

Core Skills Programme

Course Summary 2008

Course Name	Short Explanation	Length	Maximum number of delegates	Minimum number of delegates
Effective Business Writing	This programme is for people who communicate with their internal / external customers by letter or email. In particular it is aimed at people who handle enquiries, complaints or persuade people using writing as the medium.	1 Day	12	9
Interview Skills	This programme will provide delegates with the skills and process to prepare and carry out a professional, legal and valuable interview. Delegates will be introduced to a range of methods that will reduce the subjectivity of the interviewing process and help identify the competencies that need to be assessed in the interview.	1 Day	12	9
Coaching Skills	By the end of this programme, the delegates should be able to: <ul style="list-style-type: none"> • Clearly understand the key aspects of coaching; • Be aware of the skills required for effective coaching (i.e., questioning, empathy and feedback); • Practice basic coaching skills in the context of a structured coaching model; • Take their coaching skills out into the workplace. 	1 Day	12	9
Time Management	The objectives of this programme are to: <ul style="list-style-type: none"> • Build a decision base that enables people to keep an overview of tasks, job and career; • Learn how to schedule activities effectively; • Manage and balance the demands of work and home life; • Create challenging but realistic plans for achieving work and personal objectives. 	1 Day	12	9
Effective Communication	This programme addresses specific skills and techniques that people can use to improve their customers perception of the service they are getting. It is aimed at employees who are involved in day to day service delivery to external customers.	1 Day	12	9

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Managing Customer Care	<p>The objectives of this programme are to enable delegates to:</p> <ul style="list-style-type: none"> • Understand the customer buying process and the concept of adding value; • Analyse how their role within Company ABC impacts the supplier-customer chain and identify process improvements in that supplier-customer chain; • Identify strategies for maximising business by developing long-term customer relationships. <p>This course is aimed at those involved in service.</p>	1 Day	12	9
Effective Meetings	<p>Meetings are a necessary and important part of management and the aim of the programme is to make them more constructive. We show people how they can chair meetings successfully as well as become more productive participants. They will also learn how to prepare more effective agendas and purposeful minutes.</p>	1 Day	12	9
Facilitation Skills	<p>When groups of people meet, managing the outcome can be a complicated business. It requires expert facilitation skills to bring people together who have different perspectives, needs, views, and political agendas.</p> <p>This programme will introduce ways to make effective use of time, develop a shared agenda and build trust and commitment toward shared goals.</p> <p>This is more than effective meeting management.</p>	2 Days	12	9
Negotiation Skills	<p>The course objectives are to:</p> <ul style="list-style-type: none"> • Analyse delegates current negotiating behaviours and skills; • Explore alternative behaviours and skills that maximize negotiating ability; • Understand the negotiating process; • Provide a template for planning and executing negotiation situations successfully. 	2 Days	8	6

Course Name	Short Explanation	Length	Maximum number of delegates	Minimum number of delegates
Introductory Presentation Skills	It is important that people do justice to themselves and their ideas when presenting to groups - whether they are customers or colleagues. However, formal occasions produce fears in many people. To overcome these fears and become a more effective speaker, certain key skills need to be learned and practised in a supportive environment. This programme will not only deal with how to present your message, but also how to communicate that message effectively to your audience.	2 Days	8	6
Advanced Presentation Skills	In a highly competitive marketplace where so many messages are being delivered, and so much information needs to be retained, it is vital to make the right impact in a professional and persuasive way. This advanced programme provides tools and coaching to make the most impact. <i>Not for the faint-hearted – this is a challenging programme designed to hone your skills for even the most demanding presentation audience.</i>	2 Days	12	9
Personal Effectiveness	One's interpersonal relationships at work and their personal ability to achieve their goals are often vital to their success. Development of these capabilities can therefore promote individual as group success. The objectives of this programme are to enable participants to understand their interpersonal style and personal effectiveness in achieving their objectives, and to learn techniques to adapt their style and improve their interpersonal and personal effectiveness.	1 Day	12	9
Project Management	Project Management is a key competence required throughout the Company ABC. The nature, scope and size of the projects may vary, but the fundamental techniques of project management are common. Developing project management skills will help managers meet the many challenges they will face as they attempt to reconcile the competing pressures inherent in meeting stakeholder demands with finite resources in a dynamic environment.	2 Day	12	9

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Managing People	<p>When individuals in technical or specialist roles make the transition to managing people there can be a steep learning curve in order to develop to be a competent manager.</p> <p>The programme objectives are to:</p> <ul style="list-style-type: none"> • Have a clearer understanding of their role as manager; • Be more self aware and understand the impact of their own behaviour on the working climate; • Understand the key functions of managing people and in particular what motivates people; • Be able to agree objectives and use delegation as a way of developing their team members; • Understand the process of coaching; • Understand team roles, how teams develop and what a manager can do help the team perform. 	2 Days	12	9
Advanced Coaching	The workshop is for professionals who want to excel at developing others by using coaching techniques.	2 Days	8	6
Advanced Communication	The workshop is for professionals who want to excel at interpersonal interactions, developing their communication style to model excellence.	2 Days	8	6
Strategic Thinking	This workshop will focus on developing the competences/behaviours required to identify and solve problems and formulate winning solutions and strategy. It draws on a number strategic and problem-solving models used in a business context while also drawing attention to the psychological aspects of problem-solving, both individually and as within groups.	2 Days	8	6
Performance Through Engagement Training	To familiarise delegates with Company ABC's PDR process, to ensure understanding and confidence using the form and conducting the review and know how it fits in with Company ABC's strategy and other initiatives/programmes.	2 Days	12	9