



Our Training Courses

ST*R Learning offers training courses, delivered as interactive workshops, for the following topics. We tailor each course to suit your objectives and your people.

You may also like to see our portfolio of High Impact Sessions™, which pack maximum value into half a day or less (visit the 'High Impact Sessions' page of www.strlearning.co.uk for a pdf download or contact us for a brochure).

Leadership and Team Development

- * Strategic leadership
- * Managing professionally
- * Team leadership – the essentials
- * The effective team leader
- * Developing yourself as a team leader
- * Leading your team
- * Managing and improving your team's performance
- * Working in a winning team
- * Managing remote teams
- * Developing a team action plan
- * Recruiting, interviewing and selection
- * Conducting interviews at work
- * Appraising performance
- * Managing under-performers
- * Managing high performers
- * Managing discipline & grievances
- * Managing confrontation & resistance
- * Managing the process of change
- * Managing people through change

Business Management

- * Delivering a project
- * Managing stress at work
- * Coping with stress at work
- * Equality and diversity
- * Cross-cultural awareness
- * Creating a strategic business plan
- * How to write a business plan
- * Managing risk in your business
- * Developing stakeholder partnerships
- * Writing for results
- * Report writing skills
- * Creativity and innovation at work
- * Handling the media
- * Using NLP* to improve how you communicate
- * NLP for senior executives

* NLP = Neuro-Linguistic Programming, a powerful model for understanding and improving interpersonal communication.



Developing Talent

- * The newly appointed manager
- * Coaching skills at work
- * Delegating to achieve objectives
- * Building your assertiveness
- * Communicating effectively at work
- * Effective influencing skills
- * Negotiating successfully
- * Successful presentations
- * Improving your presentation skills
- * Training people to train others
- * Coping with change
- * Handling difficult people
- * Solving problems and making decisions
- * Time management and prioritising
- * Time management through delegation
- * Time management through assertiveness
- * Selling yourself on the job market
- * Becoming a great interviewee
- * Creative thinking

Customer Care

- * Influencing people on the telephone
- * Perfecting customer care on the telephone
- * Exceptional customer care
- * Customer care in the back office
- * Managing customer service
- * Developing and managing a customer-centred culture
- * Taking the stress out of dealing with clients

Sales and Marketing

- * Introducing marketing
- * Developing your marketing plan
- * Developing working relationships with clients
- * Start selling successfully
- * Advanced selling skills
- * Consultative selling
- * Key account management
- * Achieving sales targets through Account Planning
- * Winning the deal – the successful sales meeting
- * Sales negotiations
- * Managing a sales team
- * Motivating a sales team for peak performance
- * Making sales appointments on the telephone
- * Increasing sales on the telephone

Finance and Commercial Awareness

- * Introducing finance
- * Finance for non-financial managers
- * Building a budget
- * Managing budgets and forecasts
- * Confident credit control
- * Introducing company accounts
- * Building commercial awareness
- * An introduction to management accounts
- * Managing business finance

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.