



Further workshop
outlines
now available with
TMA



Handling Challenging Behaviour

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

- Understand the theory behind workplace behaviour.
- Forge positive working relationships with difficult or uncooperative individuals.
- Approach conflict situations with increased confidence in an appropriate and timely manner.
- Adopt a confident, professional and appropriate style when faced with difficult people or situations.
- Plan your personal strategy for dealing with difficult situations.



Building & Developing High Performing Teams

1 or 2 days

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

- Recognise the characteristics of high performing teams.
- Identify and maximise talent within the team.
- Understand the actions and behaviours of effective team leaders.
- Use a combination of approaches to engage, empower and motivate the team to maximise and sustain performance



How to Influence & Persuade

1 or 2 days

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

- Communicate in a more persuasive manner with colleagues and individuals from outside your organisation.
- Develop more effective and creative working relationships.
- Explain complicated ideas in a manner which aids understanding and increases the likelihood of success.
- Communicate with increased confidence at meetings. Become a more active listener.
- Apply principles of negotiation to your day-to-day communication.
- Use enhanced persuasion skills to act as an opinion shaper amongst your colleagues.
- Identify your own preferred influencing style and use it to encourage people to change their





Motivational Leadership

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

- Closely examine the subjects of motivation and leadership
- Understand the impact of our personal behaviour on motivation
- Develop a greater understanding of what motivates people
- Identify practical motivation tips and techniques to transfer back into the workplace
- Each programme to have its own 'identity' from which support networks for coaching and mentoring can be developed



How to Solve Problems Creatively

1 or 2 days

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

- Develop innovative and creative skills to assess and solve your workplace problems.
- Make more effective use of your own and your colleagues' creative thinking skills.
- Assess the impact on the business of your recommendations for change.
- Understand how to present new ideas to secure the 'buy in' of others to implement change.

Communicating Effectively in the Workplace

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

- Communicate more effectively.
- Gain new information through effective questioning techniques.
- Pick up on hidden messages.
- Listen for feelings as well as meaning.
- Use techniques to check and build understanding.
- Increase your confidence when communicating face-to-face.

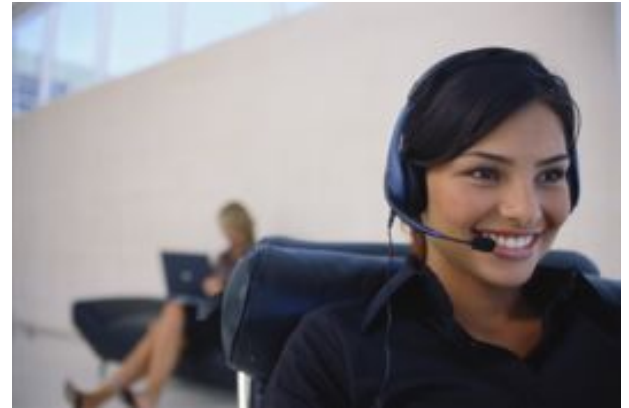




Customer Service – Giving the Customer More

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

- State your role in achieving a differentiated branded customer experience.
- Shape and deliver your customers' expectations.
- Identify the relationship between effective communication and customer loyalty.
- Maintain a positive, customer-focused attitude, even in challenging situations.
- Deliver consistent service excellence at every customer 'touch-point'.



Positive Handling of Customer Complaints

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

- Understand the impact you generate on customers; negative and positive.
- Understand the change in your thinking and behaviour that is required to manage complaining customers.
- Recognise that it is important not to take complaints personally but to respond in a professional manner.
- Establish rapport with angry and abusive customers and resolve their complaint
- Appreciate the value to you and your customers when you remain calm and resist their pressure.





Customer Service – Knowing what Your Customer Wants/Expects

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

- Examine the effects of good and bad customer service on customer loyalty.
- Investigate your personal impact on customers.
- Manage customer expectations and demands effectively.
- Deliver a first class customer experience within a range of different situations.
- Recognise how a change in your behaviour can increase customer loyalty.



Speaking & Presenting with Confidence

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

- Speak to groups with greater confidence and professionalism.
- Plan and prepare your presentations more effectively.
- Have the confidence to handle difficult topics and people.
- Focus attention on the key issues whilst gaining audience acceptance of your message.
- Keep your audience engaged with enthusiasm and clear communication.
- Use the correct visuals to keep interest and enhance your message.
- Interact with your audience, taking questions and feed back.





Developing Your Teams Performance – 2 days

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

- Recognise the importance of Performance Management to organisational success
- Identify the key elements of Performance Management
Set realistic and challenging task and behavioural objectives
- Plan and structure successful reviews using effective questioning and listening skill during reviews
- Develop skills to deal with challenging situations/people
- Identify the different types of coaching to improve performance
- Establish performance gaps and agree a solution
- Give effective and constructive feedback



Developing Great Leadership – 2 days

- To highlight what great leadership is and what is required of leaders in your organisation
- To identify the current leadership strengths of participants and provide opportunities for development
- To enable participants to identify their preferred leadership style
- To recognise key motivators in the workplace, people's different motivational needs and techniques to motivate their team
- To distinguish team roles and responsibilities and explain the process of team dynamics
- To aid participants to identify team strengths and development areas
- To encourage them to think about what makes a great team





Minute Taking – 1 day

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

- Explain why it is important to have Minutes from meetings
- List the tasks involved in Minute taking
- Explain what should be written down when Minute taking
- List the Guiding Principles of Effective Minute taking
- Identify Common Problems & Solutions associated with Minute taking
- Demonstrate Effective Listening skills
- Identify the true "Message" from a meeting
- Apply the use of Templates when Minute taking
- Understand the impact of the Freedom of Information Act & Data Protection Act when Minute taking
- Demonstrate how to take Minutes

