

Workshop Training Courses – materials available to purchase

These courses are available to buy under licence from ST*R Learning

One-day workshops (*unless shown*)

Leadership & Team Development

- PP 001 Managing professionally (*3 days*)
- PP 002 Team leadership: the essentials
- PP 004 Working in a winning team
- PP 009 The effective team leader (*2 days*)
- PP 010 Recruiting, interviewing and selection
- PP 013 Appraising performance
- PP 039 Managing change

Self-Development

- PP 008 Negotiating successfully
- PP 015 Training people to train others (*2 days*)
- PP 021 Successful presentations
- PP 023 Building your assertiveness
- PP 029 Self-marketing on the job market
- PP 112 Effective influencing skills
- PP 122 Time management and prioritising (*2 days*)

General & Business Management

- PP 005 Creating a strategic business plan
- PP 007 Delivering a project
- PP 051 Exceptional customer care
- PP 120 Building commercial awareness

Bite Size Sessions – *90 minutes of learning*

- BS 001 Stopping the Time Bandits
- BS 002 Leading your team
- BS 003 Influencing skills
- BS 004 Delegating effectively
- BS 005 Becoming confidently assertive
- BS 007 Communicating effectively
- BS 008 What do you promise your customer
- BS 010 The customer is always right – or are they?
- BS 011 How can I improve my marketing
- BS 013 Giving brilliant feedback

High Impact Sessions™

Clients can't always afford to free up their key people for a full day, at any level in the organisation. Our 'High Impact Sessions™' are information-intensive, high-paced and will squeeze maximum value into 2 or 3-hour sessions.

Ideal for attracting new clients

- HIS 003 Coping with Change
- HIS 004 Managing underperformers
- HIS 005 Dealing with difficult people
- HIS 006 Handling conflict
- HIS 007 Winning business through marketing
- HIS 008 Developing your customer service
- HIS 009 Making a presentation
- HIS 010 Making that sale
- HIS 012 Work smarter not harder
- HIS 013 Appraising people
- HIS 014 Key elements of business planning
- HIS 015 Building a top team
- HIS 016 Influencing others effectively
- HIS 017 Effective communication
- HIS 018 Making the most of meetings
- HIS 019 Leading a team
- HIS 028 Delegation at work
- HIS 029 Managing and motivating performance
- HIS 031 Asserting yourself with confidence
- HIS 034 Successful negotiations
- HIS 038 Understanding how people learn at work
- HIS 039 Making team briefings work
- HIS 044 Handling demanding customers

These courses can be made available to you on request:

Bite Size Sessions – 90 minutes of learning

- BS 009 How do I make that sale?
- BS 012 Handling difficult people
- BS 014 Motivating my people - what I need to do
- BS 016 Working in harmony

High Impact Sessions™

- HIS 001 Leading change
- HIS 011 Working together as a top team
- HIS 020 Improving your effectiveness - making it happen
- HIS 023 The effective leader
- HIS 024 Recruiting professionally
- HIS 025 Selecting the right person
- HIS 026 How to get that job
- HIS 035 How to win new partners
- HIS 038 Understanding how people learn at work
- HIS 041 Problem solving techniques
- HIS 042 Dealing with customers lawfully
- HIS 046 Building partnerships
- HIS 047 Making the most of coaching
- HIS 048 Making the most of your appraisal

Full-day workshop courses

- PP 003 Leading your team (2 days)
- PP 011 Conducting interviews at work
- PP 012 Becoming a great interviewee
- PP 014 Managing under-performers
- PP 016 Developing yourself as a Team Leader (2 days)
- PP 017 Managing discipline and grievances
- PP 019 Communicating effectively at work
- PP 020 Delegating to achieve objectives
- PP 022 The newly appointed manager (3 days)
- PP 024 Coping with change
- PP 027 Leading strategically at work
- PP 031 Solving problems and making decisions
- PP 040 Coaching skills at work
- PP 044 Developing your Marketing Plan (2 days)
- PP 053 Managing Customer Service
- PP 063 Handling difficult people
- PP 064 Managing and improving your team's performance
- PP 067 Managing High Performers
- PP 074 Coaching for Managers (2 days)
- PP 075 The Senior Manager Programme (5 days)
- PP 090 Customer care in the back office
- PP 091 Developing and Managing a Customer-Centred Culture
- PP 108 Developing a team action plan (2 days)
- PP 123 Time Management through delegation
- PP 124 Time Management through Assertiveness

Modules accredited to Qualifications offered by the Institute of Leadership and Management

Level	Unit Ref	Title
2	8000-250	Developing yourself as a team Leader
2	8000-253	Developing the work team
2	8000-265	Workplace communication (0.5 days)
2	8000-271	Working with customers legally
2	Induction	Induction for leadership and team skills programmes at Level 2
Level	Unit Ref	Title
3	Induction	Induction for leadership and management programmes at Level 3
3	8600-300	Solving problems and making decisions (1.5 days)
3	8600-301	Understanding change (1.5 days)
3	8600-302	Planning change (1.5 days)
3	8600-306	Understanding customer service standards
3	8600-308	Understanding leadership
3	8600-309	Understanding how to build an effective team
3	8600-315	Understanding recruitment and selection of new staff in the workplace (1.5 days)
3	8600-316	Understanding induction (0.5 days)
3	8600-317	Understanding training and coaching
3	8600-323	Understanding performance management (1.5 days)
3	8600-326	Understanding the communication process in the workplace
3	8600-327	Understanding negotiation and networking in the Workplace
Level	Unit Ref	Title
5	Induction (Coaching)	Induction for Coaching and Mentoring programmes at Level 5
5	8580-500	Understanding the skills, principles and practice of effective management coaching and mentoring (3 days)
5	8580-501	Undertaking management coaching or mentoring in the workplace (2 days)
5	8580-502	Undertaking an Extended Period of Management Coaching or Mentoring in the Workplace
5	8580-503	Reviewing own ability as a management coach or mentor
5	Induction (Leadership)	Induction for Leadership and Management at Level 5
5	8607 501	Managing Improvements
5	8607 522	Becoming an Effective Leader
5	8607 530	Understanding the skills, principles and practice of effective management coaching and mentoring