



Delivering over 2400 days of training a year on a multitude of topics we inspire individuals and drive organisational success. Below are just a selection of the courses we can deliver:

Management and Leadership

- Management Development Programme
- Developing Leadership Skills
- Effective Leadership
- Meeting Leadership
- Coaching Skills
- Conflict Resolution

Teamwork

- Handling Conflict in Teams
- Myers Briggs Testing
- Senior Management Team Workshop
- Working Together

Staff Development

- Administrative Staff Development
- Management and Appraisal
- Motivating
- Coaching/Mentoring
- Competency Based Selection
- Empowerment
- Getting the Most Out of Your Appraisal
- Inefficiency and Disciplinary Procedures
- Manager as a Developer
- Performance Management
- Pre-Retirement
- Presentation Skills
- Project Planning Skills
- Staff Development Workshop
- 360 Degree Workshop

Personal Effectiveness

- Assertiveness
- Getting the Job Done
- Managing Your Workload Effectively
- Team Building
- Time Management
- Managing Stress
- Influencing Skills

Communications

- Assertive Communication
- Effective Communication
- Effective Speaking and Presenting
- Face-to-Face Communication
- Facilitation Skills
- Interviewing Skills
- Negotiating Skills
- Effective Meetings
- Professional Customer Care/Customer Service
- Telephone Techniques

Business Process

- Analytical Skills Training
- Business and Planning
- Creativity and Imaginative Solutions
- Managing Attendance
- Problem Solving
- Project Management

Managing Change

- Business Processing Mapping
- Managing Change
- Handling Difficult Situations/Conversations
- Managing Conflict
- Presenting Change in a Positive Manner

Train the Trainer

- Equal Opportunities Workshop
- Handling Negativity
- How Adults Learn
- Intervention Skills
- Participative Training Methods
- Presentation Skills
- Role Play in Skills Training
- Train the Trainer
- Training with Information Technology
- Training Needs Analysis

Equal Opportunities/Diversity/Human Rights

- Disability Awareness
- Equality and Diversity
- Bullying and Harassment
- Equal Opportunities/Diversity/Human Rights
- Equal Opportunities Complaints

Personal Safety

- Armed Hold-up Safety Training
- Armed Hold Up Video/CD-Rom
- Lone Worker Safety
- Handling Aggression
- Incident Management Training
- Loss Prevention Awareness
- Money Laundering
- Tiger-Kidnap

“From a position of ‘I wonder what this course can give me after 40+ years in the work place’ I went through doubt as to whether this was for me, through to the ‘aah’ moment of realising how it all fitted together. It is never too late to learn new skills and this course certainly did that for me.”