

learning
equals
development



Personal Development Courses

Tel: 0844 888 2732 E-mail: lets-talk@eqv.co.uk www.eqv.co.uk

EQV (UK) Ltd, The Mill House, Dovecote Court, Potters Marston, Leicestershire, LE9 3JR

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Active Listening (Ref BS-PD-AL)

(1 Day)

Business Benefit

Poor listening skills lead to misunderstanding, lost orders, customer complaints and staff disagreements. Improving listening skills can increase profits as well as lead to a better working environment.

Who Should Attend?

- Delegates who are looking to improve communication and interpersonal skills in their working environment

Learning Objectives

By the end of this course you will be able to...

- Describe the difference between 'Actual' and 'Active' listening
- Demonstrate 'Active Listening Skills'
- Appreciate the role of Listening in Effective Communication
- Develop a personal Action Plan to Improve Listening Skills

Course Content

- The 'Internal' and 'External' Aspects of Listening
- The importance of Non-Verbal Communication
- 'Actual' and 'Active' Listening
- Barriers to Listening
- The Impact of Behaviour on Listening
- "Assertive" Listening Skills
- Personal Development Plans

You may also be interested in

Managing and Resolving Conflict
Recruiting and Interviewing Skills

Dates: 3 Jan · 1 Feb · 3 Mar · 1 Apr · 1 May
2 Jun · 1 Jul · 1 Aug · 1 Sep · 1 Oct
3 Nov · 1 Dec

Price: **£395**
per person

Assertiveness (Ref BS-PD-ASS)

(1 Day)

Business Benefit

How managers come across to staff and how staff come across to customers can have a big impact on business results. Our behaviour in the workplace can impact on sales, productivity, staff retention, absenteeism and managing change. The skills of assertiveness can unlock the true potential of an organisation.

Who Should Attend?

- Those who need to act in a more assertive manner.

Learning Objectives

By the end of this course you will be able to...

- Understand what Assertiveness is
- Understand other Behaviour Styles
- Demonstrate the skills of Assertiveness

Course Content

- What is assertiveness?
- Rights and responsibilities in Assertiveness
- Assertion and you
- Behaviour styles
- Non-Assertive Behaviour
- Aggressive Behaviour
- Assertive Behaviour
- The "Risks" of Confrontation
- Degrees of Confrontation Risk
- Constructive Conflict
- Making and refusing Requests
- Giving and Receiving Praise and Compliments
- Changing a Negative Self Image
- Positive Statements
- A Checklist for Speaking Up

You may also be interested in
Communication Skills

Dates: 8 Jan · 5 Feb · 3 Mar · 3 Apr · 2 May
3 Jun · 2 Jul · 4 Aug · 2 Sep · 2 Oct
4 Nov · 2 Dec

Price: **£395**
per person

Business Letter Writing (Ref BS-PD-BLW)

(1 Day)

Business Benefit

Clear, concise written communication that projects a professional image is important to every organisation. This course focuses on the skills required to produce high quality written communication that is designed to inform and impress.

Who Should Attend?

- Anyone who needs to produce clear business letters or proposals as part of their job.

Learning Objectives

By the end of this course you will be able to...

- Examine the content and structure of a business letter.
- Understand how to present different types of information using different styles.
- Create letters that have impact.
- Understand the guidelines for different types of letters.
- Create a personal implementation plan.

Course Content

- The conventions of letter writing.
- Creating a clear and logical structure.
- Making a strong start.
- Good business style.
- Techniques for strong endings.
- Guidelines for specific types of letter.

You may also be interested in

Essential PA Skills
Information Gathering, Analysing and Using for Decisions.
Report Writing for Business.

Dates: 4 Jan • 5 Feb • 4 Mar • 2 Apr • 2 May
3 Jun • 3 Jul • 5 Aug • 3 Sep • 3 Oct
5 Nov • 3 Dec

Price: **£395**
per person

Coaching & Mentoring (Ref: BS-PD-CM) (1 Day)

Business Benefit

The modern business environment demands that organisations constantly re-examine their business practises. The need for change is becoming almost a daily factor in keeping up with the 'competition' and satisfying ever-increasing customer expectations.

Organisations need to be able to support their staff through this process of 'constant change' and Coaching and Mentoring plays a crucial role in providing that support.

Who Should Attend?

- Ideal for directors, managers and supervisors who are responsible for the performance of others.
- HR Professionals seeking to develop these skills within an organisation will also benefit from this course

Learning Objectives

By the end of this course you will be able to...

- Understand the importance of Coaching & Mentoring in today's business environment
- Define the two basic types of 'coaching need'.
- Demonstrate the skills required to support each type of 'coaching need'.
- Spot the day to day opportunities for increasing the effectiveness of staff through coaching.
- Highlight the key skills in delivering Feedback.
- Understand the principles of Mentoring and creating a problem solving approach to work.
- Develop a Personal Implementation Plan to improve your coaching skills in the workplace.

Course Content

- What is coaching & mentoring and why is it so important?
- Coaching opportunities and interventions.
- Convergent and Non-Convergent coaching needs.
- The different coaching techniques for each coaching need.
- Practising and refining coaching skills
- Feedback – how to give it, how to receive it.
- The basic principles of Mentoring.
- Creating a post course action plan.

You may also be interested in

Counselling Skills in the Workplace Leadership

Dates: 4 Jan • 6 Feb • 5 Mar • 3 Apr • 6 May
4 Jun • 4 Jul • 7 Aug • 4 Sep • 6 Oct
6 Nov • 4 Dec

Price: **£395**
per person

Communication, Assertiveness & Confidence Building (Ref BS-PD_CACB) (2 Day)

Business Benefit

Assertive communication is often the difference between achieving a productive outcome and ending up with disagreement. Relationships between managers and staff and staff and customers rely on communication. Assertive behaviour holds the keys to **effective** communication. Organisations can save vast amounts of time, effort and money by getting communication right...first time...every time.

Who Should Attend?

Anyone who wishes to communicate more effectively in difficult situations or with 'difficult people'. Anyone who needs to persuade other people to take action or make decisions. Anyone who would like to manage people more effectively.

Learning Objectives

By the end of this course you will be able to...

- Understand what assertive communication is and how to recognise it.
- Demonstrate an understanding of human behaviour and its effect on communication.
- Demonstrate the key skills of assertive communication.
- Understand the three elements of communication and their relevance to communication media.
- Demonstrate the key skills of communicating by phone, e-mail and face to face.
- Highlight how to deal with difficult situations and people.
- Create a post course action plan to implement the skills learned.

Course Content

- A model of human behaviour
- Four common behaviours
- Key communication skills
- Dealing with difficult situations and people.
- The three elements of communication
- Communication media
- Choosing the right way to communicate your message
- Using e-mail and written communication effectively
- Using the phone
- Effective face to face communication
- Creating a Personal Development Plan.

You may also be interested in

Active Listening
Effective Delegation

Dates: 7-8 Jan · 7-8 Feb · 6-7 Mar · 7-8 Apr · 8-9 May
9-10 Jun · 8-9 Jul · 11-12 Aug · 8-9 Sep · 8-9 Oct
10-11 Nov · 8-9 Dec

Price: **£790**
per person

Communication Skills (Ref BS-PD-CS) (1 Day)

Business Benefit

How much time, effort and money is lost when things go wrong in the workplace due to a breakdown in communication? At the very least, the answer must be, "lots"!

Whether it is face to face, via the telephone or in writing, poor communication probably accounts for more day to day problems in business than any other single factor.

This course will help to overcome these communication problems.

Who Should Attend?

- This course is invaluable for those who want to strengthen their communication skills and enhance their ability to interact with others.

Learning Objectives

By the end of this course you will be able to...

- Understand the importance of communicating accurately, concisely and, in a way that is likely to get understanding and co-operation.
- Choose the correct media with which to communicate a message.
- Understand how to use that media to its optimum effect.
- Demonstrate the key skills of communicating by phone, e-mail and face to face.
- Complete a post course action plan to implement the learning.

Course Content

- The cost of poor communication.
- Barriers to effective communication.
- The three elements of communication.
- Choosing the right way to communicate a message.
- Using e-mail effectively.
- Getting the point across on the phone.
- Effective face to face – with individuals and with groups.
- Post course implementation plans.

You may also be interested in

Public Speaking
Telephone Skills & Assertiveness

Dates: 10 Jan · 8 Feb · 6 Mar · 4 Apr · 7 May
5 Jun · 7 Jul · 8 Aug · 5 Sep · 7 Oct
7 Nov · 5 Dec

Price: **£395**
per person

Conducting Successful Meetings (Ref BS-PD-CSM) (1 Day)

Business Benefit

The amount of time that is wasted attending badly planned and badly run meetings has now reached epic proportions in many organisations. Understanding when meetings are absolutely necessary and how to make them run effectively in the shortest possible time is what this course is all about. It aims to give delegates the skills to organise meetings that actually are worth attending and the insight to know when a meeting is NOT necessary.

Who Should Attend?

- Anyone who attends or runs meetings on a regular basis.

Learning Objectives

By the end of this course you will be able to...

- Understand the concept and purpose of meetings.
- Demonstrate the methodology for planning an effective meeting.
- Describe the roles people adopt in meetings.
- Demonstrate the skills for dealing with 'difficult' attendees.
- Explain the role of chairperson.
- Create a personal implementation plan.

Course Content

- Understanding the concept of a meeting
- What is the worth & cost of the meeting?
- Planning your meeting
- Roles within meetings
- Opening Address
- Assertiveness
- Control of the group
- Being constructive
- Getting a decision
- When to defer Active Listening
- Conclusions
- Taking Minutes
- Problems with meetings
- Turning negative actions into positive results

You may also be interested in

Communication, Assertiveness and Confidence Building
Facilitation Skills
Information Gathering, Analysing and Making Decisions
Presentation Skills

Dates: 9 Jan • 11 Feb • 10 Mar • 9 Apr • 12 May
11 Jun • 10 Jul • 13 Aug • 10 Sep • 10 Oct
12 Nov • 10 Dec

Price: **£395**
per person

Counselling Skills in the Workplace (Ref BS-PD-CSW) (1 Day)

Business Benefit

Working people spend a large part of their lives in the workplace and sometimes work and personal problems can diminish their performance and affect their well being.

Timely, appropriate help and support from a colleague could prevent the problem building up and resulting in stress and under performance. This course aims to give delegates the skills to offer that support.

Who Should Attend?

- Anyone who may be required to offer help and support to others in the working environment.

Learning Objectives

By the end of this course you will be able to...

- Practise the skills and attitudes involved in helping colleagues to solve their own problems.
- Understand what counselling can achieve and what its limitations are.
- Demonstrate how to use listening and supporting skills.
- Explore and practise 'person-centred' problem solving.
- Describe the difference between counselling and other forms of support and guidance.

Course Content

- What are Counselling Skills and how are they used in the workplace?
- The positive uses of 'power'.
- Adopting the correct attitude for counselling.
- The skills of active listening.
- Being disciplined with time.
- The 'person-centred' framework for problem solving.
- When and how to confront and challenge.
- Practising the skills of reflecting and summarising.
- Action plans.

You may also be interested in

Active Listening. Assertiveness.
Coaching and Mentoring. Dealing with Negativity.
Motivation. Stress Management.

Dates: 10 Jan • 12 Feb • 11 Mar • 10 Apr • 13 May
12 Jun • 11 Jul • 14 Aug • 11 Sep • 13 Oct
13 Nov • 11 Dec

Price: **£395**
per person

Creative Thinking (Ref BS-PD-CT)

(1 Day)

Business Benefit

The complexities of business in the 21st century require ever more creative ways of solving problems and developing new ideas. The need to be able to 'think outside the box' has never been greater. This course addresses that need and looks at ways of 'thinking the unthinkable'.

Who Should Attend?

- People who would benefit from a more creative approach to those problems and issues where the solutions are not always obvious.

Learning Objectives

By the end of this course you will be able to...

- Demonstrate methods used to define the real problem.
- Describe how the 'left brain' and 'right brain' work and what the 'intelligences' are.
- Use an array of problem solving tools.

Course Content

- Defining the real problem – the 8 sector wheel.
- What are the 'intelligences'?
- Using the left and right brain.
- Space, time and laughter – The Reframing Matrix.
- Getting creativity from a team.
- Problem solving models and methods.
- Action plans.

You may also be interested in

Information Gathering, Analysing and using for Decisions.
Problem Solving.

Dates: 11 Jan • 13 Feb • 12 Mar • 11 Apr • 14 May
13 Jun • 14 Jul • 15 Aug • 12 Sep • 14 Oct
14 Nov • 12 Dec

Price: **£395**
per person

Writing your CV (Ref BS-PD-CV) (1 Day)

Business Benefit

Sometimes essential re-structuring results in losing staff and most organisations wish to afford those staff every assistance they can in gaining alternative employment. This course addresses the issue of CV writing and gives delegates some top tips in putting together a CV that will open doors for them. The course also looks at the skill of reading and interpreting CVs.

Who Should Attend?

- Anyone who needs to create a CV or whose job entails them reading and interpreting other peoples CVs.

Learning Objectives

By the end of this course you will be able to...

- Describe the contents of a dynamic CV.
- Demonstrate the skill of writing positive statements.
- Create a CV using Microsoft Word.

Course Content

- Content, length and presentation of a CV.
- How best to describe education, work experience, interests and activities, etc.
- Making positive statements.
- Dealing with 'gaps' and 'job durations'.
- Creating a CV with MS Word.

You may also be interested in

Reading and Written Communication
Business Letter Writing

Dates: 10 Jan · 12 Feb · 11 Mar · 10 Apr · 15 May
12 Jun · 9 Jul · 13 Aug · 10 Sep · 13 Oct
12 Nov · 10 Dec

Price: **£395**
per person

Dealing with Negativity (Ref BS-PD-DN) (1 Day)

Business Benefit

"I used to enjoy working here, but it's all changed, if I didn't have bills to pay I reckon I'd chuck it in."

In these days of constantly changing working practises, restructuring and redundancies this kind of statement is all too common in the workplace. The problem with negativity is – it's infectious!

This course can help managers deal with negativity, stop it spreading and help staff to regain their enthusiasm and motivation.

Who Should Attend?

- Managers who may have to deal with negativity in the workplace.

Learning Objectives

By the end of this course you will be able to...

- Help staff to come to terms with change and confront the challenges of the modern working environment.
- Understand the different types of negativity and develop strategies for dealing with them.
- Demonstrate practical techniques for managing negative behaviour.
- Help staff re-discover their motivation.
- Create a post course action plan for dealing with negativity.

Course Content

- The causes of negativity.
- 'Situational' and 'Habitual' negativity.
- The effect of negativity on behaviour.
- How to manage behaviour in the workplace.
- Motivation – re-energising your people.
- Personal Implementation Plans.

You may also be interested in

Assertiveness (Ref 32)

Coaching & Mentoring (Ref 195)

Communication, Assertiveness & Confidence

Building (Ref 35)

Effective Delegation (Ref 198)

Dates: 14 Jan • 14 Feb • 13 Mar • 14 Apr • 15 May
16 Jun • 15 Jul • 16 Aug • 15 Sep • 15 Oct
17 Nov • 15 Dec

Price: **£395**
per person

Delivering Stunning Presentations with Power Point

(Ref BS-PD-DPP)

(1 Day)

Business Benefit

Standing out from the competition can be a major challenge when competing for new business or trying to create a dynamic and compelling image for your organisation. Being able to prepare and deliver presentations that are motivating and captivating can help to create that image.

In this one day workshop delegates will learn how to construct presentations that can only be described as "stunning".

Who Should Attend?

- Anyone who needs to prepare and deliver high impact presentations.

Learning Objectives

By the end of this course you will be able to...

- Plan a presentation using Power Point.
- Describe the format for introductions and presentation rules.
- Demonstrate dynamic delivery styles.
- Create a Power Point presentation.

Course Content

- Planning your presentation.
- Making a positive introduction.
- Basic presentation rules.
- Using Power Point.
- Action settings.
- Developing a post course implementation plan.

You may also be interested in

Microsoft Power Point Advanced Presentation Skills

Price: **£395**
per person

Email Etiquette (Ref BS-PD-EE)

(½ Day)

Business Benefit

A company needs to implement etiquette rules for the following three reasons:
Professionalism: by using proper email language your company will convey a professional image. Efficiency: emails that get to the point are much more effective than poorly worded emails. Protection from liability: employee awareness of email risks will protect your company from costly lawsuits.

Who Should Attend?

- Anyone who uses e-mail as a communication tool

Learning Objectives

By the end of this course you will be able to...

- Understand when to use and when not to use Email
- How to construct meaningful emails
- What you include and not include
- What are your responsibilities when writing an email
- How to respond to negative emails
- How to manage your mailbox
- Dealing with SPAM

Course Content

- Email as a communication tool:
- What is different about using email?
- Visual Appearance
- Content
- What not to include
- Targeting the reader - tailor your writing to suit
- Your responsibilities
- When not to reply straight away – sleep on it / pause
- Structure - Subject / Greeting / Signing off
- Personal emails
- Sent in error - what to do
- Replying
- Dealing with angry / aggressive emails
- Attachments - advantages and disadvantages
- Read Receipts and delivery reports
- Controlling your In-box
- Good English for Business - grammar, punctuation, paragraphs and sentences Correct writing style
- Handling delicate or diplomatic situations
- Dealing with SPAM emails

You may also be interested in

Outlook User
Internet Explorer User

Dates: **Please call 0844 8882732 for dates**

Price: **£199**
per person

Effective Minute Taking (Ref BS-PD-EMT) (1 Day)

Business Benefit

Making meetings productive and time effective is a big challenge and effective minute taking forms part of the solution to that challenge.

This course looks at minute taking in both formal and informal meetings and provides the skills needed to take accurate minutes.

Who Should Attend?

- Those who are responsible for taking minutes at any kind of group meeting.

Learning Objectives

By the end of this course you will be able to...

- Explore layouts and appropriate styles.
- Structure and produce agendas.
- Demonstrate effective minute taking.
- Describe the various roles and responsibilities in meetings.
- Create a post course implementation plan.

Course Content

- The need to take minutes.
- Planning and preparation.
- Layout and appropriate styles.
- Using correct language, grammar and punctuation.
- Structuring and producing an agenda to ensure a productive meeting.
- Defining and practising minute taking skills.
- Speed writing.
- Establishing roles and responsibilities in a meeting.

You may also be interested in

Conducting Successful Meetings
Reading and Written Communication
Written Communication Advanced

Dates: 15 Jan · 15 Feb · 14 Mar · 15 Apr · 16 May
17 Jun · 16 Jul · 18 Aug · 16 Sep · 16 Oct
18 Nov · 16 Dec

Price: **£395**
per person

Essential PA Skills (Ref BS-PD-EPA) (1 Day)

Business Benefit

'Behind every successful executive there is an effective PA'. The demands on senior managers have never been greater and the support of a pro-active and capable PA is, for many, invaluable. This course focuses on the skills and qualities of successful Personal Assistants and Executive Secretaries who want to be more pro-active and manage multiple responsibilities more effectively.

Who Should Attend?

- Personal Assistants, Executive Secretaries and Office Professionals who wish to develop their skills and abilities.

Learning Objectives

By the end of this course you will be able to...

- Identify the qualities of a successful PA.
- Communicate assertively with managers and staff at all levels
- Gain co-operation and commitment from colleagues and outside business contacts.
- Explore ways to broaden the scope of your role.
- Deal effectively and positively with difficult situations.

Course Content

- Providing pro-active support.
- Managing the manager.
- Contributing to the team's success.
- Managing your own and your manager's time.
- Handling difficult situations.
- Taking greater control and responsibility.
- Practical time management.

You may also be interested in

Assertiveness
Communication, Assertiveness and Confidence Building
Delegation
Influencing and Persuading

Dates: 8 Jan • 21 Feb • 20 Mar • 21 Apr • 27 May
23 Jun • 22 Jul • 22 Aug • 22 Sep • 22 Oct
24 Nov • 1 Dec

Price: **£395**
per person

Essential Receptionist Skills (Ref BS-PD-ERS)

(1 Day)

Business Benefit

First impressions count and an organisation's reception staff are the 'face and voice' of that organisation. In today's competitive environment those first impressions might mean the difference between winning or losing the deal.

Building the essential skills of a receptionist including creating the right professional image is the focus of this course.

Who Should Attend?

- People who need to project a professional image whilst managing the reception area of an organisation.

Learning Objectives

By the end of this course you will be able to...

- Describe the role and responsibilities of a receptionist.
- Demonstrate effective questioning and listening skills.
- Describe how to project a professional image.
- Demonstrate the essential skills of taking messages, dealing with calls and receiving visitors.
- Manage your time effectively.

Course Content

- Understanding your role in representing your company.
- Defining your customers and your responsibilities to them.
- Projecting a professional image.
- Questioning and listening skills.
- Essential reception skills.
- Dealing with difficult situations - remaining calm under pressure.
- Managing your time effectively.

You may also be interested in

- Communication, Assertiveness and Confidence Building
- Managing and Resolving Conflict

Dates: 16 Jan · 18 Feb · 17 Mar · 16 Apr · 21 May
20 Jun · 15 Jul · 21 Aug · 18 Sep · 17 Oct
18 Nov · 16 Dec

Price: **£395**
per person

Facilitation Skills (Ref BS-PD-FAC)

(1 Day)

Business Benefit

"Meetings, meetings and more meetings".

It can sometimes feel as if we are spending half our working lives in meetings. "If only they were shorter, more productive and there were less of them."

An effective facilitator can actually make this 'wish' come true.

This course focuses on facilitation skills, not only for use in training and development, but also for use in the meeting room.

Who Should Attend?

- Anyone who is involved in facilitating events or, is responsible for running meetings.

Learning Objectives

By the end of this course you will be able to...

- Understand the role of a facilitator.
- Demonstrate the key skills of facilitation.
- Managing an audience or group of delegates.
- Creating a planning tool for preparing meetings and discussions.
- Running meetings to time and effectively.
- Demonstrate the skills of dealing with "Difficult People".
- Create a Personal Implementation Plan.

Course Content

- The role of the facilitator.
- The key skills of facilitation.
- Handling challenging behaviours and managing the audience.
- Planning the meeting.
- Running effective meetings.
- Your Personal Action Plan.

You may also be interested in

Assertiveness (Ref 32)

Active Listening (Ref 109)

Communication Skills (Ref 34)

Communication, Assertiveness & Confidence

Building (Ref 35)

Dates: 24 Jan • 22 Feb • 25 Mar • 22 Apr • 28 May
24 Jun • 23 Jul • 26 Aug • 23 Sep • 23 Oct
25 Nov • 18 Dec

Price: **£395**
per person

Information Gathering, Analysing and using for Decisions

(Ref BS-PD-IGAD)

(1 Day)

Business Benefit

Taking a 'stab in the dark' is not the best way of making important business decisions. Mistakes can be costly and making informed decisions becomes increasingly important in today's commercial world. This course is designed to equip delegates with the skills necessary to gather together and make sense of, the information required to make those 'informed decisions'.

Who Should Attend?

- All professionals who wish to adopt a structured approach to their decision making process.

Learning Objectives

By the end of this course you will be able to...

- Understand the need for information.
- Understand what type of information is required.
- Demonstrate techniques for collecting data.
- Demonstrate techniques for validating data.
- Explain the use of tables, charts and diagrams.
- Describe the use of decision making models.
- Develop an implementation plan.

Course Content

- The importance of information.
- Objective and subjective information.
- Collecting and validating data.
- Using tables, charts and diagrams.
- Using decision making models.
- Creating your personal implementation plan.

You may also be interested in

Problem Solving
Creative Thinking

Dates: 25 Jan · 25 Feb · 26 Mar · 23 Apr · 29 May
25 Jun · 24 Jul · 27 Aug · 24 Sep · 24 Oct
26 Nov · 19 Dec

Price: **£395**
per person

Presentation Skills (Ref BS-PD-PRE)

(1 Day)

Business Benefit

There are numerous occasions when a professional, well prepared and delivered presentation can boost an organisations image and have a positive impact on the bottom line.

This course enables delegates to plan, prepare and deliver motivating and persuasive presentations to a wide range of audiences.

Who Should Attend?

- Anyone who may be required to present information.

Learning Objectives

By the end of this course you will be able to...

- Demonstrate a process for planning and preparing a professional presentation.
- Examine the essential techniques for delivering the presentation.
- Understand the importance of visual aids and how to use them.
- Demonstrate the basic skills of 'public speaking'.
- Understand the importance of Body Language.
- Explore the basic skills of 'managing an audience'.

Course Content

- Planning, preparing and structuring a presentation.
- Delivery Skills – essential 'do's and don'ts'.
- Using visual aids.
- Basic 'public speaking' skills.
- Body Language – avoid sending the wrong message.
- Working with the audience.
- Skills practise and action plans.

You may also be interested in

Communication, Assertiveness and Confidence Building (Ref 35)
Facilitation Skills (Ref 152)

Dates: 9 Jan • 7 Feb • 5 Mar • 7 Apr • 6 May
6 Jun • 25 Jul • 28 Aug • 8-9 Sep • 8-9 Oct
10-11 Nov • 8-9 Dec

Price: **£790**
per person

Public Speaking (Ref BS-PD-PS) (1 Day)

Business Benefit

A major presentation may employ all of the latest technology and have wonderful visual effects and supporting material, but then be let down by a speaker who lacks the skills of Public Speaking. This course is designed to give the speaker impact, flair, competence and confidence whilst projecting a very positive image of the organisation they represent.

Who Should Attend?

- Anyone whose job involves speaking formally to groups.

Learning Objectives

By the end of this course you will be able to...

- Explain the principles of voice control.
- Understand the impact of body language.
- Know how to project a positive non-verbal message.
- Deliver a speech that has impact and projects a professional image.
- Create a personal implementation plan.

Course Content

- Pre speech considerations.
- Classical patterns of arguments.
- Verbal delivery style.
- Behavioural delivery style.
- Creating the right mood.

You may also be interested in

Communication, Assertiveness and Confidence Building
Presentation Skills

Dates: 29 Jan · 29 Feb · 28 Mar · 25 Apr · 31 May
27 Jun · 29 Jul · 29 Aug · 29 Sep · 29 Oct
24 Nov · 16 Dec

Price: **£395**
per person

Reading & Written Communication (Ref BS-PD-RWC) (1 Day)

Business Benefit

Reading and writing are skills most of us take for granted, but often our jobs require us to read or write documents which are more complex or technical than our day to day correspondence. Other times we may need to read a very lengthy document and have very little time in which to understand its content. This course is designed to help delegates deal with such challenges.

Who Should Attend?

- Anyone who wishes to develop their reading and writing skills to a more advanced level.

Learning Objectives

By the end of this course you will be able to...

- Identify your own reading type.
- Demonstrate different ways of reading text.
- Explore scanning and skimming.
- Describe the stages in analytical reading.
- Write in a constructive and disciplined way.
- Identify and correct misused words.
- Understand how to construct clear sentences.
- Demonstrate how to use punctuation effectively.
- Explain common mistakes.

Course Content

- The benefits.
- Ways of reading texts.
- Reviewing and recall.
- Structures of text.
- Message construction.
- Punctuation.
- Spelling.
- Style.

You may also be interested in

Business Letter Writing
Minute Taking
Written Communication Advanced

Dates: 16 Jan · 18 Feb · 17 Mar · 16 Apr · 21 May
18 Jun · 17 Jul · 19 Aug · 17 Sep · 17 Oct
19 Nov · 17 Dec

Price: **£395**
per person

Self Development (Ref BS-PD-SD) (1 Day)

Business Benefit

It is not always possible for an organisation to be able to attend to the development needs of every member of staff by direct one to one consultation with their line manager. There are a number of logistical problems that can prevent this, not the least of which being, when the individual is being 'remotely managed'.

This course caters for individuals who find themselves in that situation and gives them the opportunity to create their own personal development plan based on sound principles and methods.

Who Should Attend?

- Anyone who needs to, or wishes to, create their own personal development plan.

Learning Objectives

By the end of this course you will be able to...

- Assess your own role within the organisation.
- Create a development plan.
- Perform a personal S.W.O.T. and P.E.S.T.L.E analysis.
- Set short, medium and long term goals.

Course Content

- Assessing what is involved in your job role.
- Creating key competencies.
- Assessing your skill and knowledge base against those competencies.
- Creating your own development plan.
- Obtaining feedback on your performance.
- Constructively assessing the feedback
- Personal S.W.O.T and P.E.S.T.L.E analysis.
- Removing the barriers to your goals.
- Focusing on things you can change.
- Understanding your support mechanisms.

You may also be interested in

Communication, Assertiveness and Confidence Building
Influencing and Persuading
Negotiation Skills

Dates: 4 Jan • 4 Feb • 4 Mar • 4 Apr • 2 May
4 Jun • 20 Jul • 26 Aug • 30 Sep • 30 Oct
25 Nov • 17 Dec

Price: **£395**
per person

Transactional Analysis (Ref BS-PD-TA)

(2 Day)

Business Benefit

Transactional Analysis (TA) is a well proven aide to communication and teamwork and many organisations have benefited from its implementation. TA is also a powerful tool for managing change and dealing with negativity and conflict in the workplace. This 2 day course outlines the basic principles and skills of Transactional Analysis and how to apply them in day to day work situations.

Who Should Attend?

- Anyone wishing to gain a better understanding of Transactional Analysis as an aide to communication and a powerful tool for change in both work and personal life.

Learning Objectives

By the end of this course you will be able to...

- Describe the theory and basic principles of TA.
- Demonstrate 'stroke theories'.
- Describe the various 'transaction types'.
- Explore 'early decisions' and their role.
- Describe the four levels of 'discounting'.

Course Content

- Introduction to the Theory and History of Transactional Analysis.
- The Ego State Model.
- Ego state exclusion and contamination.
- Transactions, strokes and time structuring.
- Autonomy and intimacy.
- Early Decisions.
- Life 'positions' and 'OKness'.
- Re-decisions.
- Contracts for change and open communication.
- Steering communication with awareness of transaction types.
- Leadership style, power profile and transaction content.
- The foundations of denial.
- The four levels of discounting.

You may also be interested in

Communication, Assertiveness and Confidence Building
Dealing with Negativity
Managing and Resolving Conflict
Managing Change

Dates: 7-8 Jan · 7-8 Feb · 6-7 Mar · 7-8 Apr · 12-13 May
9-10 Jun · 7-8 Jul · 11-12 Aug · 8-9 Sep · 9-10 Oct
10-11 Nov · 8-9 Dec

Price: **£790**
per person

Time Management (Ref BS-PD-TM)

(1 Day)

Business Benefit

Time is the most precious commodity any individual or organisation can have. It is a finite resource. This course aims to give delegates a clear understanding of the unique value of time and the importance of managing it effectively. Focusing on practical, usable ideas, the course equips delegates to optimise the use of their time and the time of others.

Who Should Attend?

- The course is aimed at anyone who needs an introduction to the basic ideas and practices of effective time management, including those managing other people.

Learning Objectives

By the end of this course you will be able to...

- State the cost of failing to manage time effectively.
- List three of the main 'stealers of time'.
- Demonstrate methods for dealing with interruptions.
- Demonstrate methods for planning the use of your time.
- Understand the importance of delegation.
- Improve the time-effectiveness of meetings.

Course Content

- Time – the most precious resource.
- Properties of time and the cost of failing to manage it effectively.
- The three most common 'time thieves'.
- Dealing with interruptions.
- Planning the use of your time.
- Delegation – why and how.
- Maximising the time-effectiveness of meetings.
- Time management tips.

You may also be interested in

Effective Delegation (Ref 198)

Dates: 10 Jan · 22 Feb · 18 Mar · 9 Apr · 8 May
9 Jun · 3 Jul · 5 Aug · 3 Sep · 3 Oct
4 Nov · 2 Dec

Price: **£395**
per person

Training Needs Analysis (Ref BS-PD-TNA)

(1 Day)

Business Benefit

Training can be an investment that provides an organisation with significant benefits – providing the training actually satisfies the need or solves the problem. A properly constructed 'Training Needs Analysis' ensures that the ensuing training programme is cost effective and provides real business gains. This course provides the knowledge and skills to conduct such an analysis.

Who Should Attend?

- Both new and experienced trainers as well as anyone who needs to develop their ability to analyse training needs

Learning Objectives

By the end of this course you will be able to...

- Know what information is required to analyse training needs.
- Understand where to source that information.
- Demonstrate the skills required to construct a 'Training Needs Analysis'.
- Understand the different ways people learn.
- Demonstrate a system for defining Learning Objectives.

Course Content

- Data Gathering – knowing what information is required and how to get it.
- Using KSA and DIF to analyse the data.
- Using Task/Competency matrices.
- Understanding how people learn – The Hunny and Mumford analysis.
- Setting 'Learning Objectives' and required outcomes.
- Evaluating the Learning.
- Personal implementation plans.

You may also be interested in

Train the Trainer

Dates: 9 Jan • 11 Feb • 10 Mar • 9 Apr • 14 May 11 Jun • 4 Jul • 8 Aug • 5 Sep • 8 Oct 7 Nov • 5 Dec

Price: **£395**
per person

Train the Trainer (Ref BS-PD-TTT)

(3 Day)

Business Benefit

Training skills are no longer solely the requirement of full time training staff, there is a growing requirement for staff at all levels to be able to deliver punchy, effective training sessions to their colleagues. This three day course will equip delegates with all of the skills they need to deliver effective training, from analysing training needs, all the way through to delivery and evaluation.

Who Should Attend?

- Full time trainers and anyone who needs to train staff as part of their job.

Learning Objectives

By the end of this course you will be able to...

- Identify training needs and the different ways people learn.
- Understand the main training styles and approaches.
- Demonstrate the most effective structure for a training course.
- Describe the importance of visual aids, handouts and courseware.
- Demonstrate basic presentation skills and the skills of dealing with a group of delegates.
- Prepare for and deliver a training session.

Course Content

- 'Learning Styles' – the different ways people learn best.
- Conducting a 'Training Needs Analysis'.
- Setting 'Training Objectives'.
- Selecting the right 'Training Approach' and 'Style'.
- Room layouts and administration.
- Using an effective structure to prepare the training session.
- Essential Presentation Skills.
- 'Working with the Delegates' – effective facilitation skills.
- Practise sessions – preparation and delivery.
- Evaluating the effectiveness of the training.
- Personal implementation plans.

You may also be interested in
Presentation Skills.
Training Needs Analysis.
Facilitation Skills.

Dates: 16-18 Jan • 27-29 Feb • 18-20 Mar • 21-23 Apr
19-21 May • 23-25 Jun • 7-9 Jul • 6-8 Aug
3-5 Sep • 6-8 Oct • 5-7 Nov • 3-5 Dec

Price: **£1185**
per person

Effective Written Communication & Report Writing

(Ref Ref BS-PD-WWCRP)

(1 Day)

Business Benefit

Producing effective written communication has always been important in a well run organisation. The opportunities opened up by electronic mail mean that more and more staff are expected to be able to produce high quality written communication.

This course shows delegates how to produce effective written communication quickly and accurately. It also outlines the principles of report writing.

Who Should Attend?

- Anyone who wishes to improve their written communication skills.

Learning Objectives

By the end of this course you will be able to...

- Produce an outline.
- Explore patterns of argument in a written document.
- Demonstrate methods to eliminate wordiness.
- Produce a coherently structured document.
- Describe the benefits of sentence variety.
- Create a post course implementation plan.

Course Content

- Research techniques and journalistic questions.
- Producing and outline.
- Patterns of argument.
- Organising paragraphs.
- Methods of eliminating wordiness.
- Sentence variety.
- Action plans.

You may also be interested in

Business Letter Writing
Information Gathering, Analysing and using for Decisions
Reading and Written Communication
Written Communication Advanced

Price: **£395**
per person