



Complete portfolio of courses available to buy

For each course you'll receive:

- * Course outline – a one page summary
- * Full-colour Powerpoint presentation
- * Detailed trainer's delivery plan and support notes
- * Delegate activity sheets and workbook material
- * Delegate information notes
- * Full printing and packing instructions

Pre-course work for and instructions for games will also be included where applicable.

Workshop Training Courses

One day long unless otherwise stated.

Leadership & Team Development

- * Managing professionally (3 days)
- * Team leadership: the essentials
- * Working in a winning team
- * Recruiting, interviewing and selection
- * Appraising performance
- * Managing the process of change
- * Managing remote teams (2 days)

Self Development

- * Time management and prioritising
- * Effective influencing skills
- * Negotiating successfully
- * Successful presentations
- * Training people to train others
- * Building your assertiveness
- * Selling yourself on the job market

Sales and Customer Care

- * Exceptional customer care
- * Developing working relationships with clients (2 days)
- * Influencing people on the telephone

Business Management

- * Delivering a project
- * Managing risk in your business
- * Business planning & harnessing change
- * Building commercial awareness

**All materials and services are supplied
in English**

High Impact Sessions™

Our High Impact Sessions™ are information-intensive workshops that squeeze maximum value into 2 or 3 hours. Choose from:

- * Developing your customer service
- * Work smarter not harder – managing your time
- * Making that sale!
- * Influencing others effectively
- * Making a presentation
- * Making team briefings work
- * Appraising people
- * Asserting yourself with confidence
- * Leading a team
- * Coping with change
- * Managing and motivating performance
- * Understanding how people learn at work
- * Handling demanding customers
- * Managing underperformers
- * Dealing with difficult people
- * Winning business through marketing
- * Making the most of meetings
- * The key elements of business planning
- * Effective communication

Ideal for attracting new clients

Titles on this page are sale-ready courses. Further titles are on the way.

If you have any other areas of interest, please let us know.