are required to make presentations or speeches at, for example, corporate events, with customers, with teams and others. It focuses on core skills and will help enhance confidence and competence in these areas.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Speak effectively to groups, whether formally or informally
- Prepare and deliver a quality presentation
- Identify the pitfalls to an effective presentation and list ways that they can be avoided
- Identify several ways of making a presentation
- Use the appropriate visual aids
- Plan, prepare and deliver presentations
- Deal with questions skilfully as well as presentational nerves

### ***Presenting a Positive Image at Interview***

Two-day workshop

Aims of the workshop:

This workshop is designed for anyone who will be in an interview situation. It will provide participants with enhanced interviewing ability, resulting in better interview performance and an increased likelihood of success. The workshop blends practise interview opportunities with feedback and leading edge thinking to support the development of this key career skill.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Understand what interviewers are looking for
- Understand the interview strategies and approaches adopted by interviewers
- Understand how to manage their anxiety so that they are effective in an interview
- Demonstrate their ability to listen effectively in an interview situation
- Demonstrate greater assertiveness at the interview
- Demonstrate enhanced body language

### ***Team Working Skills***

Two-day workshop

Aims of the workshop:

This workshop is designed for those who want to improve their team working skills or those who need support in developing high performing teams. Participants will be introduced to a range of techniques, theories, behaviours and attitudes that will help develop highly effective teams.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Assess their team working approach
- Understand the different roles within a team
- Identify their preferred team role and consider the implications of how that preference links with others
- Understand what causes upset and how to manage this more effectively
- Identify key stages to the development of highly effective teams

### ***Time Management***

Two-day workshop

Aims of the workshop:

Planning, organising, implementing, delegating and monitoring are essential business skills. This workshop is designed for those who want to make the most effective and efficient use of these valuable skills and who need to gain control of time and effectively prioritise their workloads.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Plan long and short-term goals
- Prioritise effectively
- Identify time robbers
- Manage their daily communications with greater efficiency

## ***Training for Trainers***

A wide range of modules are available. Please contact us to discuss your specific requirements.

Participants choose modules that are relevant to their specific needs and current level of experience.

*Learning outcomes:*

### ***Module 1: The nature of learning, adult learning theory and the training cycle.***

By the end of the workshop participants will be able to:

- Understand how and why people learn
- Understand the importance of the training cycle
- Be able to accurately identify learning needs

### ***Module 2: Planning training, setting objectives and evaluating learning.***

By the end of the workshop participants will be able to:

- Understand and write learning objectives that will deliver required learning outcomes
- Learn to select the most appropriate training methods
- Understand the key evaluation processes and the need for effective pre, during and post event evaluation

### ***Module 3: Developing your professional approach.***

By the end of the workshop participants will be able to:

- Develop a professional style and approach
- Deal with situations that they have or may have difficulty with
- Practise giving and receiving feedback

### ***Module 4: Training delivery and presentation practise.***

By the end of the workshop participants will be able to:

- Feel confident in their ability when presenting to others. They will have the opportunity to present and receive feedback on 2 presentations
- Identify specific processes, skills and techniques that successfully worked for them and identified those, which they may need to develop further Video/DVD will be used to facilitate this.

### ***Module 5: Facilitation and group dynamics.***

By the end of the workshop participants will be able to:

- Identify and understand the facilitation continuum and the facilitation spectrum
- Select appropriate questioning and listening techniques
- Understand group dynamics and know how to best manage them
- Understand the six key areas in which they need to become adept if they are to become successful facilitators of training and learning events

### ***Module 6 : The Six lenses: structure, technical, attitudinal, relationships, experiencing and language.***

By the end of the workshop participants will be able to:

- Understand and effectively use the 6 lenses and their impact on facilitation and training of groups

### ***Understanding Teams***

Two-day workshop

Aims of the workshop:

Designed for Managers, Supervisors and Team Leaders who want to build effective teams by understanding team roles and team behaviours.

*Learning outcomes:* by the end of the workshop participants will be able to:

- Understand the various stages of team development and how to manage these stages effectively
- Understand their preferred team role and the impact of work preferences within teams
- Use the high performing teams model to assess what stage of development their team is at
- Identified strategies for enhancing their teams performance and outputs