



OPEN TRAINING BROCHURE



Contact us:

Tel: 01454 228722

www.peopletraining.co.uk

[e-mail: barbara-smith@peopletraining.co.uk](mailto:barbara-smith@peopletraining.co.uk)



Our background...

Barbara Smith established **People Training** over 20 years ago. Since then, she has worked with a variety of organizations; large, international businesses, small companies, local government, charities and the voluntary sector, providing the appropriate training to meet their needs.

WHY PEOPLE TRAINING?

People Training can provide you with the most suitable training solution including, a range of 'open' training workshops (delivered at your own premises if you prefer, tailored to your specific requirements) one- to- one guided learning (designed and planned by us) as well as an individual coaching programme. We also offer a facilitation service, helping and supporting you to develop your own staff.

Dates to suit you...we will discuss with you the dates you require and attempt to ensure you receive the training when it is convenient for you.

We offer all our clients a free, 1 hour diagnostic meeting to help you decide on the right training for your staff.

What delegates have said about our training...

"Wish I had attended this training course earlier in my career..very helpful.."

"Best training course yet..."

"Feel much more confident, looking forward to putting the ideas into practice..."

If you want to know more about how **People Training** can help you, contact us on: 01454 228722 or 07970 731049 to discuss your requirements. Alternatively, you can e-mail us: barbara-smith@peopletraining.co.uk.

OPEN TRAINING

We use a variety of accessible venues in the South West, all with catering and car parking facilities on site. We will discuss with you a suitable location to suit your needs.

We limit the number of people we have on our workshops to ensure that everyone benefits from the experience. All our workshops are timed to be 'family friendly' and included in the price are all refreshments, lunch and materials. Please advise us of any dietary and access requirements at the time of booking.



CONTENTS	PAGE...
<ul style="list-style-type: none">• Management Development	4
<ul style="list-style-type: none">- Taking the Lead series (A toolkit for managers)	
<ul style="list-style-type: none">• Management Masterclasses	5 - 15
<ul style="list-style-type: none">- Leading and motivating your staff- Building an effective team- Time management and delegation- Chairing and leading meetings- Making powerful presentations- Communicating effectively- Developing your coaching skills<ul style="list-style-type: none">• Dealing with difficult and challenging behaviour• Training for the occasional trainer	
<ul style="list-style-type: none">• Customer Care	16 - 20
<ul style="list-style-type: none">- First impressions count – reception skills- Developing your Customer Contact Skills (face-to-face)- Developing your Customer Contact Skills (using the telephone)- Managing challenging telephone calls- Dealing with challenging customers	
<ul style="list-style-type: none">• Personal development	21 - 27
<ul style="list-style-type: none">- Build your confidence at work- Handling people and situations assertively- How to be more assertive- Presenting with confidence- How to write a CV- Preparing for Interview	
<ul style="list-style-type: none">• Office Administration	28 - 30
<ul style="list-style-type: none">- The Executive PA- The Team Secretary- Organising meetings and producing accurate minutes	
<ul style="list-style-type: none">• Communication skills training	31 - 33
<ul style="list-style-type: none">- Improve your listening skills- Communicating more effectively (listening, questioning, clarifying and summarising)- Communicating assertively	
<ul style="list-style-type: none">• Written Communication skills	34 - 37
<ul style="list-style-type: none">- Report writing- Writing business letters and e-mails- Minute writing- Writing for impact	



TAKING THE LEAD

– developing managers

Designed for: Managers, Supervisors and Team Leaders, who are new to the role, as well as those who wish to refresh their skills.

Aim: To provide delegates with a toolkit of skills to enable them to be more effective managers. There are 3 workshops in the series, which can be attended individually.

CONTENT:

Workshop 1:

- Defining the role of a Manager
 - How to set SMART objectives
 - Examining your role and responsibilities
 - Setting objectives
 - Dealing with change effectively
 - Developing your leadership skills
 - Building your confidence in the role
 - Action planning

OUTCOMES:

At the end of the workshop, you will:

1. Understand more about your role
2. Be able to set SMART objectives
3. Know how to manage change
4. Identify your leadership style
5. Be able to project a positive image
6. Develop a personal action plan

Workshop 2:

- Motivating, building and maintaining the team
 - Understanding how to motivate people
 - Defining team roles within your team
 - Understanding team dynamics
 - Reviewing your team
 - Managing performance
 - Holding assertive team briefings/meetings
 - Dealing with difficult/challenging behaviour
 - Action planning

OUTCOMES:

At the end of the workshop, you will:

1. Know how to motivate people
2. Recognise different team roles
3. Identify team strengths/weaknesses
4. Manage staff performance
5. Be able to hold productive meetings
6. Be able to deal with difficult people

Workshop 3:

- The manager as an effective communicator
 - Making powerful presentations
 - Managing your time more effectively
 - Improve your delegation skills
 - Develop your coaching and mentoring skills
 - Action planning

OUTCOMES:

At the end of the workshop, you will:

1. Know how to deliver a presentation
2. Be able to manage your time better
3. Know how to delegate effectively
4. Develop your coaching/mentoring skills

Duration	3 Days
Cost	£130* discount available for series



LEADING AND MOTIVATING YOUR TEAM

- A Management Master class

Designed for: *Anyone who is responsible for staff/a team.*

Aim: *To provide delegates with the opportunity to identify and develop their leadership style and to learn more about motivational practices.*

CONTENT:

- *Who makes a good Leader?*
- *the characteristics of a good Leader*
- *Identifying your leadership style*
- *questionnaire*
- *how to develop your leadership skills*
- *What is motivation?*
- *the history of motivation*
- *what really motivates people*
- *Team roles and characteristics*
- *understanding your team profile*
- *Motivational practices*
- *how to motivate the team*
- *Action planning*

OUTCOMES:

At the end of the Workshop, you will:

1. *Understand what makes a good leader*
2. *Recognise your own leadership skills*
3. *Understand more about your leadership style*
4. *Know more about motivation and what motivates people*
5. *Understand how to motivate your staff/team*
6. *Develop a personal action plan*

Duration	One day
Cost	£130



BUILDING AN EFFECTIVE TEAM

- A Management Master class

Designed for: *Anyone who is responsible for a team.*

Aim: *To provide delegates with the opportunity to learn more about team development and how to build and maintain their teams.*

CONTENT:

- *What is a team?*
- *definition*
- *Team roles and characteristics*
- *understanding your team profile*
- *identifying strengths and weaknesses*
- *The development of a team*
- *different stages of team development*
- *Establishing self-managing teams*
- *a delegation plan*
- *Communicating effectively with the team*
- *holding team briefings and meetings*
- *Action planning*

OUTCOMES:

At the end of the Workshop, you will:

1. *Understand what makes a good ‘team’*
2. *Recognise different team roles and characteristics*
3. *Identify your ‘team profile’*
4. *Identify the strengths and weaknesses of your team*
5. *Know more about team development*
6. *Be able to establish a self-managing team*
7. *Learn how to communicate effectively with the team*
8. *Develop a personal action plan*

Duration	<i>One day</i>
Cost	<i>£130</i>



TIME MANAGEMENT AND DELEGATION

- A Management Master class

Designed for: *Anyone who would like to manage their time more effectively and develop their delegation skills*

Aim: *To provide delegates with the opportunity to learn more about how to manage their time more effectively, as well as how to develop their delegation skills*

CONTENT:

- *What are the time wasters?*
 - *questionnaire*
- *Identifying the problem areas*
 - *what are your time management challenges*
- *Establishing time management principles*
 - *planning and scheduling*
 - *identifying the priorities*
 - *task division*
- *Dealing with interruptions*
 - *face-to-face*
 - *on the telephone*
- *What is Delegation?*
 - *preparation and planning*
 - *a delegation plan*
- *Action planning*

OUTCOMES:

At the end of the Workshop, you will:

1. *Have identified your time wasters*
2. *Know more about how to apply time management principles*
3. *Be able to deal better with interruptions*
4. *Understand how to delegate and have developed up a delegation plan*
5. *Have developed a personal action plan*

Duration	One day
Cost	£130



LEADING AND MOTIVATING YOUR TEAM

- A Management Master class

Designed for: *Anyone who is responsible for staff/a team*

Aim: *To provide delegates with the opportunity to identify and develop their leadership style and to learn more about motivational practices*

CONTENT:

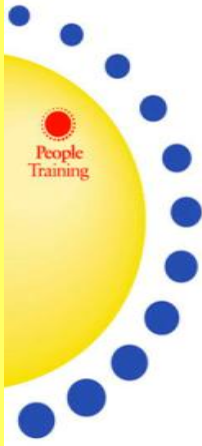
- *Who makes a good Leader?*
- *the characteristics of a good Leader*
- *Identifying your leadership style*
- *questionnaire*
- *how to develop your leadership skills*
- *What is motivation?*
- *the history of motivation*
- *what really motivates people*
- *Team roles and characteristics*
- *understanding your team profile*
- *Motivational practices*
- *how to motivate the team*
- *Action planning*

OUTCOMES:

At the end of the Workshop, you will:

1. *Understand what makes a good leader*
2. *Recognise your own leadership skills*
3. *Understand more about your leadership style*
4. *Know more about motivation and what motivates people*
5. *Understand how to motivate your staff/team*
6. *Develop a personal action plan*

Duration	<i>Half day</i>
Cost	<i>£75</i>



BUILDING AN EFFECTIVE TEAM

- A Management Master class

Designed for: *Anyone who is responsible for a team*

Aim: *To provide delegates with the opportunity to learn more about team development and how to build and maintain their teams*

CONTENT:

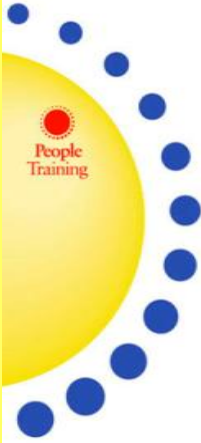
- *What is a team?*
 - *definition*
- *Team roles and characteristics*
 - *understanding your team profile*
 - *identifying strengths and weaknesses*
- *The development of a team*
 - *different stages of team development*
- *Establishing self-managing teams*
 - *a delegation plan*
- *Communicating effectively with the team*
 - *holding team briefings and meetings*
- *Action planning*

OUTCOMES:

At the end of the Workshop, you will:

1. *Understand what makes a good ‘team’*
2. *Recognise different team roles and characteristics*
3. *Identify your ‘team profile’*
4. *Identify the strengths and weaknesses of your team*
5. *Know more about team development*
6. *Be able to establish a self-managing team*
7. *Learn how to communicate effectively with the team*
8. *Develop a personal action plan*

Duration	<i>Half day</i>
Cost	<i>£75</i>



CHAIRING AND LEADING MEETINGS

- A Management Master class

Designed for: *Suitable for experienced staff, or those who are new to the role.*

Aim: *To help delegates plan, organise and conduct a meeting to ensure that all the meeting objectives are met.*

CONTENT:

- *Why have meetings?*
 - *how to make meetings more effective – checklist*
- *The role and responsibilities of the Chair or Leader*
 - *skills required*
- *Administration and supporting paperwork*
 - *preparation and planning*
 - *how to compile an agenda*
- *Leading and managing the discussion*
 - *dealing with difficult situations in meetings*
- *The role of the Secretary/Minute Writer*
 - *how to record accurately the main points and decisions*
 - *different styles of minutes and action summaries*
- *Action planning*

OUTCOMES:

At the end of the workshop, you will:

1. *Understand more about the role and responsibilities of the Chair, or Leader.*
2. *Be able to structure the meeting using the agenda*
3. *Be able to lead and manage the discussion*
4. *Know how to deal with conflict in a meeting*
5. *Understand more about the role of the Secretary or Minute taker.*
6. *Be provided with effective note-making techniques*
7. *Have developed a personal action plan*

Duration	<i>One day</i>
Cost	<i>£130</i>



MAKING POWERFUL PRESENTATIONS

- A Management Master class

Designed for: *Anyone who has to present information and wants to improve their personal impact*

Aim: *To give participants the opportunity to identify and develop their skills when presenting information to individuals and groups*

CONTENT:

- *Preparation and planning*
 - *the key elements of an effective presentation*
 - *selecting and structuring your material*

- *Using visual aids*
 - *do's and don'ts*

- *Making an impact*
 - *getting the attention of the audience*
 - *keeping their interest*

- *Delivering the message*
 - *overcoming anxiety*
 - *using your voice with more clarity, variety and projection*
 - *using body language to appear credible and confident*
 - *handling questions concisely and confidently*

- *Dealing with an audience*
 - *overcoming negativity*

OUTCOMES:

At the end of the workshop, you will:

1. *Know how to plan, prepare and structure a presentation*
2. *Be aware of how to use visual aids to support their presentation*
3. *Be able to present information with more confidence*
4. *Know how to handle question and answer sessions successfully*

Duration	One day
Cost	£130



COMMUNICATING EFFECTIVELY

A Management Master class

Designed for: *Anyone who wants to develop their communication skills*

Aim: *To give participants the opportunity to identify and develop their communication skills*

CONTENT:

- *What is communication?*
 - *the key elements*

- *Communication skills*
 - *listening*
 - *active listening*
 - *questioning techniques*
 - *reflecting and responding*
 - *summarizing*

- *The importance of feedback*
 - *how to give feedback*

- *Projecting a positive image*
 - *using positive body language*

- *Action planning*

OUTCOMES:

At the end of the workshop, you will:

1. *Know more about how we communicate*
2. *Be introduced to a variety of communication skills*
3. *Have had an opportunity to practice your communication skills*
4. *Be aware of your own 'body language'*
5. *Have developed a personal action plan*

Duration	<i>One day</i>
Cost	<i>£130</i>



DEVELOPING YOUR COACHING SKILLS

A Management Master class

Designed for: *Managers, Team Leaders and Supervisors, who are responsible for coaching others*

Aim: *To give participants the opportunity to identify and develop their coaching skills*

CONTENT:

- *What is Coaching?*
 - *definition*
 - *who makes a good Coach?*
- *The skills required*
 - *communication skills*
- *Establishing a coaching programme*
 - *preparation and planning*
- *The Coaching interview*
 - *establishing goals*
 - *monitoring and evaluation*
 - *giving feedback*
- *Personal Development Plans*
 - *developing individual plans*
- *Action planning*

OUTCOMES:

At the end of the workshop, you will:

1. *Know more about how to be a good Coach*
2. *Be introduced to a variety of communication skills*
3. *Know how to prepare and plan a Coaching programme*
4. *Be aware of your own 'body language'*
5. *Have developed a personal action plan*

Duration	<i>One day</i>
Cost	<i>£130</i>



DEALING WITH DIFFICULT AND CHALLENGING BEHAVIOUR

A Management Master class

Designed for: *Managers, Team Leaders and Supervisors, who are responsible for managing others*

Aim: *To give participants the tools to enable them to deal more effectively with difficult or challenging behaviour*

CONTENT:

- *Identifying different types of behaviour*
 - *definitions of Aggressive, Assertive and Non-assertive behaviour*
 - *verbal and non-verbal behaviour – what are the clues?*

- *Using assertion*
 - *what skills are require*
 - *content and presentation*

- *Dealing with difficult situations*
 - *recognise and manage your own responses*
 - *giving ‘bad’ news*
 - *how to say ‘No’ remain persistent*
 - *dealing with anger and aggression*
 - *dealing with criticism (giving and receiving criticism)*

- *Managing the situation*
 - *practical exercises*

OUTCOMES:

At the end of the workshop delegates will:

1. *Understand more about different types of behaviour*
2. *Be aware of the verbal clues and the associated body language*
3. *Improve their confidence when having to manage difficult situations*
4. *Recognize and be able to manage their own responses to confrontational situations*
5. *Be aware of how to defuse difficult situations*
6. *Know how to use a variety of techniques to deal with difficult situations*

Duration	<i>One day</i>
Cost	<i>£130</i>



TRAINING FOR THE OCCASIONAL TRAINER

A Management Master class

Designed for: *Anyone who is responsible for training others*

Aim: *To give delegates the opportunity to acquire new skills to enable them to prepare and deliver training sessions*

CONTENT:

- *How people learn*
 - *what are the barriers to learning*
 - *overcoming the barriers*
- *Preparation and planning*
 - *developing a training programme*
 - *administration and paperwork*
- *Delivering a training session*
 - *the skills required*
 - *keeping the trainee’s interest*
 - *giving feedback*
- *Evaluation and Review*
 - *obtaining feedback*
 - *an evaluation checklist*
 - *ongoing evaluation*
- *The role of the Coach and Mentor*
- *Developing a personal action plan*

OUTCOMES:

At the end of the workshop delegates will:

1. *Be aware of how people learn*
2. *Know the barriers to learning and how to overcome them*
3. *Be able to prepare and plan a training session*
4. *Know the skills required to deliver/facilitate a training session*
5. *Be aware of evaluation methods and how to use them*

Duration	<i>One day</i>
Cost	<i>£130</i>



FIRST IMPRESSIONS COUNT

- Reception Skills Workshop

Designed for: *Anyone who is in a front-line role, responsible for meeting and greeting customers, whether face-to-face or using the telephone*

Aim: *To help delegates in key customer-facing roles develop practical skills.*

CONTENT:

- *Making a positive first impression*
 - *Identifying verbal and non-verbal communication*
 - *Ensuring the service is accessible to all*
- *Being Customer-focussed*
 - *The key elements*
- *Dealing with difficult or challenging situations/people*
 - *Identifying different types of behaviour*
 - *Projecting a positive image using assertion*
 - *Responding to complaints*
- *Developing professional telephone behaviour*
 - *Structuring the call*
 - *Turning around difficult calls*
 - *Concluding calls satisfactorily*
- *Continuous development*
 - *Developing personal and organisational action plans*

OUTCOMES:

At the end of the workshop delegates will:

1. *Understand the importance of making a positive first impression.*
2. *Be aware of the diverse needs of Customers and ensure that services are accessible to all.*
3. *Be able to identify different types of behaviour and respond accordingly.*
4. *Be provided with a range of assertiveness techniques to enable them to deal with 'difficult' customer situations, including responding to complaints.*
5. *Have a personal and organisational action plan to improve Customer Care.*

Duration	<i>one day</i>
Cost	<i>£130</i>



DEVELOPING YOUR CUSTOMER CONTACT SKILLS

- FACE-TO-FACE

Designed for: Anyone who is responsible for interacting with customers face-to-face

Aim: To help delegates develop key skills in customer-facing roles

CONTENT:

- What is Excellent Customer Service?
 - the key elements
- Introducing a Customer Focus
 - What are the benefits?
 - A service accessible to all
- Customer Contact Skills - face-to-face
 - Communication skills require
 - Projecting a positive image
 - verbal and non-verbal behavior
- Turning around difficult situations
 - Identifying different types of behaviour
 - Dealing with difficult or challenging behavior
- Handling complaints
 - Remaining positive
 - Continuous development
 - Developing personal and organisational action plans

OUTCOMES:

At the end of the workshop delegates will:

1. Know more about Excellent Customer Service
2. Understand the benefits of being 'customer-focussed'
3. Recognise the communication skills required in customer-facing environments
4. Be able to project a positive image of themselves and the organization
5. Be able to identify different types of behaviour and respond accordingly
6. Be provided with a range of assertiveness techniques to enable them to deal with 'difficult' customer situations, including responding to complaints
7. Have a personal and organisational action plan to improve Customer Care

Duration	One day
Cost	£130



DEVELOPING YOUR CUSTOMER CONTACT SKILLS

- USING THE TELEPHONE

Designed for: Anyone who is responsible for interacting with customers using the telephone

Aim: To help delegates develop key skills.

CONTENT:

- Communicating with Customers using the telephone
 - What are the barriers?
 - Overcoming the barriers

- Developing professional telephone behaviour
 - What skills are required?
 - Developing a positive framework - A 7 stage approach

- Dealing with 'difficult' calls
 - How to deal with difficult calls objectively and professionally

- Closing calls satisfactorily
 - Closing techniques

OUTCOMES:

At the end of the workshop delegates will:

1. Be aware of the telephone as a communication barrier and be provided with techniques to help them overcome the barriers.
2. Know how to ensure the telephone is accessible to all customers who have impairments, or for whom English is not their first language.
3. Be provided with a variety of tools and techniques to help them develop their competence and confidence when communicating with customers.
4. Know how to 'turn around' difficult calls and close calls satisfactorily.

Duration	One day
Cost	£130



MANAGING CHALLENGING TELEPHONE CALLS

Designed for: *Anyone who is in a front-line role and has to manage difficult telephone calls*

Aim: *To help delegates remain positive in difficult situations to enable them to achieve a satisfactory outcome.*

CONTENT:

- *What makes a call 'difficult'?*
 - *Identifying the barriers*
 - *Overcoming the barriers*

- *Dealing with difficult calls*
 - *What skills are required?*
 - *Remaining positive*
 - *How to deal with difficult calls objectively and professionally*

- *Closing calls satisfactorily*
 - *Closing techniques*
 - *Ending on a positive note*

OUTCOMES:

At the end of the workshop delegates will:

1. *Be aware of the telephone as a communication barrier and be provided with techniques to help them overcome the barriers*
2. *Identify the skills required to defuse difficult calls*
3. *Be able to remain positive, even when under attack*
4. *Know how to 'turn around' difficult calls*
5. *Be provided with a variety of closing techniques*
6. *Know how to close calls satisfactorily*

Duration	<i>half day</i>
Cost	<i>£75</i>



DEALING WITH CHALLENGING CUSTOMERS

Designed for: *Anyone who is in a customer facing role and has to manage difficult or challenging customers; both face-to-face and using the telephone*

Aim: *To help delegates remain positive in difficult situations, ensuring that they project a positive impression of themselves and the organization they represent.*

CONTENT:

- *Communicating with Customers - face-to-face*
 - *What customer contact skills are required*
 - *Understanding different types of behaviour*
 - *Managing difficult or challenging situations*
 - *Practical exercises*

- *Communicating with Customers - using the telephone*
 - *Overcoming the barriers*
 - *Structuring the call*
 - *Turning around difficult calls*
 - *Concluding calls satisfactorily*

- *Continuous development*
 - *Developing personal and organizational action plans*

OUTCOMES:

At the end of the workshop delegates will:

- 1. Understand the principles of Customer Service and how they can be developed in their own environment.*
- 2. Be able to identify and develop their customer contact skills: face-to-face, in writing and using the telephone.*
- 3. Be provided with a range of assertiveness techniques to enable them to deal with 'difficult' customer situations.*
- 4. Have a personal and organisational action plan to improve Customer Care.*

Duration	<i>half day</i>
Cost	<i>£75</i>



BUILD YOUR CONFIDENCE AT WORK

Designed for: *Anyone who wants to develop their confidence in the workplace*

Aim: *This workshop will enable you to achieve more success by giving you renewed confidence in a variety of situations*

CONTENT:

- *Developing your self-concept*
 - *Identifying your strengths and the areas you want to improve*
- *Identifying behaviour*
 - *Verbal and non-verbal content*
- *Projecting a positive image*
 - *Creating a positive first impression*
 - *Communicating positively*
- *Developing your influencing skills*
 - *The key skills*
 - *What is assertion?*
 - *Using assertive techniques to deal with a variety of challenging situations*
- *Developing a personal action plan*

OUTCOMES:

At the end of the workshop delegates will:

1. *Recognise their strengths.*
2. *Understand more about different types of behaviour and its impact on others.*
3. *Know how to create a positive first impression.*
4. *Be aware of positive communication.*
5. *Know how to use different influencing skills to affect the outcome.*
6. *Be able to use assertiveness to create win-win situations.*
7. *Will have developed a personal action plan.*

Duration	<i>one day</i>
Cost	<i>£130</i>



HANDLING PEOPLE AND SITUATIONS ASSERTIVELY

Designed for: Anyone who wants to project more of a positive image of themselves and the organization

Aim: This workshop will enable you to deal more confidently with a variety of people and situations

CONTENT:

- What is Assertion
 - Definitions
 - Benefits

- How does Assertion compare to other types of behaviour?
 - Verbal behaviour and body language

- Barriers to Assertiveness
 - Recognising and overcoming the barriers

- Assertive technique
 - Using assertiveness in a variety of situations
 - Practical exercises

- Developing personal action plans
 - Applying the techniques

Please note that this workshop includes practical exercises based on the delegates responses in the pre-workshop questionnaire

OUTCOMES:

At the end of the workshop delegates will:

1. Know more about assertive behaviour and feel more confident about using assertion.
2. Identify different types of behaviour and respond accordingly.
3. Be able to use Assertion to defuse 'difficult' situations.
4. Have had an opportunity to practise their skills.
5. Go away with a personal action plan.

Duration	one day
Cost	£130



HOW TO BE MORE ASSERTIVE

Designed for: *Anyone who wants to project more of a positive image of themselves and generally feel more confident*

Aim: *This workshop will enable you to deal more confidently with a variety of situations*

CONTENT:

- *Identifying different types of behaviour*
 - *Verbal content and body language*
- *What is Assertion?*
 - *Benefits*
 - *The key elements*
- *Assertive techniques*
 - *Using assertiveness in a variety of situations*
 - *Practical exercises*
- *Developing personal action plans*

OUTCOMES:

At the end of the workshop delegates will:

1. *Be able to identify different types of behaviour and respond accordingly*
2. *Know more about Assertiveness and its benefits*
3. *Be able to use Assertion in a variety of situations*
4. *Have had an opportunity to practise their skills*
5. *Go away with a personal action plan*

Duration	<i>half day</i>
Cost	<i>£75</i>



PRESENTING WITH CONFIDENCE

Designed for: Anyone who wants to improve their presentation skills to ensure they make an impact with the audience.

Aim: This workshop will equip you with the tools and techniques to deliver a powerful presentation.

CONTENT:

- Making a presentation
 - The key questions
- Preparation and planning
 - Note-making
 - Developing an outline
 - Structuring your presentation
 - Attention grabbers
- Using visual aids
 - Important points to remember
 - Advantages and disadvantages
- Delivering the message
 - The Key elements
 - Establishing the ground rules
 - Communicating effectively
 - Delivery style
 - Overcoming nerves
 - Making an impact
- Dealing with an audience
 - Giving feedback
 - Dealing with interruptions
 - Overcoming negativity
 - Responding to criticism

OUTCOMES:

At the end of the workshop delegates will:

1. Be able to prepare, plan and structure a presentation
2. Understand more about the use of visual aids to support presentations
3. Understand how to communicate effectively and make an impact with the audience
4. Respond to an audience
5. Have had an opportunity to practise their skills
6. Go away with a personal action plan

Duration	one day
Cost	£130



HOW TO WRITE A CV

Designed for: *Anyone who wants their CV to stand out from the rest*

Aim: *To help you prepare and write a CV to get you noticed*

CONTENT:

- *What is a CV?*
 - *Purpose*
 - *Different types of CV*

- *Preparation and planning*
 - *The key elements*
 - *Structuring the information*

- *Presentation*
 - *Making an impact*
 - *Use of layout*

- *Practical exercises*
 - *Sample CVs*

Please note: *A discount is available if this workshop is booked with the “Preparing for Interview” workshop*

OUTCOMES:

At the end of the workshop delegates will:

1. *Understand the purpose of a CV*
2. *Be introduced to different types of CVs*
3. *Know how to prepare, plan and structure a CV*
4. *Be able to present a CV so it gets noticed first time*
5. *Go away with some sample CVs*

Duration	<i>half day</i>
Cost	<i>£75</i>



PREPARING FOR INTERVIEW

Designed for: Anyone who needs to improve their interview technique and generally feel more confident about attending interviews

Aim: To provide delegates with the opportunity to develop their interview technique

CONTENT:

- Preparation and planning
 - Completing application forms
 - The interview process

- Preparing for the interview
 - An interview plan
 - Highlighting the positives
 - Making a good impression

- The Interview
 - Interview techniques
 - Some ‘typical’ interview questions
 - Responding to questions
 - Questions to ask

Please note: A discount is available if this workshop is booked with the “How to write a CV” workshop

OUTCOMES:

At the end of the workshop delegates will:

1. Understand more about selection tools, e.g. the application form
2. Know more about the interview process
3. Know how to prepare and plan for an interview
4. Be able to present a good impression of themselves
5. Be provided with some ‘typical’ interview questions and appropriate responses

Duration	half day
Cost	£75



PREPARING FOR INTERVIEW

Designed for: *Anyone who needs to improve their interview technique and generally feel more confident about attending interviews*

Aim: *To provide delegates with the opportunity to develop their interview technique*

CONTENT:

- *Preparation and planning*
 - *Completing application forms*
 - *The interview process*

- *Preparing for the interview*
 - *An interview plan*
 - *Highlighting the positives*
 - *Making a good impression*

- *The Interview*
 - *Interview techniques*
 - *Some 'typical' interview questions*
 - *Responding to questions*
 - *Questions to ask*

Please note: *A discount is available if this workshop is booked with the "How to write a CV" workshop*

OUTCOMES:

At the end of the workshop delegates will:

1. *Understand more about selection tools, e.g. the application form*
2. *Know more about the interview process*
3. *Know how to prepare and plan for an interview*
4. *Be able to present a good impression of themselves*
5. *Be provided with some 'typical' interview questions and appropriate responses*

Duration	<i>half day</i>
Cost	<i>£75</i>



THE EXECUTIVE PA

Designed for: Personal assistants and secretaries to Directors and Senior Managers.

Aim: As a key member of the management team, this course will provide you with the opportunity to develop your team and self-management skills, as well as provide you with a range of tools and techniques to enable you to feel more confident in your role.

CONTENT:

- The role and responsibilities of an Executive PA
 - identifying your strengths and improvement areas
- Communication skills required
 - how to project a positive image
 - approaching conflict with a positive attitude
- Examining your team working skills
 - identifying your team role characteristics
 - how to work effectively in the management team
- Planning and organizing your work
 - setting priorities and meeting deadlines
 - using delegation skills
- How to use problem-solving and decision making techniques
- Action planning
 - developing a personal action plan

OUTCOMES:

At the end of the workshop delegates will:

1. Understand more about their role and responsibilities
2. Identify the communication skills required
3. Be able to deal with difficult situations
4. Know how to work effectively in the management team
5. Be introduced to planning, organizing and scheduling techniques
6. Know how to use a range of problem-solving and decision-making tools
7. Have developed a personal development plan

Duration	full day
Cost	£130



THE TEAM SECRETARY

Designed for: *Pas, Secretaries and Administrators who are required to support a team.*

Aim: *To provide you with the opportunity to develop skills to help you manage your workload more effectively. You will be given some tips and techniques to help you support people in your team who may have differing priorities. In addition, you will be able to determine your time wasters and be introduced to some time management techniques.*

CONTENT:

- **The role**
 - *What is your role?*
 - *Skills required*
 - *SWOT analysis*
- **Working in a team**
 - *Team roles and characteristics*
 - *Identifying your strengths and weaknesses*
 - *How to improve team working*
- **Time and self management**
 - *Identifying your time wasters*
 - *Planning, organising and scheduling your work*
 - *How to establish priorities – important and urgent tasks*
- **Communicating effectively**
 - *Using positive communication*
 - *Dealing with difficult situations including: dealing with criticism and saying ‘no’*
- **Action planning**

OUTCOMES:

At the end of the workshop delegates will:

1. Be able too define the role of a Team Secretary
2. identify the skills required
3. Determine their time wasters
4. How to manage your time more effectively by learning
5. Know how to plan, organise and prioritise their workload
6. Know how to implement systems to ensure that the daily workload is managed effectively
7. Be able to communicate positively in difficult situations
8. Know how to negotiate effectively to achieve win-win outcomes

Duration	<i>full day</i>
Cost	<i>£130</i>



ORGANISING AND CHAIRING MEETINGS

Designed for: Anyone who has to chair or lead a meeting, delegates who have to attend meetings, as well as those responsible for producing clear and accurate minutes.

Aim: To provide delegates with the tools and techniques to chair/lead a meeting, participate more effectively, as well as how to produce clear and accurate minutes.

CONTENT:

- **Why have meetings?**
 - How to make meetings more effective
- **The role of the Chair or Leader**
 - Role and responsibilities
 - Leading and managing the discussion
 - Dealing with conflict in the meeting
- **Administration and supporting paperwork**
 - Structuring the minutes – different layouts
 - The difference between action points and minutes
 - Planning and writing different agenda
 - Organizing the meeting
- **The role of the Minute Taker**
 - Role and responsibilities
 - Communication skills required
 - Different note-making techniques
- **Recording and monitoring**
 - How to accurately record the main points and decisions in a meeting
 - Monitoring action points
- **Action planning**

OUTCOMES:

At the end of the workshop delegates will:

1. Know how to make their meetings more effective
2. Understand more about the role of the Chair/Leader and Minute Taker
3. Know how to structure the meeting using different agenda
4. Be provided with a variety of communication skills
5. Know how to plan, organize and record the business of the meeting
6. Be provided with a variety of note-making techniques
7. Have developed an action plan

Duration	full day
Cost	£130



IMPROVE YOUR LISTENING SKILLS

Designed for: *Anyone who wants to improve their listening skills*

Aim: *To provide delegates with the opportunity to develop their listening skills*

CONTENT:

- *What is listening?*
 - *Barriers to listening*
 - *Personal and environmental*
- *Overcoming the barriers*
 - *Different techniques*
 - *Practical exercises*
- *Action planning*
 - *Developing a personal action plan*

OUTCOMES:

At the end of the workshop delegates will:

1. *Be aware of the barriers to listening*
2. *Be given some techniques to overcome the barriers*
3. *Have had an opportunity to practise their skills*
4. *Have developed an action plan to improve their listening skills*

Duration	<i>half day</i>
Cost	<i>£75</i>



COMMUNICATING MORE EFFECTIVELY

Designed for: *Anyone who wants to improve their communication skills*

Aim: *To give participants the opportunity to identify and develop their communication skills*

CONTENT:

- *What is effective communication?*
 - *The key elements*
 - *Skills required*

- *Using communication skills*
 - *Listening*
 - *Active listening*
 - *Questioning techniques*
 - *Reflecting technique*
 - *Summarising*

- *Using 'Body language'*
- *Projecting a positive image*

- *Action planning*
- *Developing a personal action plan*

OUTCOMES:

At the end of the workshop delegates will:

1. *Understand what is effective communication*
2. *Be able to identify their own communication strengths and improvement areas*
3. *Be able to use a range of communication skills*
4. *Have had an opportunity to practise their skills*
5. *Have developed an action plan to improve their communication skills*

Duration	<i>half day</i>
Cost	<i>£75</i>



COMMUNICATING ASSERTIVELY

Designed for: *Anyone who wants to improve their assertiveness*

Aim: *To give participants the opportunity to practice their assertiveness skills*

Please note: *This is a practical workshop, using examples from delegates to form the content of the practical exercises*

CONTENT:

- *Communicating Assertively*
 - *The key elements*
 - *Skills required*
- *Identifying different types of behaviour*
 - *Verbal and non-verbal*
- *Using Assertion*
 - *Strategies to deal with different situations/people*
 - *Practical exercises*
- *Action planning*
 - *Developing a personal action plan*

OUTCOMES:

At the end of the workshop delegates will:

1. *Be aware of how to communicate assertively*
2. *Be able to identify their own skills and improvement areas*
3. *Be able to use a range of assertive communication techniques*
4. *Have had an opportunity to practise their skills*
5. *Have developed an action plan to improve their assertiveness*

Duration	<i>half day</i>
Cost	<i>£75</i>



REPORT WRITING

Designed for: *Anyone who wants to improve their report writing skills*

Aim: *To provide delegates with the opportunity to develop their report writing skills using examples of their own reports*

Please note: *This workshop requires delegates to complete a pre-workshop questionnaire provide examples of reports they have written. There will an opportunity for each delegate to receive feedback on their reports and they will be given guidance on how to develop their skills*

CONTENT:

- *What is an effective Report?*
 - *The key elements*
 - *Structuring and layout*

- *Content and presentation*
 - *The use of language*
 - *Making an impact with your Reader*
 - *Practical exercises*

- *Action planning*
 - *Developing a personal action plan*

OUTCOMES:

At the end of the workshop delegates will:

1. *Understand what makes a good report*
2. *Be aware of how to structure reports to engage the Reader*
3. *Know how to use language for best effect*
4. *Have had an opportunity to review their own reports and receive feedback*
5. *Have developed an action plan to improve their report writing skills*

Duration	<i>half day</i>
Cost	<i>£75</i>



WRITING BUSINESS LETTERS AND E-MAILS

Designed for: Anyone who wants to improve their writing skills

Aim: To provide delegates with the opportunity to develop their letter and e-mail writing skills

CONTENT:

- **Preparation and Planning**
 - What is your objective?
 - Developing a rapport with your Reader
- **The use of language**
 - Punctuation and grammar
 - Constructing sentences and paragraphs
 - How to make your writing more lively and direct
- **Structuring and layout**
 - How to make an impact with your Reader
 - Effective layouts
- **Editing and reviewing your writing**
 - Checking for readability
 - Matching the content with your objective
- **Action planning**
 - Developing a personal action plan

Please note: This workshop requires delegates to complete a pre-workshop questionnaire. This will enable the trainer to tailor the workshop to meet stated needs and to choose appropriate practical exercises. Delegates will be invited to send in/bring along examples of their written work and there will an opportunity for each delegate to receive feedback on their letters and e-mails.

OUTCOMES:

At the end of the workshop delegates will:

1. Know how to write clear and concise business letters and e-mails
2. Know how to use language to communicate clearly
3. Be aware of how to make an impact with the Reader
4. Have had an opportunity to review their use of punctuation and grammar
5. Be aware of how to make an impact with the Reader
6. Know how to structure letters and e-mails
7. Be introduced to an editing technique
8. Have developed an action plan to improve their writing skills

Duration	half day
Cost	£75



MINUTE WRITING

Designed for: Anyone who is responsible for attending meetings and producing accurate minutes

Aim: To provide delegates with the opportunity to develop their minute writing skills

CONTENT:

- **Preparation and planning**
 - Compiling an attendance sheet
 - Writing different agenda
 - Liaising with the Chair or Leader of the meeting
- **Structure and layout**
 - The key elements of Minutes and Action points
 - Using different layouts
- **Communicating in the meeting**
 - How to develop your listening skills
 - Interrupting the meeting
- **Recording the meeting**
 - Using different note-making techniques
 - Recording the main points and decisions
 - The difference between minutes and action points/summaries
- **Action planning**
 - Developing a personal action plan

Please note: This workshop requires delegates to complete a pre-workshop questionnaire. This will enable the trainer to tailor the workshop to meet stated needs and to choose appropriate practical exercises. If you are refreshing your skills and would like feedback on your Minutes, please state this on your pre-workshop questionnaire.

OUTCOMES:

At the end of the workshop delegates will:

1. Know how to prepare the paperwork associated with a meeting (including writing different agenda)
2. Understand how to structure Minutes and Action points
3. Be aware of different styles of Minutes/Action points
4. Understand the communication skills required
5. Have had an opportunity to practise their listening skills
6. Be introduced to a variety of note-making techniques
7. Have received feedback on their Minutes/Action points
8. Have developed an action plan to improve their writing skills

Duration	half day
Cost	£75



WRITING FOR IMPACT

Designed for: *Those delegates who wish to maximize the impact of their written communication skills*

Aim: *To enable delegates to gain confidence in their writing style and presentation to enable them to make an impact with their readers*

CONTENT:

- **Preparation and planning**
 - Be clear about your objective
 - Identify and focus on your Reader
- **Making an impact**
 - Style, content and presentation
 - Using different layouts
- **The Use of language**
 - Clear and concise writing
 - Establishing a rapport with your Reader
- **Constructing sentences and paragraphs**
 - How to make your writing more lively and direct
 - The use of punctuation and grammar
- **Keeping the Reader interested**
 - Writing logically
- **Introducing effective layouts**
 - Letters and e-mails, Reports, Publicity material and Press releases
- **Checking for readability**
 - Editing and reviewing your written work
- **Action planning**
 - Developing a personal action plan

OUTCOMES:

At the end of the workshop delegates will:

1. Be able to establish clear objectives
2. Be able to identify and focus on the Reader's needs
3. Know how to make an impact with the Reader
4. Be introduced to different layouts
5. Know how to write clearly and concisely for maximum impact
6. Review their use of punctuation and grammar
7. Know how to write logically to keep the Reader's interest
8. Be introduced to an editing technique
9. Have developed a personal action plan to develop their writing skills

Duration	one day
Cost	£130

BOOKING FORM

Please e-mail or send your completed form to :
 People Training, The Old Vicarage, Church Lane, Rangeworthy, Bristol, BS37 7ND.

<i>Course title:</i>
<i>Course date:</i>
<i>Company Name:</i>
<i>Company Address:</i> _____
<i>Postcode:</i> _____
<i>Number of Employees:</i>
<i>Person making this booking:</i>
<i>Job Title:</i> _____
<i>Contact email:</i> _____
<i>Please attach a list of delegates, indicating their full name (including title), job title and an email contact.</i>
<i>Payment – Please indicate preferred payment method: (please tick)</i>

<i>Purchase Order No.</i>		<i>BACS TRANSFER</i>	
<i>CHEQUE</i>		<i>CREDIT CARD</i>	