



High Impact Sessions™

ST*R Learning's High Impact Sessions™ are fast-paced training workshops that pack maximum value into half a day or less. We offer them for the following topics and tailor each course to suit your objectives and your people.

You may also like to see our portfolio of full-length training courses (visit www.strlearning.co.uk or contact us for a brochure).

Team Development and Leadership

- * Working together as a top team
- * Building a top team
- * The effective leader
- * Leading a team
- * Managing underperformers
- * Managing and motivating performance
- * Appraising people
- * Recruiting professionally
- * Selecting the right person

Business Management

- * Leading Change
- * Managing stress at work
- * Handling conflict
- * Equality and diversity
- * The key elements of business planning

Developing Talent

- * Work smarter not harder
- * Making the most of meetings
- * Making team briefings work
- * Selling yourself on the job market
- * Understanding how people learn at work
- * Dealing with difficult people
- * Successful negotiations
- * Delegation at work
- * Dealing with problems
- * Coping with change

Communication Skills

- * Influencing others effectively
- * Asserting yourself with confidence
- * Effective communication
- * Making a presentation

Sales and Marketing

- * Winning business through marketing
- * Making that sale!
- * The elevator pitch
- * Effective cross-selling

Customer Care

- * Developing your customer service
- * Handling demanding customers
- * Dealing with customers lawfully

Looking for something special? If you can't see what you want, just contact us to discuss your requirements. We'd be happy to design a personalised solution for you.