

## Core Skills Training Programme – Overview

	Communicating effectively	Improving day-to-day working practices	Managing talent	Thinking and presenting	Working with other people
Client facing or support team	<ul style="list-style-type: none"> <li>• Effective Business Writing</li> <li>• Effective Communication</li> </ul>	<ul style="list-style-type: none"> <li>• Time management</li> <li>• Personal effectiveness</li> </ul>		<ul style="list-style-type: none"> <li>• Introductory presentation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Managing customer care</li> </ul>
First line management post	<ul style="list-style-type: none"> <li>• Effective Communication</li> </ul>	<ul style="list-style-type: none"> <li>• Time management</li> <li>• Effective meetings</li> <li>• Personal effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>• Managing people</li> <li>• Coaching skills</li> <li>• Interview skills</li> </ul>	<ul style="list-style-type: none"> <li>• Introductory presentation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitation skills</li> <li>• Negotiation skills</li> </ul>
Mid – senior manager	<ul style="list-style-type: none"> <li>• Advanced communication</li> </ul>	<ul style="list-style-type: none"> <li>• Time management</li> <li>• Effective meetings</li> <li>• Personal effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>• Managing people</li> <li>• Interview skills</li> <li>• Coaching skills</li> <li>• Advanced coaching</li> <li>• Performance through engagement training</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic thinking</li> <li>• Advanced presentation skills</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitation skills</li> <li>• Negotiation skills</li> </ul>