

SOFT SKILLS COURSEWARE



Training Materials

On Productivity, Soft Skills & Personal Development

Train the Trainer Books & Courses

Product Catalogue July 2023



www.SkillsConverged.com

Introduction

Training Materials:

Skills Converged supplies high quality and up to date training materials in management, soft skills and productivity. As a supplier of choice in terms of quality and affordability, we **save you time and money** and increase your productivity by offering you well-researched, **customisable training materials** that you can easily modify to suit your needs.

Our ever-expanding catalogue now offers a range of organisational, employment and management course materials which are available for instant download. You will have unlimited rights to customise, edit or modify the contents according to your delegates' needs and the time available for training.

Take advantage of one of the largest collections of free training resources available online which includes exercises, icebreakers, energisers and training articles.

Train the Trainer:

Learn how to teach by attending our **train the trainer** courses, reading bestselling train the trainer books and our self-study course so that you can deliver impeccable courses.



Fully Customisable



Editable



Unlocked



State-of-the-art



Royalty-Free



Source Files



Guaranteed Quality



Instant Download



Flexible Terms



Affordable

Contents of Training Materials

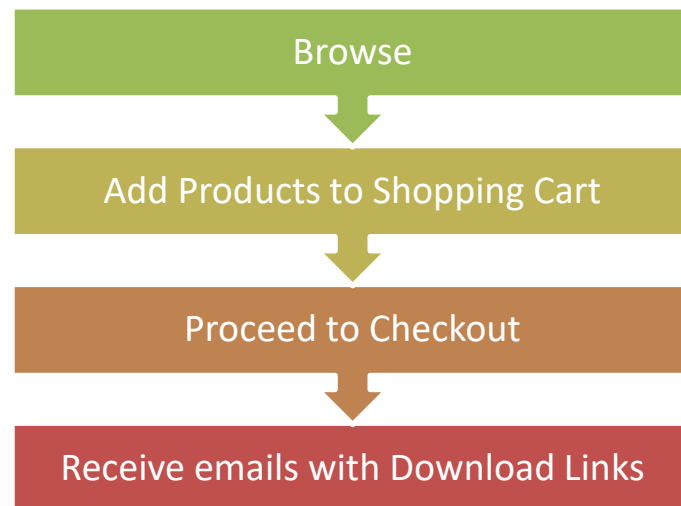


We Promise...

- High quality training materials based on latest research in the fields of psychology, social sciences, management and productivity
- State of the art power point slides, comprehensive trainer notes and workbooks
- Interactive and relevant exercises and activities
- Stylish and presentable material using the latest design practices
- **Unlimited rights to modify and edit the materials after purchase**
- No royalties to pay

Ordering Options

Four Easy Steps to Order Training Materials



All major credit cards accepted.



Types of Payments

Our e-commerce system allows you to use a variety of methods to order our products online. Simply add the products you are interested in to the shopping cart and proceed to checkout for payment. Once payment goes through you will receive emails with download links.

We can also send you an invoice for bank to bank transfers. We use BACS in the UK and SWIFT for international payments. This method takes a bit longer as an invoice should be created and sent to you and payment arranged manually. Please see FAQ at the end of this catalogue for details of how to order using the invoice method.

Buying Multiple Products

Many of our customers have asked us to buy a number of training material products as a package. Since we value our customers greatly, we are pleased to offer you an *attractive and dynamic* discount system when you purchase multiple products in one transaction.

2 or More Courses	3 or More Courses	5 or More Courses	10 or More Courses	20 or More Courses	50 or More Courses
10% OFF	20% OFF	25% OFF	30% OFF	40% OFF	50% OFF

How to Get Your Discount

Navigate the site and add the products you want to your **Shopping Cart**. As your shopping cart gets fuller, new **discounts** will be added automatically.

“ If you always think the way you always thought, you’ll always get what you always got; the same old ideas ”



Index of Training materials

COURSES 8

BOOKS 11

Course Design Strategy 12

Train the Trainer: 13

Focused Determination: 14

MANAGEMENT TRAINING 15

Communication Skills 16

Leaderships Skills 17

Advanced Leaderships Skills 18

Supervisory Skills 19

Project Management 20

Team Building 21

Advanced Team Building 22

Giving Feedback 23

Creativity and Innovation 24

Problem Solving 25

Negotiation Skills 26

Coaching Skills 27

Motivation, Persuasion & Creativity 28

Delegation Skills 29

Event Management 30

Change Management 31

Motivating People 32

Facilitation Skills 33

Brainstorming 34

Strategic Planning 35

Root Cause Analysis 36

PERSONAL DEVELOPMENT 37

Emotional Intelligence 38

Advanced Emotional Intelligence:
Personal Skills 39

Time Management 40

Advanced Time Management 41

Goal Setting 42

Overcoming Procrastination 43

Presentation Skills 44

Decision Making 45

Body Language Part 1 46

Body Language Part 2 47

Assertiveness Skills 48

NLP Core Skills 49

Report Writing 50

Anger Management 51

Personal Impact 52

Learning to Learn 53

Memory Skills 54

Personal Branding 55

INTERPERSONAL DEVELOPMENT 56

Advanced Emotional Intelligence:
Interpersonal Skills 57

Advanced
Communication Skills 58

Handling Difficult People 59

How to Influence People 60

Conflict Management 61

Meeting Skills 62

Listening Skills 63

Questioning Skills 64

Difficult Conversations 65

Persuasion Skills 66

Making Small Talk 67

SALES & MARKETING 68

Index of Training materials

Customer Service Skills 69
Advanced Customer Care 70
Sales Skills 71
Marketing Skills 72
Telephone Skills 73
Handling Complaints 74
Business Networking 75
Strategic Pricing 76

HUMAN RESOURCES 77

Train the Trainer:
Delivery Skills 78
Interview Skills 79
Conducting Interviews 80
Diversity Management 81
Performance Management 82
Stress Management 83

COURSES





Online Train the Trainer: Core Skills

£89

Master the art of *facilitation training* to keep your students *engaged* and increase *long term retention* while using a structured approach to course delivery

Have you ever attended a course so bad that you wanted to tell everyone about it? What makes a bad course? In contrast, what makes a great one?

It turns out that delivering a great course is not rocket science; it is an art. In order to master this art, you need to follow a set of practical proven guidelines and learn to apply them skilfully.

The aim of this train the trainer course is to help you master this art.

[See Full Course Details](#)

[Book Online](#)



Train the Trainer: Core Skills

2-Day Course

London and UK Venues

£785

Early Bird One Month

£595

Suitable for subject experts who want to train others, trainers who want to excel at training and managers who want to empower their staff

The purpose of this 2-day intensive course is to turn you into a confident, influential trainer that delivers results.

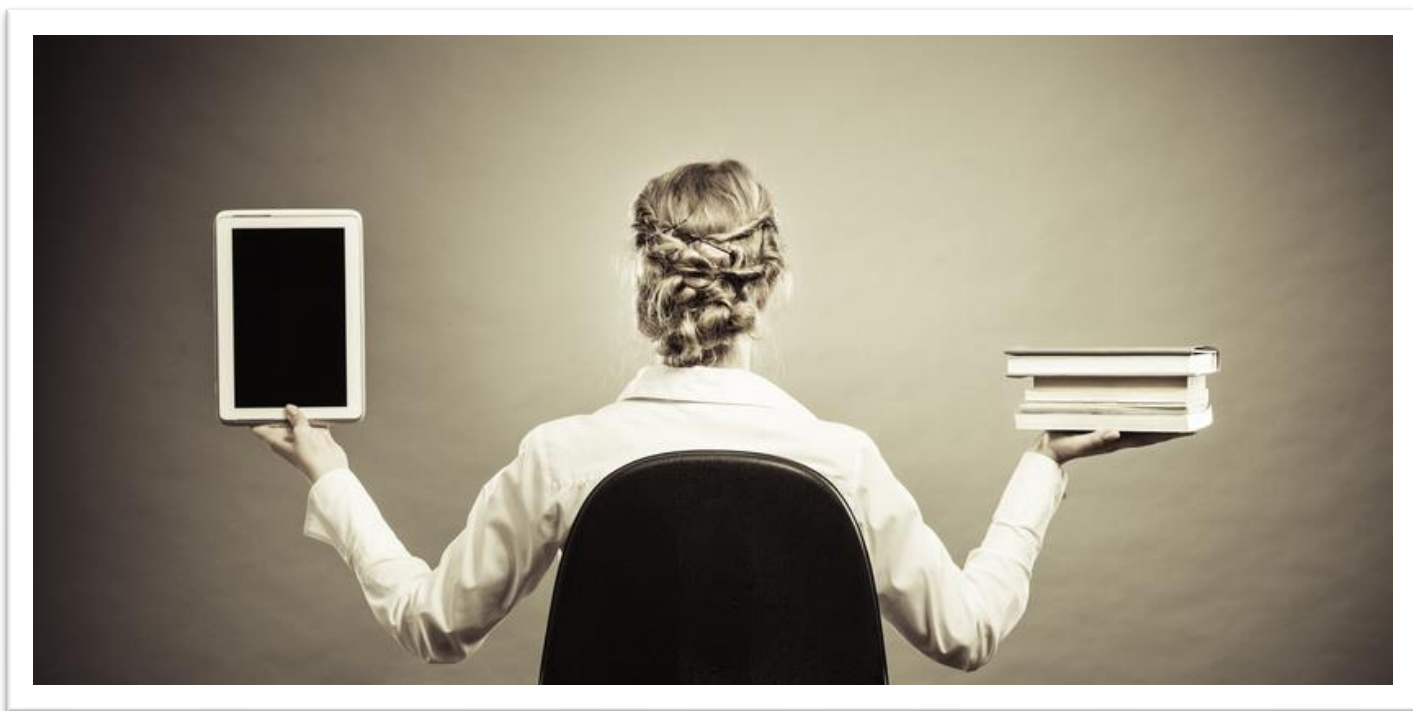
You will learn that delivering a good course is about following a series of fundamental principles that will give you guaranteed results.

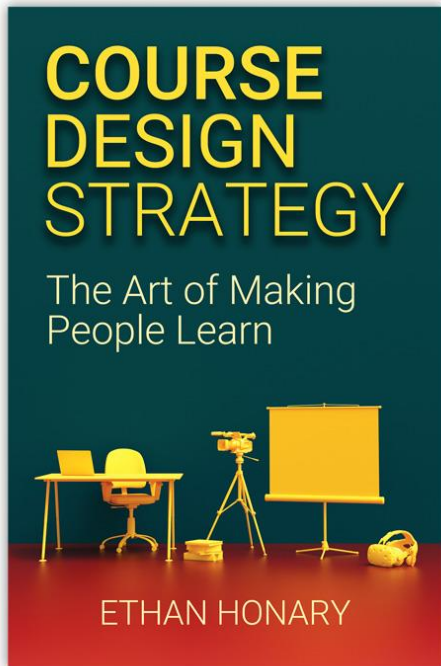
This course is designed to maximise knowledge and to facilitate skill transfer. It is educational and entertaining and, crucially, it is designed to be memorable.

[See the full schedule and what you will learn in this course](#)

[Book Online](#)

BOOKS





Course Design Strategy

The Art of Making People Learn

Ethan Honary

Where to Buy

Amazon.com

Amazon.co.uk

Foyles.co.uk

Waterstones.com

BookDepository.com

Description

This book is packed with strategies and insights that will help you design better training courses. It focuses on how people learn as the key factor in making design decisions.

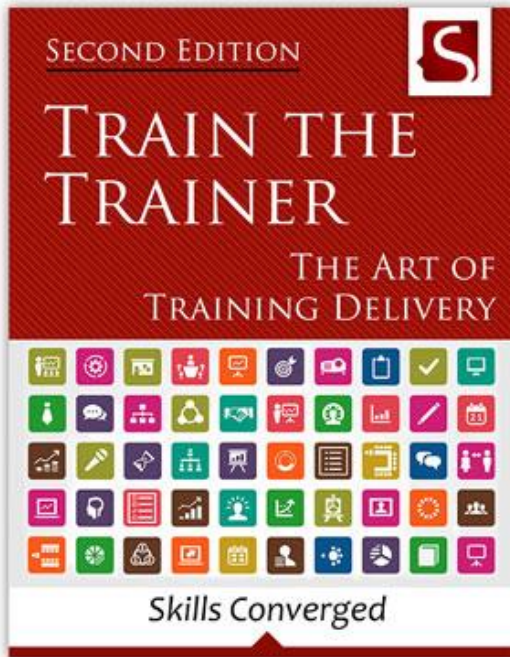
The book shows you how to design a good course for any field, no matter what medium you use to deliver it. Learn how the brain works, how people forget, how to gain and maintain attention and how to make a subject interesting. Then use the easy-to-follow guidelines to design strategically by increasing curiosity, making content emotional, making learners practise what they have learned and using failure as a teaching tool.

The art of designing a course and making people learn is mastered through practical experience of running courses; the science is gained by evidence-based research on how people learn. The book combines the two, offering many examples and studies in cognitive psychology, neuroscience, instructional design and training the trainer. You will find lots of examples and studies in the book that provide insights that may not be obvious but that lead to important design decisions. They will change forever how you think about training design and delivery and help you design courses that your learners will love.

In *Course Design Strategy*, you will learn:

- How to make content memorable
- What learners expect from a course
- How people learn and forget, and why this should be the cornerstone of any course design
- How to use *eureka moments* and *eureka concepts* as the building blocks of course design
- How to make content easy to learn
- Why the presence of a feedback loop is crucial to learning
- How to use exercises and tests to enhance learning

[More Details on Course Design Strategy](#)



Train the Trainer: The Art of Training Delivery

Second Edition

Ethan Honary

Where to Buy

Amazon.com

Amazon.co.uk

Amazon.de

Amazon.fr

Amazon.es

Description

What makes a training course successful? What is the secret to conducting an effective and memorable training course? What makes a great trainer? Why some training courses are useful, motivating and educational while others are boring and forgettable?

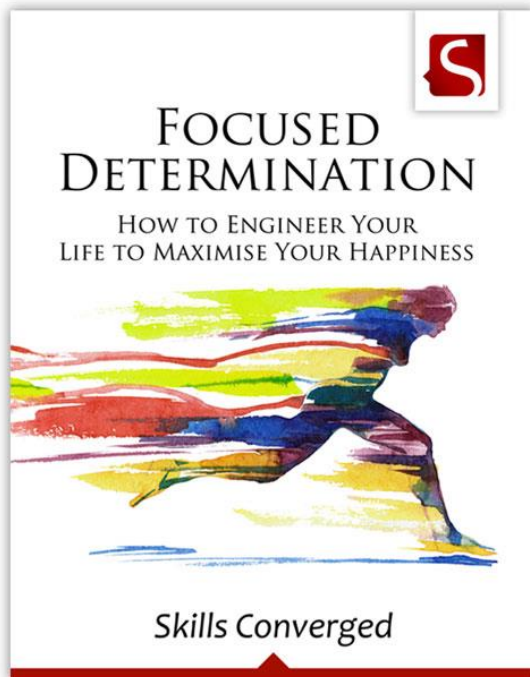
This book provides you with a comprehensive set of guidelines on all aspects of training. The methodologies, scenarios and exercises presented in this book will ensure that you, as a trainer, are equipped with all the tools and skills needed to deliver a great training course. In this book, we share our most treasured findings and experiences with you. We want to help you become the best trainer you can be and in turn, train as many people as possible around the world.

Research shows that one of the fastest ways to learn is through examples. This book contains a large number of examples, case studies, and important research in the field of adult education for you to employ. Whether you are teaching soft skills, management, IT, technical courses or arts and crafts, you can benefit from this book as the lessons are applicable to teach any topic.

In this book you will learn:

- How to get the most from your training courses
- How to avoid barriers to learning
- How to take advantage of principles of *Accelerated Learning*
- How to conduct a *Training Needs Analysis*
- How to present confidently
- How to avoid bad training delivery practices
- What to plan before setting up a course
- How to arrange the training environment optimally
- How to keep the delegates constantly engaged
- How to respond when you are being challenged
- How to avoid poor statements that can hinder learning
- How to take advantage of the power of story-telling
- How to run training exercises to get the most from them

[More Details on
Train the Trainer](#)



Focused Determination:

How to Engineer Your Life to Maximise Your Happiness

Where to Buy

Amazon.com

Amazon.co.uk

Amazon.de

Amazon.fr

Amazon.es

Description

Have you ever read an interesting book on success, motivation and happiness but was left at the end with the question, “So what do I need to do?” The majority of self-help books are inspiring and exciting, but they fail to provide clear and easy-to-follow instructions on what to do.

There is no generic formula that leads to a satisfied life. However, in the past few decades, we have learned a lot about the underlying principles of success. There is plenty to learn from high achievers who have been applying these principles to their lives. This book has been designed as a self-study course to help you carry out a comprehensive self-analysis. It will help you ask the right questions to get the right answers. Each chapter contains examples, inspiring stories, guidelines and exercises that will give you an insight into what you truly want in life. Chapter by chapter, you will learn to acquire the right habits that will get you closer to your goals and, ultimately, to a happier and more satisfying life.

At *Skills Converged*, we specialise in developing soft-skills training materials for the international training community. This book is the result of years of experience in training people on personal and interpersonal skills.

In this book you will learn:

- How to make yourself happy
- How to systematically achieve your goals
- How to prepare for a career change
- What *focused determination* means
- How to apply *attention economy* to your life
- How to avoid the *mediocre trap*
- How to motivate yourself automatically
- How to manage your work-life balance
- What it takes to become an expert
- How to avoid the *skill plateau*

[More Details on Focused Determination](#)

MANAGEMENT TRAINING





Communication Skills

1-Day Course Packed With Essentials
Communication Theories and Effective
Methods

Includes Interactive Exercises and Trainer
Guides

Description

This course is designed to accommodate two types of delegates with optional content that are provided. Some content are ideal for delegates who already know each other and are perhaps working as a team and want to enhance their inter-communication skills. A difference set of optional content is designed for those delegates who don't know each other and are looking forward to improve their general communication skills with colleagues, clients, managers and employees. The course is full of many group exercises encouraging delegates to put what they have learned to use several times from different angles until they fully learn the skills and can use them naturally when necessary.

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

- Use different communication styles when needed based on circumstances
- Express your ideas assertively, confidently and precisely
- Ask the right questions for the right reasons
- Discover what you know about yourself and how others think of you
- Avoid misunderstandings and overcome communication barriers
- Empathize to establish trust and communicate effectively
- Deliver your potentially negative message and get a good response
- Read and interpret body language and gestures while communicating with others

£109

Audience

Anyone

Prerequisites

None

Course Duration

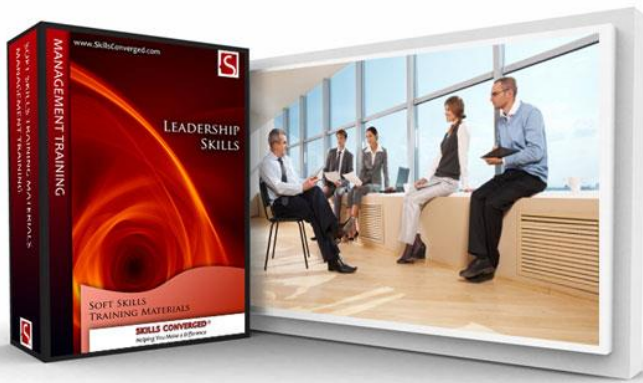
1 Day

Course Level

Beginners & Intermediate

[More Details on Communication Skills](#)

MANAGEMENT TRAINING



Leaderships Skills

2-Days Course Includes Comprehensive Content on Leadership and Management

Description

This intensive long management course prepares the delegates for demanding leadership roles necessary in today's competitive world. The course emphasises on many emotional skills required for a leader, who must have vision, know how to manage stakeholders, boost the team's moral, manage risk, exploit opportunities, spot trends and create a creative & motivating environment for the team to work in. This course contains many group exercises that encourage delegates to practice leadership skills and learn how to handle a variety of common situations found while managing others.

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

- Lead your team and achieve results
- Understand the **relationship** between stakeholders, clients, team members and you
- **Influence** people in the right direction
- **Communicate** effectively with team members
- **Coach and develop** your team so that they operate at their peak
- **Think strategically** and align your team with company's mission
- **Achieve results** through people



£149

Audience

Anyone

Prerequisites

None

Course Duration

2 Days

Course Level

Beginners & Intermediate

[More Details on Leadership Skills](#)



Advanced Leadership Skills

1 or 1.5 Day Course on Advanced Management

Description

This course follows from [Leadership Skills](#) course and covers a variety of topics on communication skills, planning, decision making, public speaking and crisis management. The course is packed with examples, case studies, conversations and exercises on how to manage, communicate and motivate people to get the most from a team.

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

- Understand your **team's aspirations** and **set goals** in a way to get them more committed and **motivated** to achieve these goals
- Systematically plan using the **5-steps planning technique** to improve your brainstorming and problem solving meetings
- Improve your **speech** and **public speaking** to **express your vision** more effectively to your team, clients and stakeholders
- Analyse risks, draw **contingency plans** to prepare for a **crisis** and manage it as it unfolds
- Improve your communication skills to **provide better feedback**, reduce misunderstandings and **help people grow** and become more productive
- Overcome your fears and discomfort in **forgiving people** and learn how to forgive using a **proven step-by-step technique**
- Delegate at the right level to the right people while **formulating your request** in a way that **motivates people** and get the most from them

£149

Audience

Anyone

Prerequisites

Leadership Skills

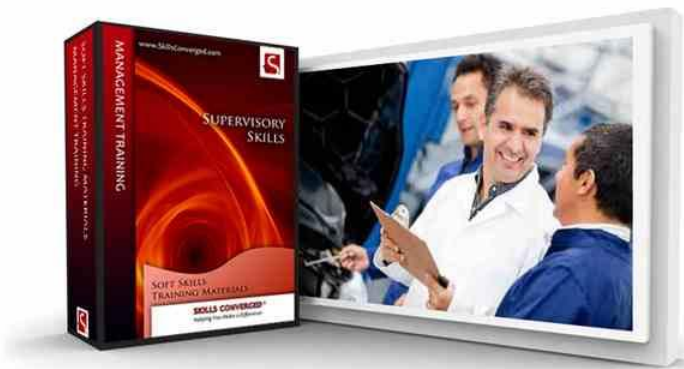
Course Duration

1 or 1.5 Day

Course Level

Advanced

[More Details on Advanced Leadership Skills](#)



Supervisory Skills

1-Day Course on How to Manage, Motivate and Support a Team

Includes Several Supervisory Case Studies and Exercises

Description

In this course, participants will learn the main principles of supervisory skills. The course focuses on established management theories and frameworks that help improve leading a team. The course contains various case studies and examples on improving interpersonal skills, providing support to the team and using the correct style of leadership based on an individual's capability and maturity.

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

- Approach a supervisory role **systematically** and confidently by **knowing the requirements** for success
- Analyse a situation **systematically** using a proven management technique to identify **who and what is affected** by it
- Use the 4-step technique to **establish rapport** with people for **effective communication and team building**

Learn by example by examining a number of challenging situations and **supervisory case studies**

- Choose your **leadership style** based on your management needs and individual's capability using an **established management theory**
- Use a **framework** designed to **facilitate counselling and coaching** using a variety of interventions
- Carry out **performance appraisals** and provide **support and mentoring** using a systematic approach to **motivate** team members

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Supervisory Skills](#)



Project Management

2-Day Course, Includes Everything you Need To Present a Training Course

Description

This management course teaches the delegates the art of being in the middle; how to handle people, stakeholders, resources, budget, assistants, technical issues, etc. A project manager must be able to handle all aspect of a project's development and must see way into the future. This extensive course teaches the delegates about standard techniques such as critical path planning, Gantt charts, planning & scheduling, etc. as well as team management, team leading, team building and emotional skills required for a successful project manager. The course contains many practical interactive exercises designed to facilitate the transfer of skills to the delegates.

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

- **Manage** resources of your project
- **Monitor** the progress of your project against targets
- Use **Work Break Down Structures (WBS)** to plan a project efficiently
- Handle team members and **motivate** your team
- Boost **creativity** systematically
- Manage efficient **meetings** to increase efficiency
- Maintain **rapport**
- Manage **change** to project requirements

£149

Audience

Anyone

Prerequisites

None

Course Duration

2 Days

Course Level

Beginners & Intermediate



[More Details on Project Management](#)



Team Building

1 Day Course, Packed with Effective Team Building Methods and Concepts, Complemented with a Variety of Interactive Exercises

Description

This highly interactive course introduces participants to the core principles of team building and team work including effective communication skills, problem solving skills, the value of cooperation in teams and many others. Team Building course offered by Skills Converged is both entertaining and educational and takes advantage of modern efficient teaching methods to maximise knowledge transfer. Training resources contain a large number of exercises that you can choose from according to your specific needs.

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

- Identify how teams progress overtime and how does this **impact team members and the leaders' leadership style**
- Evaluate a **team's balance** based on **Team Roles** and use systematic methods to enhance the efficiency of a **team's intercommunications**
- Use **empathic communication** and increase your understanding of **emotional skills**
- Deliver **constructive feedback** and praise efficiently while paying attention to both **verbal and non-verbal communication**
- Discover what you know **about yourself** and how **others think of you**
- **Coach systematically** to help others achieve more and become their **trusted team member**

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day. The course contains an extra 12 exercises (in addition to dozens provided as part of the main course) that you can use to either extend the course to more than one day or to optimise it based on your needs.

Course Level

Beginners & Intermediate

[More Details on Team Building](#)



Advanced Team Building

1-Day Course on How to Improve Team Management

Teach Strategies on How to Maintain a Team's Strength as it Matures

Description

This course follows from [Team Building](#) and helps leaders improve their team management techniques. It is ideal for people who have already been leading a team and want to make sure their team remains productive while it matures. Topics such as groupthink, balanced management, conflict management and mediation technique are explored.

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

- **Control the effect of groupthink** to improve decision making, creativity and team efficiency
- Help prevent your team from making the wrong decisions
- Increase people's efficiency by **helping them grow** and preventing them from falling into a **destructive mentality**
- **Balance contrasting forces** influencing your team to keep the team at peak productivity
- **Map out a conflict** in preparation of a resolution and also use verbal techniques to **manage confrontational statements**
- Use the **7-Step Mediation Technique** to resolve a conflict
- Apply an **Impact Analysis** systematically using a 5-Step Technique

£149

Audience

Anyone

Prerequisites

Team Building

Course Duration

1 Day

Course Level

Advanced

[More Details on Advanced Team Building](#)



Giving Feedback

1-Day Course on Giving Feedback and Receiving Feedback

An Ideal Course for Team Building and Staff Management to Help Improve Communication Skills

Description

This course helps delegates provide effective feedback and, learn how best to receive feedback and encourage information transfer. It is an ideal course for management training. Delegates learn the techniques by exploring good and bad examples and understand how to formulate their statements for best results. This is an interactive course with a variety of exercises in each session and contains all the necessary training resources needed to run it.

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

- Understand the nature and purpose of giving feedback and how miscommunication takes place
- Know when you should give feedback to others and when to **reflect and take responsibility yourself**
- Deliver **constructive feedback** with a potential negative message and expect to get a good response with **commitment to change**
- Take advantage of the **incredible power of giving praise** to others using established guidelines on showing gratitude
- Use a **step-by-step technique to praise** and reinforce specific behaviours of others
- **Criticise a person in a senior position** without jeopardising your own position
- **Receive feedback** in a way to encourage the other person to give as much information as possible while being able to **handle aggressive criticism**

£109

Audience

Anyone

Prerequisites

None

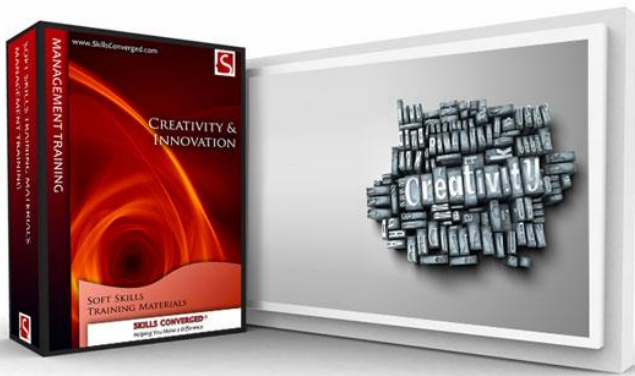
Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Giving Feedback](#)



Creativity and Innovation

1-Day Course on How to Master the Art of Problem Solving, Decision Making & Creative Thinking

Description

This course contains a variety of modern proven techniques to systematically teach delegates on creativity and the nature of innovation. The techniques are accompanied with carefully designed exercises that help the delegates, even those who think they are not creative, to become better at finding novel and original solutions to problems. Comprehensive instructions on how to run the course are provided along with extra exercises to extend the duration of the course based on your delegate's specific needs and the time available for training.

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

- Identify principles of creativity, innovation and serendipity to increase your productivity and imagination
- **Mind Map** to increase your creativity, memory and knowledge capturing productivity
- Approach creativity in a step-by step process and use **proven practices to increase your inventiveness**
- Use several techniques to quickly **create a large number of options and alternative solutions** to your problem using a systematic approach
- Use **lateral thinking techniques** and indirect approaches to increase your creativity
- Find the **root cause of problems** efficiently using a systematic approach
- Use the **Six Thinking Hats** technique to increase the efficiency of brainstorming sessions of any kind

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

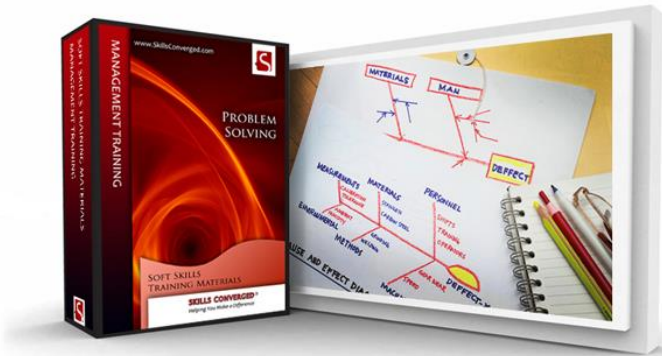
Course Level

Beginners & Intermediate

[More Details on Creativity and Innovation](#)

Problem Solving

1-Day Course on How to Solve Problems as a Group by Brainstorming, Idea Generation and Collective Decision Making



Description

In this course, participants get to practice solving problems in groups using a variety of established techniques. They will learn about good brainstorming techniques and how to improve their communication skills in meetings. The course contains various exercises, including optional exercises, which trainers can use to pace the course according to delegates requirements. The course is ideal for creativity skills as well as team building as participants get to solve problems collectively.

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

- **Avoid attitudes that hinder problem solving** and adopt those that increase your chances of success
- Explore and **define the problem systematically** by viewing it from different angles and search for root causes
- Methodically **generate ideas** and use **visual techniques** to organise them into meaningful logical categories
- Use a number of established **brainstorming techniques** to search for solutions by **maximising idea generation, participation and creativity**
- Make **qualitative decisions** by evaluating various aspects of potential solutions using a systematic method
- Plan to implement your solution by **scheduling, analysing critical parts** of the plan, managing resources and carrying out a **requirements analysis**
- Use problem solving techniques to **address issues as a group**

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Problem Solving](#)



Negotiation Skills

1 or 1.5 Day Course on the Art of Negotiation, Bargaining and Hagglng skills

Description

This course teaches the delegates the art of negotiation. It covers core principles of negotiation in a variety of situations such as business to business negotiations, sales negotiations, product presentations, office negotiations, etc. It is an ideal course for management training. Training resources is packed with step-by-step guides, exercises, role plays and case studies along with comprehensive trainer notes that help trainers to quickly pick up this course and deliver it. Detailed content and optional exercises also allow you to extend the course to 1.5 days if you wish.

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

- Understand the **underlying principles of negotiation** and learn what you can do to get the best outcome
- Use a **negotiation strategy** that moves you closer to a **win/win outcome**
- Prepare for negotiation by following a **step-by-step approach** and set your **critical limits**
- Use a set of **psychological tactics** to explore the other side's motives and learn how to **respond to tactics** used by them
- **Derive specific values** based on your negotiation variables and use them to **bargain systematically** over your settlement range
- **Finalise the outcome** of your negotiation to get exactly what you have asked for

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 or 1.5 Days. The course contains a lot of content and many practical exercises that can easily be extended to cover more than one day.

Course Level

Beginners & Intermediate

[More Details on Negotiation Skills](#)

Coaching Skills

Highly Interactive Course with Many Coaching Practice Sessions

Use as 1 or 1.5 Day Course



Description

This management course contains a range of topics on modern coaching principles and covers areas such as the structure of your conversations, strategy & mentality, active listening techniques, several questioning methods, the GROW model, human behaviour, motivational conversations, giving feedback or praise and many other relevant topics. The course is full of exercises, scenarios and case studies with example conversations. Delegates will go through many group exercises to learn the art of asking the right questions and providing guidance & coaching.

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

- Employ **coaching principles** in your environment and **maximize others' efficiency**
- Use the **GROW model** to coach, question and guide a coachee
- **Ask questions** to maximise the efficiency of the coaching session, **raise awareness** and open up new possibilities
- **Influence others** through understanding **basic human needs**
- Provide **effective feedback** to coachees and **overcome any potential resistance**

£109

Audience

Anyone

Prerequisites

None

Course Duration

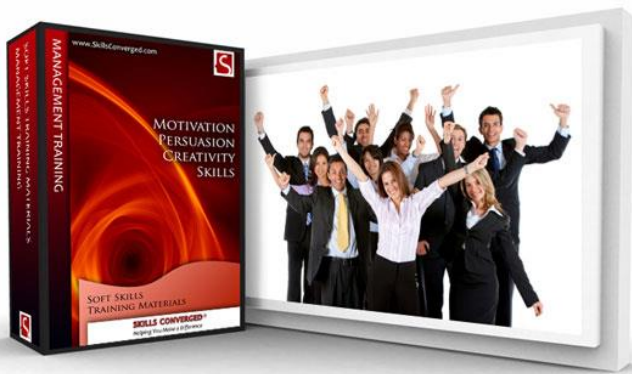
1 or 1.5 Days. The course contains a lot of content for just a single day and there are many practical exercises that can easily be extended to cover more than one day.

Course Level

Beginners & Intermediate

[More Details on Coaching Skills](#)

MANAGEMENT TRAINING



Motivation, Persuasion & Creativity

1-Day Course Covering 3 Topics with Many Step-by-Step Guides

Description

As the title suggests, this course contains three distinct areas. Delegates get to systematically perform self-examination to define what they want to achieve in life and get motivated as a result. Delegates also learn how to become more creative and use novel tools to boost their creative mind. This skill is useful in many areas in everyday life, but it also helps them to become more creative about what they want to achieve in life which fits nicely with the motivation part of the course. The course also covers persuasion techniques, confidence boosting exercises and basics of NLP all provide with many interactive exercises.

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

- Draw up your **mission statement** and know what you want in life
- Avoid putting aside a task and **get it done**, finally!
- Use tools and methods to become more **creative**
- Maintain the **correct mentality** with long term **strategic thinking** when interacting with others
- **Convince** others of your ideas or products comfortably & systematically

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate



[More Details on Motivation, Persuasion & Creativity](#)



Delegation Skills

1-Day Course on How to Delegate to Others and Get More Done

Description

In this course, participants will learn how to delegate tasks to others. Most people find delegating difficult. This could be because they don't want to lose control, not sure how to delegate or believe they can do a better job themselves. Participants will learn how to overcome these barriers using a systematic approach to delegation. They will be introduced to various strategies and learn what to do to get the best results. Various exercises on all levels are provided that help participants build up their skills through the course using realistic scenarios. The training materials contain these exercises as well as other training resources necessary to run this course.

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

- Appreciate the **importance of delegating** to others as a way to offload work and get more done in your busy life
- **Face your fear of delegation** and learn to think positively of delegating tasks to others
- Adopt an appropriate strategy to delegate the **right task to the right people at the right time and in the right way**
- Use a **systematic step-by-step** approach to brief people on what you want to delegate to them
- Follow a number of important guidelines to **monitor the performance of the delegatee** as well as **your own performance** when delegating
- **Coach and empower** others to perform at their peak and **help them grow** while completing a delegated task

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Delegation Skills](#)



Event Management

1 or 1.5 Day Course on Leadership Skills, Project Management, Budgeting, Venue Selection, Planning and Other Skills Required to Run an Event

Description

In this course, delegates learn about the core principles of event management including topics such as planning, budgeting, work breakdown structures, risk management, choosing venues, catering and event promotion. The course contains examples and case studies to help delegates better understand how to apply the management techniques to event organisation. The course can be provided over 1 or 1.5 days as a wide range of topics are covered. Optional exercises are also provided for those trainers who want to extend the course or focus more on certain aspects of event management based on their delegates' specific needs.

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

- Understand **event planning process** and what is involved to make a successful event
- Identify the **objectives** of your event and **screen ideas** to select the best options
- Systematically plan for an event using **Work Breakdown Structures, Work Packages and budgeting**
- Schedule event preparation activities using **Gantt charts and risk management analysis tools**
- **Choose your ideal venue** using a trade-off analysis based on critical generic and specific parameters
- **Minimise risks**, carry out a **feasibility study**, use strategic planning and **modern storyboarding** to maximise the success of your event
- Use various **marketing and publicity techniques** to promote your event before, during and after the experience

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 or 1.5 Day

Course Level

Beginners

[More Details on Event Management](#)



Change Management

1-Day Course on Planning for Change, Motivating, Persuading and Responding to Potential Resistance

Description

This course covers a number of critical guidelines in change management and what is needed to maximise the likelihood of success. Delegates will learn about stages of change, how to persuade people, why people resist change and how to manage organisational changes. Numerous techniques and management tools in addition to exercises are provided to introduce delegates to change management and help them become more skilled when facing change.

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

- Understand why some organisations fail in change management
- Understand how people **handle change** and why their reactions matter
- Plan **stages of a change process** and increase the likelihood of success by adhering to **proven principles of change management**
- Understand **why people are afraid of change** and use behavioural techniques to overcome their resistance to change
- Identify **skill gaps** and required **infrastructural changes** through a structured approach
- Evaluate people's performance and use **coaching and mentoring** to motivate them towards change
- Use **various tools** to identify which areas you need to **focus on the most** and **brainstorm ideas** on how to move the change process forward

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Change Management](#)



Motivating People

1-Day Course on How to Motivate Your Team or Staff

Ideal for People Who Are in a Leading Position, Want to Inspire People and Increase Their Productivity

Description

In this course, you will learn about strategies that will help you motivate people. These strategies are presented alongside supporting studies. Examples are provided on how to use these strategies to motivate people or a team. Exercises help delegates learn about these techniques and see how they can apply them to their own specific workplace.

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

- Understand why motivation matters and **how people view motivation** when it is applied to them or when they apply it to others
- Use a structured approach to **analyse human needs** and determine the root causes of people's behaviour
- Use the **power of accountability** to motivate individuals and learn how to **formulate expectations**
- Evaluate what motivates people based on a number of **established theories on human behaviour** and motivation
- Focus on the **right type of motivators** as opposed to common ineffective rewards
- Use the power of **positive thinking** to motivate yourself and learn **powerful strategies** that help you reach your goals
- Use a series of proven strategies to **help people set goals** and become motivated

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Motivating People](#)



Facilitation Skills

1-Day Course on How to Manage a Group and Lead them towards an Objective

Description

In this course, delegates learn about facilitating a group of people, helping them to achieve their objective. This is a great set of skills for running brainstorming sessions, workshops, meetings and training courses. The course contains many simulated exercises where delegates get to practice being a facilitator while interacting and managing others. This will help them practice each important skill separately and hence improve on the overall set of facilitation skills in a controlled manner.

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

- Understand the **three main stages of facilitation** and how to approach the task systematically
- Use a number of proven facilitation guidelines on **managing people** to run an effective event
- Use a series of **facilitation techniques and group processes** to help participants engage in efficient discussions
- Run brainstorming sessions in **four stages** and use best practice guidelines to **maximise idea generation**
- Handle behaviours that can be **detrimental to your facilitation** or for the group using effective **intervention strategies**
- Use a number of **best practice guidelines** to run an event efficiently and with ease

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Facilitation Skills](#)



Braintstorming

1-Day Course on How to Facilitate a Brainstorming Session and Help a Group to Think Creatively Using Systematic Techniques

Description

In this course, participants learn how to run a brainstorming session. It covers many proven guidelines on how to manage a diverse group of people and unleash their creativity. The course is designed to be exercise-driven and contains numerous opportunities to practice running a simulated brainstorming session. The package contains a variety of useful techniques which can be given as handouts to delegates. The training materials comes with comprehensive trainer instructions on how to run the exercises as well as exploring the nature of creativity and the underlying principles.

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

- **Unleash people's creativity** by following established brainstorming guidelines
- Get a group of participants to go through the **six stages of brainstorming** while capitalising on each participant's specific **thinking style**
- Identify common types of **challenging behaviours** while facilitating a brainstorming event and handle them accordingly
- Use a variety of methodologies to **increase creativity systematically**
- Learn about a series of established and popular **brainstorming techniques**

£109

Audience

Anyone who wants to facilitate a brainstorming session.

Prerequisites

None

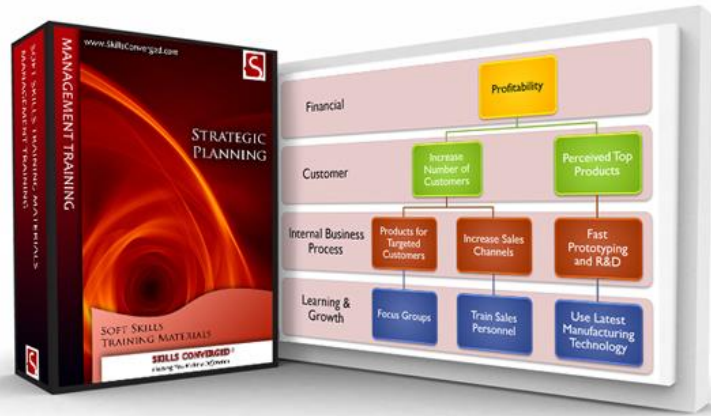
Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Brainstorming](#)



Strategic Planning

1-Day Course on Strategic Planning
Tools and Frameworks

Learn to Systematically Analyse the
Competitive Situation of a given
Business and Formulate an Action
Plan based on Objectives

Description

This is the ideal course for those in a leadership position or who need to make strategic decisions. Participants will learn about a series of strategic planning tools and see how each can provide a new perspective on a given business. The course includes examples and scenarios on how to use these tools as well as exercises on how to practice applying them.

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

- Use strategic planning to define the **purpose and future goals** of a business
- Apply the **five-stage logic model** to go from goals to results systematically
- Apply a **SWOT analysis** and learn how to relate areas to each other to form strategies
- Use the **Five Forces analysis** to learn about the attractiveness of a given market
- Apply the **PESTLE Analysis** to learn about the external environment a business operates in
- Apply the **growth share matrix** and analyse the profitability and usability of various business units
- Use a **balanced scorecard** to measure and keep track of performance and strategic objectives in relation to each other

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Strategic Planning](#)



Root Cause

1-Day Course on Using RCA tools to Find Faults, Performing System Analysis and Impact Analysis

Description

This course covers a series of tools and techniques for Root Cause Analysis (RCA). The tools help with problem solving, decision making and finding faults and weaknesses in a given system. Each technique is explored along with the best practice guidelines and examples. Delegates would then go through several exercises to master the skills.

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

- Use a **step by step approach to apply RCA**, know what methods to use at each step and avoid common pitfalls
- Use a **structured approach to question** the cause of a given problem and dig deeper to find the underlying issue
- Apply the **5W1H technique** to generate clusters of questions centred on a given category to investigate a problem
- Use a questioning technique to consider the **consequences of an upcoming change**
- Use **cause and effect diagrams** to visually capture the relationship between causes and effects to find faults
- Use the **Pareto Principle** and a step by step approach to focus your attention on what matters the most
- Use a powerful matrix to **identify high risk areas** so you can focus on them first

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Root Cause Analysis](#)

PERSONAL DEVELOPMENT





Emotional Intelligence

1-Day Course on Emotional Skills, Empathy, Social Skills, Relationship Management, Self-Management & More

Description

The soft skills course on Emotional Intelligence (EI) teaches the delegates a set of core skills to become better at managing themselves and others. Emotional skills can easily come to distinguish individuals from the rest and lead them to a much more rewarding and successful life. This training course covers all the fundamental competencies within EI and by employing extensive and elaborate exercises, prepares the participants to face real life issues armed with new emotional and practical skills.

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

- Identify the main **EI competencies** and know how each area can contribute to your personality and interaction with others
- Recognise and understand your **moods and emotions** and their **effect on others**
- Manage and **regulate your emotions** to make sure they don't disrupt your behaviour
- Control and guide your emotions so you can achieve more, boost yourself and **vastly increase your productivity**
- **Establish rapport** with others and improve the effectiveness of your communication
- **Understand others' feelings** when interacting with them and become a trusted person in their network
- **Understand others needs** systematically and respond accordingly to get maximum results in your interactions with them

£109

Audience

Anyone

Prerequisites

None

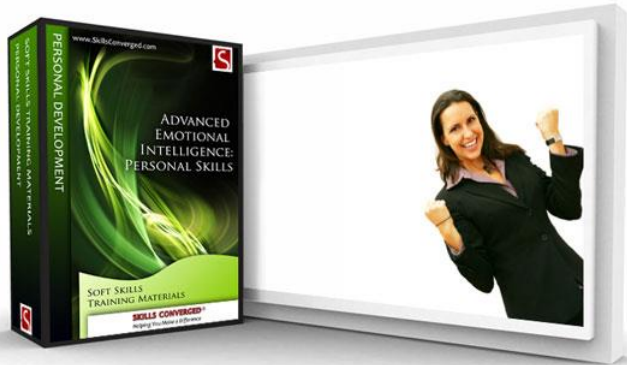
Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Emotional Intelligence](#)



Advanced Emotional Intelligence:

Personal Skills

1-Day Course focusing on EI Competencies such as Self-Awareness, Self-Motivation, Self-Management, Handling Fear and Others

Description

This course follows on from [Emotional Intelligence](#) focusing on personal skills and competencies such as self-awareness, self-motivation and self-management. Delegates go through case studies and example conversations and become aware of many behavioural traits which help them understand themselves and others better. The training course is highly interactive and is designed to encourage conversations among delegates to further understand alternative points of view and learn the full implications of certain negative behaviours and thought patterns that hinder growth.

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

- Learn how **EI competencies** can significantly improve your life and help you **progress and achieve your ultimate goals**
- **Analyse your behaviour, manage reactions** from others and create a balanced portfolio of life roles
- Adopt strategies to **prevent emotional hijacking** and learn how to **replace destructive thoughts** with powerful thoughts
- **Change your negative thoughts** and mentality to positive thinking and reduce your worries
- Recognise what it takes to **believe in yourself** and learn how to get motivated
- **Face fear and handle it** to boost your self-esteem and confidence
- **Help others grow** with you to minimise emotional conflicts and manage the change
- Recognise the **physical and health related benefits** of Emotional Intelligence

£109

Audience

Anyone

Prerequisites

Emotional Intelligence course. It is assumed that delegates are familiar with the basics of emotional intelligence as the course explicitly focuses on Personal EI Competencies.

Course Duration

1 Day

Course Level

Advanced

[More Details on Advanced Emotional Intelligence: Personal Skills](#)



Time Management

1-Day Course Exploring Core Principles and Techniques behind Time Management

Description

This course teaches the delegates on all aspects of time management, productivity and planning to get the most from everything they do. Using the latest methodologies and technological trends, the course covers many proven systems and processes that can be employed for personal or professional life. The techniques discussed in the training course deliver productivity boost immediately. Delegates will learn how to correctly use their digital calendar system, how to delegate, how to plan, how to review and how to quickly get rid of tasks to reduce their impact on their mental productivity.

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

- Control your thoughts with the **right attitude** so that you maximise your time efficiency
- **Plan efficiently** for your goals and your mission
- **Organise your life** efficiently and free your mind of little tasks
- Respond to an **interruption** confidently and get maximum results
- Say **No** and be lover for it!
- **Delegate** tasks at the appropriate level and maximise your efficiency

£109

Audience

Anyone

Prerequisites

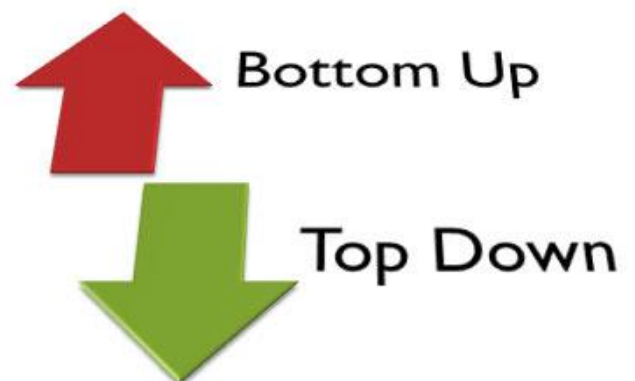
None

Course Duration

1 Day

Course Level

Intermediate



[More Details on Time Management](#)

Advanced Time Management

1-Day Course on Advanced Productivity Techniques, Task Management, E-Mail Management, Automation, Habits and Goals



Description

In this course, delegates learn about a series of advanced techniques on two fundamental areas; *attitude adjustment* and *environmental engineering*. The first helps them use mental short cuts that save time and get them closer to their goals. The second enables them to automate their life and use technological tools to facilitate the process of managing tasks efficiently without having to worry about the system. The course follows from [Intermediate Time Management](#).

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

- Re-evaluate and simplify your goals to increase your productivity
- Focus on what is most important and use techniques to simplify everything to boost your productivity
- Use a series of techniques to save lost time in meetings and use alternative means of communication according to your needs
- Use a step-by-step technique to replace your bad habits with good habits and increase your productivity
- Automate your notes and tasks, program yourself for good habits, engineer your environment and monitor yourself to increase efficiency
- Improve your current time management system using advanced GTD techniques on action formulation, periodic review and prioritization
- Process e-mails systematically using advanced e-mail management techniques such as automation, task management, filtering and frequency control

£149

Audience

Anyone. Familiarity with GTD is required for certain parts of the course. A trainer can cover this quickly for those who are not familiar with this subject.

Prerequisites

[Time Management](#)

(This covers introduction to GTD)

Course Duration

1 Day

Course Level

Advanced

[More Details on Advanced Time Management](#)



Goal Setting

1-Day Course on Defining Goals Correctly and Using Tools and Techniques to Achieve Them

Ideal for a Course on Motivation

Description

In this course, delegates learn to set goals using a variety of techniques such as mind mapping, capturing desires, setting mission statements, identifying roles and so on. In addition, they will learn powerful techniques on how to achieve these goals, perform self-coaching and avoid procrastination. They will also learn to immerse themselves in the quest to push forward and maximise their chances of success. This course is also ideal for those who want to lead a team and need to know how to share their goals and vision with team members and correctly formulate their goals.

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

- Appreciate the **incredible power of goal setting** and its impact on your success
- **Capture your desires systematically** using visual techniques and set your **short-term and long-term goals** based on them
- **Create a mission statement** and define your long-term goals using the 8-steps technique
- **Define your goals** in a way that will help you achieve them and increase the likelihood of success
- Use the GROW model to **self-coach** or coach others
- Use a variety of traditional and modern techniques to **automate the process of constantly reminding yourself of your goals**
- Adapt a positive mentality to **task completion** and use a series of techniques to **become more productive**
- Use **visualisation techniques** to maximise the likelihood of reaching your goals

£109

Audience

Anyone.

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Goal Setting](#)



Overcoming Procrastination

1-Day Course on How to Boost Productivity, Become Motivated, Believe in Yourself and Achieve More

Description

This course provides numerous guidelines and techniques on addressing procrastination. It is structured based on tertiary prevention and addresses areas such as self-esteem, motivation, fears and justifications, goal setting, engineering the environment for productivity, self-tracking, anticipatory techniques, productivity short-cuts and techniques to minimise distractions. Interactive exercises help delegates to learn from each other and self-analysis exercises help delegates to focus on their specific areas of weakness.

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

- What **causes procrastination**, how this can become a critical problem and what is an ideal approach to address it
- **Set goals** in a way that increases the likelihood of achieving them and use goal setting to eliminate procrastination
- Use **self-tracking** to monitor yourself and **increase your self-awareness** to avoid procrastination
- **Analyse your self-esteem** by increasing your awareness of your mentality, what causes it, how to accept it and how to improve it
- Use **motivational techniques** to improve productivity and maintain a **healthy body** to beat procrastination
- **Recognise your fears** and understand why you don't engage in a task to **overcome procrastination**
- Use a series of **anticipatory tactics** and strategies to manage your time and environment to **minimise procrastination**

£109

Audience

Anyone.

Prerequisites

Ideally, delegates should have attended a course on [Time Management](#) before addressing procrastination on this day-long course.

Course Duration

1 Day

Course Level

Intermediate & Advanced

[More Details on Overcoming Procrastination](#)



Presentation Skills

How to design and deliver an elegant and memorable presentation?

Contains Training Material for 1 or 2 days course

Description

Many delegates learn how to present from others and are not systematically thought on the art of presenting. The result is the common death-by-power-point which we see in many business or sales presentations. This training course contains many guidelines with lots of examples of good and bad slide designs. In addition to slides, a presenter needs to know how to capture an audience. The training resources contain many exercises for delegates to learn the art of public speaking.

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

- Identify the **fundamental parameters** of a good presentation
- **Engage** your audience and get their fullest **attention**
- Prepare your **story**, understand what you want to show and record it
- Design **high-impact slides** that deliver your message **efficiently**
- **Deliver** your presentation with **confidence** and leave a **positive and memorable experience** for the audience
- Control your **environment** to have the highest impact

£149

Audience

Anyone

Prerequisites

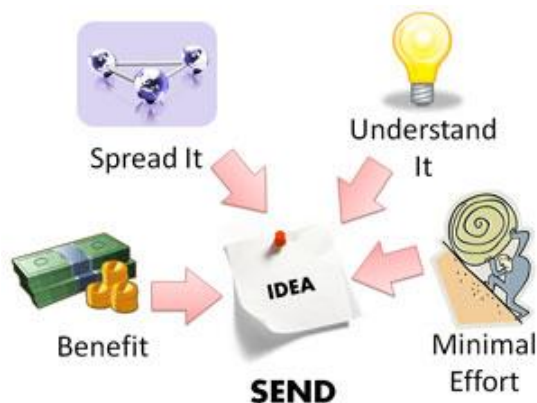
None

Course Duration

1 or 2 Days. The course contains a lot of content and many practical exercises that can easily be extended to cover more than one day.

Course Level

Beginners & Intermediate



[More Details on Presentation Skills](#)



Decision Making

1-Day Course with Powerful Tools and Techniques to Facilitate Individual and Group Decision Making & Problem Solving

Description

This soft skills course contains a variety of useful and practical techniques and tools that delegates can use to master the art of decision making. It covers topics such as choosing options, analysing implications of taking these options and deciding in groups. It is an ideal course for management training. In addition, delegates are also introduced to fundamental decision making principles and associated philosophical implications of these principles which further prepares them to use the tools discussed in the course correctly. Each technique is accompanied with examples and exercises for maximum knowledge transfer.

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

- Use good **decision making processes** to get the best out of your decisions
- Choose the best available option **based on a number of criteria** using a **trade-off analysis**
- Use a series of **systematic comparisons** to identify the most ideal decision
- Make a decision using **quantifiable pros and cons** to evaluate the impact of your decision
- Systematically **analyse the implications** of taking an action so you can decide whether to go ahead with it or not
- Make decisions based on **problem analysis using a common currency** and calculate the net benefits
- **Graph your decisions** and the corresponding outcomes visually and calculate the best course of action
- Take advantage of many **age old principles**, guidelines and **heuristics** to make the wisest decisions
- Make optimal **decisions in groups** by using everyone's inputs and **prevent individuals from dominating** the decision making process
- Use a structured method to collect and **process opinions of a panel of experts** while avoiding common group discussion issues

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

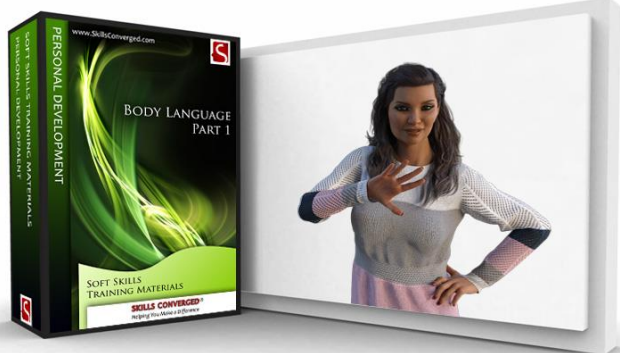
Course Level

Beginners & Intermediate

[More Details on Decision Making](#)

PERSONAL DEVELOPMENT

Body Language Part 1



1-Day Course Includes Illustrated Examples on Body Language Postures and Gestures

Comes with Body Language Images in 4K Resolution, Designed In-House, Ready to Integrate into any ILT or Online Courses

Description

This highly visual course on body language contains a series of cases along with detailed stylish 3D illustrations that describe various postures and gestures. The cases are categorised under a number of sessions covering different aspects of communication. The course also includes exercises to help delegates master body language.

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

- Use the principles of body language to read clusters
- Distinguish between open and closed body positions and interpret them correctly within the context
- Spot lack of confidence in others through their body language and use this knowledge to enhance your own posture
- Read others through their eyes and make an impact on others by adopting specific eye expressions
- Spot lies and read evaluations gestures before final decisions are verbalised

£109

Audience

Anyone

Prerequisites

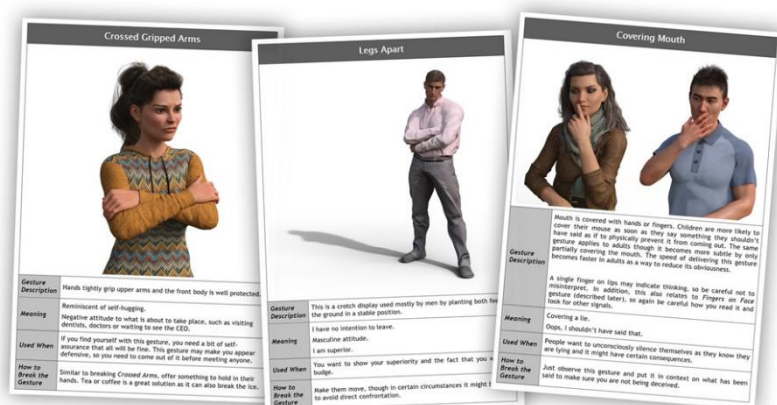
None

Course Duration

1 Day. The course is highly modular and you can easily use portions of the course for your own specific needs or timing requirements.

Course Level

Beginners & Intermediate



**New Version 2.0
Released 2022**

All Images Are Included

4K Resolution

PNG Files

[More Details on Body Language Part 1](https://www.skillsconverged.com)

Body Language Part 2

1-Day Course Includes Illustrated Examples on Positive and Negative Body Language & Non-Verbal Signals

Comes with Body Language Images in 4K Resolution, Designed In-House, Ready to Integrate into any ILT or Online Courses



Description

This course follows from *Body Language Part 1*. The course has been designed with the same style going through a number of 'Body Language Cards' explaining various signals. It focuses on power, politics, intimidation, handling difficult people, meeting in groups and similar topics. Many elaborate high-resolution illustrations are provided that clearly show a particular body language expressed. Exercises are provided to help delegates practice the postures and gestures.

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

- Use the principles of body language to read clusters
- Detect **power gestures** indented to lower your status or **intimidate** you and respond accordingly
- Recognise and counteract **intimidating gestures** and behaviour
- Read and respond to **groups of people** and understand their **underlying thoughts** through their gestures and body language
- Use effective body language to increase the efficiency of your **public speaking** and show confidence

£109

Audience

Anyone

Prerequisites

Body Language Part 1.

Course Duration

1 Day. The course is highly modular and you can easily use portions of the course for your own specific needs or timing requirements.

Course Level

Beginners & Intermediate



**New Version 2.0
Released 2022**

All Images Are Included

4K Resolution

PNG Files

[More Details on Body Language Part 2](https://www.skillsconverged.com)



Assertiveness Skills

Covers 1 to 2 days course, Includes Practice Sessions, Recommended Readings and Detailed Exercises

Description

This soft skills course helps the participants to understand how to express themselves assertively in order to get what they want. In particular they will learn the differences between aggressive and assertive behaviour, correct body language, what to say to get results, how to request, how to criticise and how to boost their confidence. The training resources contain a large number of practical exercises designed to increase the retention of the skills delegates learn in this course.

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

- **Distinguish** between assertive, aggressive and passive behaviour
- Express yourself assertively using **specific verbal and non-verbal techniques** and get maximum results
- Request what you want assertively and **get it**
- **Criticise** and change behaviour while staying friends
- Use a simple technique to **reinforce the behaviour of others**
- **Disagree** with the other person in such a way that **helps them understand your stance** on the matter without taking it personally
- **Say No** and be loved for it!

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 or 2 Days. The course contains optional content and many practical exercises which you can use to easily extend the course to cover more than one day.

Course Level

Beginners & Intermediate

[More Details on Assertiveness Skills](#)



NLP Core Skills

1-Day Course on Neuro Linguistic Programming

Suitable as Introduction to NLP

Description

This introductory course to NLP (Neuro Linguistic Programming) covers the fundamental principles and techniques used by NLP practitioners and helps the delegates to quickly understand what NLP is all about. It contains many exercises, thought experiments and group practicals that enables the delegates master the skills during the course. The workbook contains all the NLP exercises in detail, so delegates can practice them after the course as they wish. This course is followed by intermediate and advanced courses for those who are interested to learn more.

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

- Use **NLP perspectives** to examine yourself and understand the underlying **NLP principles**
- Modify your **internal representation** of **past events** and convert them to positive experiences
- Use a number of NLP skills to **reprogram yourself**, **increase your confidence**, **read others** and **memorise** better
- Set your **goals** systematically and **boost your confidence** when dealing with future events using NLP programming
- **Establish rapport** using NLP techniques and use **empathic communication** to get the most from your encounters
- **Persuade** others using **language patterns & NLP meta-programming**
- **Boost your confidence** by reframing and applying NLP techniques on your **inner voice**

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners

[More Details on NLP Core Skills](#)



Report Writing

1-Day Course on Business Writing, Technical Documents and How to Write Clearly for Maximum Impact

Description

This training course covers the full life cycle of writing texts such as reports, technical texts, business documents, emails, and similar content. It includes many aspects of report writing such as preparing materials, structuring, presentation, using clear English, persuasion techniques and so on. It is packed with examples of good and bad text to facilitate both processes of training and learning. All guidelines are followed by exercises to help delegates learn the skills during the course.

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

- Setup your report writing strategy based on **established principles, your audience and your own preferred style**
- **Structure your report systematically** using an efficient and established **logical layout**
- Appeal to readers using **direct and indirect approaches** and convince them of your cause
- Use powerful tools to **significantly increase your creativity** while putting your content together to prepare a report
- Present your report with appropriate styles to **achieve maximum impact** without causing distraction
- Deliver your content using a **clear and effective language** which is easy to read, understand and act on
- Use a **high impact and clear writing style** that delivers your true meaning as quickly and effortlessly as possible
- Write a condensed, yet **effective summary** of your report that highlights the importance of your report and encourages further reading
- **Write titles** that **make your readers excited** about your content and encourage them to read the rest of your report
- Phrase your sentences efficiently to **persuade others for your product or idea**

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Intermediate

[More Details on Report Writing](#)



Anger Management

1-Day Course on How to Communicate With Others While Staying in Control of Your Emotions

Description

The anger management course is not only for those who suffer from excessive habitual anger, although they will certainly benefit from the information provided. This course aims to help people improve their communication skills, handle difficult situations, practice assertiveness, manage their frustration or temper and control their emotions more easily. Effectively it can also act as *Temper Management* course.

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

- Understand the **root of anger**, how we become angry and how to **break the habit**
- **Disrupt the life cycle** of anger to prevent its escalation and **remain emotionally focused**
- Reduce your anger using a variety of **preventative and immediate strategies**
- Use **assertiveness** to maximise the effectiveness of your communications with others without getting too emotional or making others angry
- Use established techniques based on **Cognitive Behaviour Therapy** to manage your emotional response to events
- **Respond to conflicts** using a simple yet powerful formula where you can express your position without risking your relationship
- **React to confrontations quickly and efficiently** while maintaining your emotional balance
- Deliver a meaningful **apology** to manage emotional encounters and also **forgive** others to reduce your self-talk and feel better about yourself

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Anger Management](#)



Personal Impact

1-Day Course on How to Enhance Presence and Become Master of Communication

Description

This soft skills training course helps delegates to increase their presence and learn how to project a high-impact personality. Personal impact is not a single skill; it is a set of skills that must be mastered together in line with improving attitude. This course contains many exercises addressing these skills individually and in isolation and later in combination with each other in more demanding environments. As usual, the training resources come complete with comprehensive trainer notes, training workbooks, exercises, course guidelines and other related resources.

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

- Define your brand and how you want others to see you
- Increase your confidence and stop being shy when confronted with new situations.
- Apply techniques to improve your inner presence and increase your personal impact
- Adopt a desired outward personality that best represents your image while impressing others with your presence and charisma
- Make small talk and present yourself with short formal and informal pitches to others
- Use a high-impact language, attitude and mentality to project a strong presence
- Make and deliver engaging stories that increase your impact on others and help them remember YOU

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Personal Impact](#)

Personal Development



Learning to Learn

1 or 1.5 Day Course on How to Improve the Ability to Learn

Learn What it Takes to Become a Master

Description

In this course, participants learn how to master learning skills using a systematic approach. The course provides guidance on attitudes and mentality as well as learning tools, planning, evaluation, managing the environment and distractions, and taking advantage of personal learning styles. The course contains numerous examples and exercise designed to make delegates think about their current learning habits and systems and then using the guidelines provided in the course to improve them.

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

- Discover your **learning style** to better focus your efforts
- Engineer your environment to **reduce distractions**
- Improve your **will-power and focus** by carefully controlling your environment
- Learn what it takes to **become an expert** and adopt the **right mentality** to achieve it
- Plan your learning, use **learning tools** to increase your learning and **evaluate** yourself based on your objectives
- **Unblock barriers** to learning when feeling stuck
- Use a systematic approach to **build a routine** that can increase the efficiency of your learning

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Learning to Learn](#)



Memory Skills

1-Day Course on How to Boost Memory

Covers Powerful Memory Techniques Used by Memory Champions

Description

In this course, participants will learn how to quickly memorise and recall useful everyday data. The course covers effective memorisation and recall methods including those used by memory champions. Useful exercises are also provided so delegates can practice the skills during the course for more effective learning.

This course is suitable for anyone. From university students to businessmen, academics and professionals, people from all industries and domains can benefit from this course.

The course contains comprehensive trainer guidelines that illustrate what a trainer needs to cover at each stage of the course and what to expect. Assessment and end-of-the course exercises are also provided to test the delegates on their performance and progress both before learning the methods and after.

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

- Understand how memory works, **why people forget** and learn how to avoid it
- Use the **Link Method** to memorise a list of words or data
- Use a **powerful mnemonic method** used by memory champions to memorise anything
- **Remember long numbers** by taking advantage of the incredible power of association
- Remember **people's faces and names**, learn **difficult names** and learn names of a group of people quickly and in a way that you won't forget
- Use **repetition** correctly for memorisation and take advantage of its power for **long term results**
- Learn from a variety of **mnemonic devices** that facilitate memorisation

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Memory Skills](#)

Personal Development



Personal Branding

1-Day Course on How to Master the Art of Personal Marketing

Description

In this course, participants will learn how to design their personal brands. They will define their goals, mission statement and branding strategies so they can craft their personal image. The course also explores self-marketing strategies and how to deliver the designed brand to maximise exposure. The training package contains exercises, examples, slides, workbook and trainer guidelines on how to run the course.

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

- Take advantage of the best practice guidelines to **design your personal brand**
- **Define your specific expertise** so that you can use it to define your personal brand
- Identify your **mission statement and goals** in order to express yourself with your brand
- **Formulate your branding strategy** in line with your goals and mission statement
- **Design your personal pitch and brand** in line with your goals and branding strategy
- Use a number of proven strategies to **market your personal brand** and publicise yourself

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Personal Branding](#)

INTERPERSONAL DEVELOPMENT





Advanced Emotional Intelligence: Interpersonal Skills

1-Day Course on Social Intelligence focusing on EI Competencies such as Social Awareness, Empathy, Acting, Influencing and Others

Description

This soft skills course follows on from [Emotional Intelligence](#) focusing on interpersonal skills and competencies in areas of social awareness, rapport building, empathy, understanding others, influencing, acting and so on. Due to the nature of social intelligence, the course relies heavily on participatory exercises that encourage delegates to explore various techniques when communicating with others. Whether delegates are from the same organisation, or have never met each other before, they can all benefit from this course. Optional exercises are provided for trainers to accommodate such needs.

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

- Identify **social intelligence competencies** and learn how the brain processes information and emotions
- Understand the importance of **positive interaction** with others and what it takes to **establish rapport**
- Keep your **focus** and show that you are **paying attention**
- **Communicate empathically** and strengthen your relationship with others
- **Recognise other people's contributions** and improve your understating of others
- Use **mirroring techniques** to establish rapport with others through **indirect and subconscious signals**
- Act according to your desired target, **show presence** and **appear charismatic**
- Influence others and **manage runaway emotions** in social encounters and **guide the interaction** towards a direction of your choice.
- Monitor your relationship with others and be aware of the **consequences of concern**

£109

Audience

Anyone

Prerequisites

Emotional Intelligence. It is assumed that delegates are familiar with the basics of emotional intelligence as the course explicitly focuses on Interpersonal EI Competencies.

Course Duration

1 Day

Course Level

Advanced

[More Details on Advanced Emotional Intelligence: Interpersonal Skills](#)

Advanced Communication Skills

1-Day Course on Dealing with Difficult Conversations, Becoming Proactive and Managing Psychological Games



Description

This course covers many areas that help improve participant's conversational skills. Core topics include understanding how people perceive the world and the impact of such perceptions on their behaviour, avoiding blame when things go wrong, managing feelings, understanding the relationship between intentions and their influence and many other advanced topics. This course follows from [Communication Skills](#). All topics are presented with plenty of examples where delegates can easily see how the techniques covered in the course are applied in real life.

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

- Search to understand other people's stories and learn to change your perspective based on their view to improve your conversation
- Prevent misunderstandings by clarifying intentions and avoid common mistakes that escalate the situation rather than resolve it
- Avoid blaming others and take responsibility for your own contribution to any situation
- Understand and manage your feelings so they don't clutter your understanding or affect your conversations with others
- Handle difficult conversations by monitoring implicit messages and use techniques to gain rapport
- Avoid destructive psychological games in conversations and use techniques to shift the conversation away as quickly as possible

£149

Audience

Anyone

Prerequisites

Communication Skills

This course can also be provided independently.

Course Duration

1 Day

Course Level

Advanced

[More Details on Advanced Communication Skills](#)



Handling Difficult People

1-Day Course on How to Deal with Challenging People

Includes Many Case Studies, Scenarios, Roleplays and Exercises

Description

This is a course about handling difficult people, challenging situations and confrontations. Delegates learn about characteristics associated with difficult people, the origin of their behaviour and how best to deal with them. Delegates are introduced to a variety of effective responses, learn how to deal with toxic words & phrases, how to resolve a confrontation, how to avoid blame games and many other topics. The training resources is full of practical examples, case studies, exercises, training games and roleplays with optional extra content to adjust the pace as trainers see fit.

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

- Use the right **mental attitude** when confronting others to minimise the effect of difficult encounters
- Choose the right **responding style** when dealing with others
- Make **constructive conversations** by staying focused and in control
- Select an appropriate **conflict resolution** style to get maximum results
- **React to confrontations** quickly and efficiently while maintaining your emotional balance
- Identify **toxic words** and handle them while maintaining the efficiency of your conversation
- Identify the **type of difficult people** you are dealing with and respond accordingly

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Handling Difficult People](#)



How to Influence People

1-Day Course Containing Many Interactive Exercises

Description

In this soft skills course delegates will learn the art of influence. Influencing is an interactive skill which needs lots of practicing to master and deliver naturally. This course is packed with exercises and guidelines based on the latest research on human psychology and academic theories on influence. Your delegates can use this skill in many contexts such as sales, management, HR, team working, customer services and so on to maximise efficiency.

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

- **Sequence** your statement efficiently, so that you can get maximum effect for the objective you have in mind.
- Show your **understanding when communicating** with others and open up the conversation
- Use the 6 **universal principles of influence** and learn how to counteract them
- Deliver your potentially **negative message** while getting a good response
- **Encourage or discourage** anyone strongly in the direction of your choice
- Use a simple technique to **reinforce** the behaviour of team members
- **Say No** decisively and politely
- **Phrase your sentences** efficiently when selling a product or an idea

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Intermediate

[More Details on How to Influence People](#)



Conflict Management

1-Day Course Introducing Core Principles Behind Conflict Management Containing a Rich Selection of Exercises, Practical Activities and Case Studies

Description

In this management course, delegates learn how to perform conflict resolution, prevent discussions from escalating into conflicts, understand psychological tactics used on them and the best way to respond, negotiate and manage their emotions. Training resources is full of examples, exercises, activities and bite size training content. This course helps the delegates to master the art of conflict management.

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

- **Recognise conflicts** and their escalation over time so you can address them more effectively
- Select an appropriate **conflict resolution style** based on your needs to get maximum results
- **Manage your emotions** and influence others emotionally when in conflicts
- **Recognise Tactical Approaches** used when interacting with others that may lead to conflicts and take appropriate steps to **avoid a conflict developing**
- **Negotiate** over what you want and move on to a win/win outcome
- **Prevent destructive conflicts** at the workplace

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Conflict Management](#)



Meeting Skills

1-Day Training Course on How to Have Effective Meetings with Your Customers and Clients

Includes Many Group Exercises and Interactive Content

Description

Do you want to get more from your customers? How can you keep them happy? How can you read their minds when they are not talking? How can you get them to accept your terms in negotiations? Is it possible to have meaningful meetings all the time so nobody's time is ever wasted? How should you deal with a demanding client? These areas are explored in detail in this course along with many exercises and interactive role plays for effective learning.

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

- Build strong relationships with your clients
- Read **body language** and use it to your advantage
- Lead and participate in **efficient meetings** to get maximum results
- Ask specific types of **questions** to obtain more information
- **Negotiate** effectively and make “fair” deals
- Participate in many **educational and entertaining exercises** to learn the skills quickly

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Intermediate

[More Details on Meeting Skills](#)



Listening Skills

1-Day Course on How to Master the Art of Listening, Establishing Rapport and Gaining People's Trust

Description

This soft skills course helps delegates master the art of listening in both professional and personal settings. It contains different examples of good and bad conversations which allow delegates to clearly see the effect of various methods. Interactive exercises help delegates to apply the techniques they learned and practice listening in the training course. The training resources contain all the necessary content such as course notes, training workbook, power point slides and exercise to run the course.

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

- Appreciate the critical importance of listening and learn the **secret to good communication skills**
- Use **Active Listening** techniques to establish rapport and leave a positive impression
- Improve your **understanding of different personalities** when listening and aim to improve your own style
- **Avoid falling into bad habits** when listening to others and use established listening guidelines to **make others feel more comfortable** with you
- Ask effective questions to **encourage others to provide more information** without limiting the conversation unnecessarily
- Avoid using words that **trigger negative emotional responses** in order to improve your listening skills
- Respond to **difficult people** by classifying them into abstract types and use the most ideal strategies to **handle each type**

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Listening Skills](#)



Questioning Skills

1 or 1.5 Day Course on How to Ask Effective Questions and Expect to Get Results

Description

This course teaches delegates to ask better questions. It provides a range of question types for different purposes along with examples for each type. Examples of conversations with questions are also provided to better show how each type is used in practice. A variety of training exercises are also included which help delegates to learn questioning by working together in powerful, yet entertaining skills activities.

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

- Use effective strategies when asking questions and **avoid methods that can be counterproductive**
- Ask **practical questions when coaching** others to help them and to strengthen your relationship with them
- Ask well-formulated questions to **maximise information transfer**
- Systematically **ask a series of questions** on a topic to find out more about it
- **Ask empathic questions** to help establish rapport and **encourage others to talk more**
- **Inspire and motivate** others by asking well-formulated questions
- **Ask effective questions from a group** of people to keep them engaged and increase their responsiveness
- Understand the nature of **leading questions**, appreciate their effect and provide an effective response to them when asked
- Systematically **ask questions to sell** your ideas, products and services more efficiently

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 or 1.5 Days

Course Level

Beginners & Intermediate

[More Details on Questioning Skills](#)



Difficult Conversations

1-Day Course on Handling Challenging Conversations and Learning to Deal with Emotional Interactions

Description

In this course, participants learn how to go through emotional or intense conversations. Some conversations can make us angry, upset or hopeless and it is important to know how to control our actions without getting overwhelmed by these emotions. This course also contains techniques on how to deliver bad news, how to empathise and how to apologise. The package includes all trainer resources and many exercises to help delegates fully learn the skills during the course.

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

- Control the flow of a potentially difficult conversation by **making it safe and focusing on what matters most**
- Analyse your behaviour as well as those of others and better understand **what makes people take a particular action**
- Appreciate the power of **self-serving stories** and how you can take advantage of them to control your actions
- Use **4 techniques to empathise** with people for more effective communication
- Prepare for and **deliver bad news** using a systematic step-by-step technique and **handle the reactions** smoothly
- **Apologise systematically** to show your sincerity and improve your relationships

£109

Audience

Anyone

Prerequisites

None

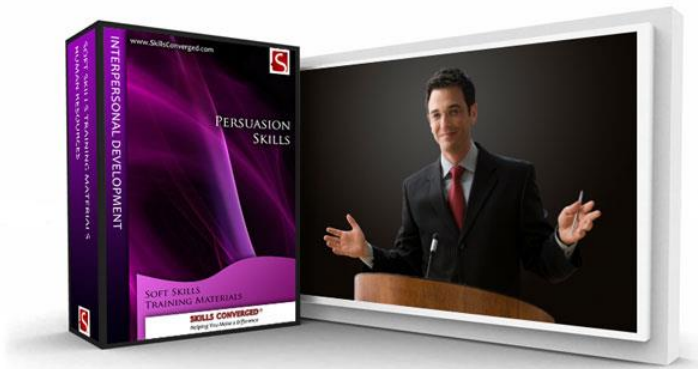
Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Difficult Conversations](#)



Persuasion Skills

1 or 1.5 Day Course on the Art of Influencing and Delivering a Persuasive Pitch

Learn Established Methods to Convince Others of Your Cause in Any Conversation

Description

This course contains a wealth of knowledge on how to improve persuasion skills. Many areas are considered such as having the right attitude and mentality, using effective verbal and non-verbal techniques, making engaging and persuasive stories, preparing for an event where persuasion is required and preparing a written persuasive text or verbal speech. Comprehensive examples are provided for all of these areas along with interactive exercises so delegates can master the skills in isolation during the course. The course contains optional exercises so you can extend the course as you see fit.

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

- Take advantage of a number of persuasion strategies to **guide people towards a direction of your choice**
- **Deliver an engaging and persuasive story** to inspire and convince your audience of your cause
- Use a number of **psychological techniques** to increase your success when influencing others
- Use **emotional persuasion** and **verbal techniques** to help the other person see something differently, be inspired and **easily change their opinion**
- Use a **step-by-step approach** to prepare your case when you want to persuade others
- Use best practice guidelines to improve your persuasion performance and **pitch delivery**

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 or 1.5 Days

Course Level

Beginners & Intermediate

[More Details on Persuasion Skills](#)

Making Small Talk

1-Day Course on How to Initiate and Maintain Effective Conversations



Description

In this course, delegates learn how to engage in small talks in social and business settings. The course is full of strategies and examples that illustrate how such techniques are used in practice. Delegates also get to see what strategies do not work when engaging in small talks. There is a heavy emphasis on exercises that will help delegates learn making small talk during the course using the strategies provided. The training materials come with all the exercises, instructions, slides and guidelines as necessary to guide you in conducting this training course.

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

- **Avoid using cliché** and reactive responses that kill conversations
- Use strategies that help start a conversation and avoid the dreaded silence
- Use small talk with your clients to **improve your chances of selling** to them and leave a positive impact
- **Break into a conversation** tactfully and safely
- Use strategies to **maintain a conversation** and encourage speakers to **remain interested** in your interaction with them
- Engage in small talk conversations with **confidence** knowing how to **remain in control** and what to say at any moment

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Making Small Talk](#)

SALES & MARKETING





Customer Service Skills

1-Day Course Introducing Principles of Outstanding Customer Service

Includes many Scenarios and Role Plays

Description

This soft skills course covers many aspects of customer service skills with an abundance of case studies, scenarios and sample conversations that help the delegates to understand what to say and how to say it to get maximum results. In particular, bad examples of customer services greatly help people to understand what should not be done. Participants learn how to handle complaints, aggressive customers, demanding customers and many other situations encountered daily professionally and unemotionally.

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

- Apply the **essential principles** of customer services to anyone who wants your 'output'
- Ask **effective questions** from customers to get **results**
- Use **empathy** to maintain **rapport** with customers
- Professionally **respond to a customer's demands & requests** while maintaining rapport
- **Sequence your sentences** effectively to get maximum results
- Handle **phone conversations** professionally
- Read and interpret **body language** signals and use them to enhance your communication skills
- Defuse **uncomfortable interactions** with customers and professionally respond to any problems as they arise

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Customer Service Skills](#)



Advanced Customer Care

1-Day Course on How to Improve Customer Services

Includes Many Example Conversations and Case Studies

Description

In this course, participants will learn how improve customer services by employing effective techniques and strategies. The course contains many examples and scenarios on how to interact with customers and provides guidelines on how to address difficult situations. Delegates learn the skills by going through a number of exercises designed to cover a range of common themes found when providing customer care. This course follows from [Customer Services](#).

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

- Adopt the right attitude when dealing with customers to **increase their loyalty** to your brand
- Identify **what goes wrong in a poor customer service** exchange and use strategies to improve it
- **Identify customer expectations** systematically and respond to them to improve customer service
- **Avoid using toxic phrases** that lead to confrontation with customers or reduce their loyalty
- **Manage angry customers** by reducing the tension using **8 practical methods**
- **Handle complaints** using a variety of strategies to **minimise negativity** and increase customer loyalty

£149

Audience

This course is ideal for those who already have experience in customer services.

Prerequisites

Customer Services

Course Duration

1 Day

Course Level

Advanced

[More Details on Advanced Customer Care](#)



Sales Skills

Fundamentals of Selling and Creating Loyal Customers

1-Day Training Course Exploring Traditional and Modern Approaches of Selling

Description

Sales Skills course is a comprehensive course aimed not only at salespeople but all those involved in the process of selling. This includes producers, suppliers and buyers. This course focuses on the psychology behind trading, the importance of effective communication in successful selling, the generation of loyal, returning customers, traditional and modern selling techniques, sales pitch structure and delivery, overcoming objections, the art of persuasion and the significance of ethical selling. Apart from specific exercises covering each section of the course, training activities have also been included in the training resources to encourage optimal learning.

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

- Sell using a **structured framework** and have the **right mentality** to maximise your conversion
- Take advantage of modern sales techniques by **understanding the difference between the traditional and modern methods**
- Focus on the **customer's needs** and pitch your sale from the most efficient angle to get maximum results
- **Phrase your sentences** efficiently when selling a product or an idea
- Sell by focusing on the customer using **effective modern selling frameworks**
- Use the **power of the brain** to optimise your sales activities
- Read and use **body language** effectively to enhance your communication skills

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Sales Skills](#)



Marketing Skills

1 or 1.5 Day Course on the Art of Marketing and How to Promote and Sell Your Products

Description

This course covers the entire process of marketing in a systematic way. Topics such as situational analysis, marketing mix, segmentation, product life cycles, customer decision making behaviour, pricing strategies, promotional ideas, advertisement, branding and many other areas are explored. Several interactive exercises and discussion opportunities are provided to help delegates examine their own marketing strategies and see how they can improve them. The course contains several optional exercises that allow you to extend the course to 1.5 days or more. The pack comes with comprehensive trainer notes with guidelines on pacing, what to ask, what areas to encourage discussions on and how to run exercises to get the most out of them.

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

- Understand **historical approaches to marketing** and how marketing process works in practice
- Analyse your company in **relation with your competitors** and by examining your **customers' decision making process**
- **Segment** the market, **target** each segment and use a **marketing mix** to address each segment as part of your marketing strategy
- Use **product life cycle** to decide on your marketing strategy
- Set your **pricing strategy** using a variety of methods and in line with **supply and demand**
- Identify **distribution channels** and setup various ways to get your products to customers ahead of your competitors
- Use four main elements of **promotion** to popularise your products
- Follow a number of **well-established marketing guidelines** to maximise your chances of success

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Marketing Skills](#)



Telephone Skills

1-Day Course on Mastering the Art of Professional Phone Conversations

Description

In this course delegates will learn the essential points about telephone skills and how to handle customers and colleagues professionally and efficiently. This course provides delegates with effective solutions and practical tips in dealing with challenging phone communications and customer service. This course is suitable for anyone who uses phone as part of their everyday job including helpdesk or call centre staff. The course contains many examples, scenarios, bad conversations and exercises to help delegates quickly understand these concepts. Comprehensive guidelines and course notes are provided for trainers so they can pick up the course quickly.

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

- Understand **callers' mentality** and adopt effective strategies to become more comfortable in handling any situation
- Handle **emotionally charged conversations** on the phone while staying in control
- Ask **ideal questions** from callers to maximise **information transfer**
- Handle your phone conversations professionally and **leave a positive impression** on the other person
- Handle phone calls **based on the types of people** you are communicating with
- **Provide information clearly** and efficiently while increasing retention and checking understanding
- Control your **tone and voice**, adopt an **ideal attitude** and **choose words carefully** to present a positive image of yourself and your services
- Handle **challenging scenarios** and common situations when interacting on the phone
- **Listen actively** to callers and demonstrate that you understand their needs

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Telephone Skills](#)



Handling Complaints

1-Day Course on How to Respond to and Manage Customer Complaints

Description

This course enables delegates to handle complaints more efficiently whether delivered by their customers or by others such as their suppliers, colleagues and so on. Delegates learn through a series of examples how to deal with various situations and explore methods and techniques that work best in every situation and also learn about ways that are not as effective. Guidelines on assertiveness, listening skills, ideal body language and other related subjects are provided along with exercises to help delegates learn the skills quickly and effectively and be able to use these guidelines in real world situations. The soft skills training course comes complete with comprehensive trainer script, exercises, workbook and slides.

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

- Hold a **positive attitude towards complaints** and appreciate how they benefit organisations.
- Use **Active Listening** techniques when handling complaints to help **establish rapport** and leave a positive impression
- Respond to **common challenging scenarios** and handle complaints in an efficient manner
- How to **communicate assertively** with customers when handling complaints for a win-win outcome
- Increase the effectiveness of your communication with others using **body language**

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Handling Complaints](#)



Business Networking

1-Day Course on How to Shape and Expand Business Networks Step by Step

Description

In this course, participants learn about various stages of business networking. The course walks the delegates through a number of best practice guidelines and they get to practice their networking skills in the course. Delegates will get to analyse their current network, identify where to find new contacts, how to plan a personal pitch and how to approach their contacts to get positive results.

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

- Appreciate the **power of networking** and discover how, if done correctly, it can empower you
- **Progress your relationships forward systematically** and avoid getting stuck at a certain level with people you want to interact with more
- Decide what you want to achieve when networking while **avoiding poorly formulated goals**
- **Shape and expand** your network based on proven principles
- **Search for contacts** systematically and **avoid common mistakes** that lead to poor networking attempts
- **Design a personal pitch** and deliver it with positive impact to gain attention and be remembered
- Use best practice guidelines on **social interactions** and networking to maximise **making contacts** and improving your relationships

£109

Audience

Anyone

Prerequisites

Consider taking this course in conjunction with [Making Small Talk](#).

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Business Networking](#)



Strategic Pricing

1-Day Course on How to Set and Present Prices to Increase Profits in line with Customers' Behavioural Patterns

Description

In this course, participants will learn about a variety of everyday tactics and strategies of pricing. How to set prices? How to change prices? How to provide discounts? How to do segmentation? What pricing strategies are available and what are their advantages? When should you use these strategies? How customers make decisions when purchasing and how can you use this to boost profits? The course comes with case studies and inspiring examples. Many exercises are also provided that help delegates discuss pricing strategies and see how the methods covered in the course can be applied to their businesses.

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

- **Relate pricing strategy to overall business strategy** and learn how they need to work in tandem
- Use a **variety of pricing strategies** based on their advantages, market conditions, your competitors and your business strategy
- **Design, price and present your products** in tandem and maximise your sales and profits
- Use human mind's **systematic biases** to understand **decision making** and how this can affect your pricing tactics and strategies
- Use a number of **tactics to display your prices** in such a way that appeals more to your customers and leads to increased sales
- Follow best-practice guidelines on how to **change prices or provide discounts**

£109

Audience

Anyone

Prerequisites

Consider taking this course in conjunction with [Strategic Planning](#)

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Strategic Pricing](#)

HUMAN RESOURCES





Train the Trainer: Delivery Skills

3 Day Course on How to Train Others
Includes Comprehensive Assessment
Resources

Description

This course prepares individuals in becoming outstanding trainers and deliver effective and memorable courses. The 3 day course, prepares trainers interested to enhance their delivery skills to take advantage of established training methodologies such as *Accelerated Learning*. The trainer resources contain comprehensive instructions, exercises, home assignments, assessments and demonstrations to prepare delegates efficiently in a short space of time. In addition, this course allows you to become fully familiar with courses provided by *Skills Converged* and learn the best way to deliver them.

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

- **Demonstrate** your training capability by presenting a short course
- Use **Accelerated Learning** principles and **suitable instructional methods** to deliver effective courses
- **Sequence the course structure** based on best practices in line with established learning methodologies
- Present your training content effectively while employing **established learning principles**
- Use training tools in line with **human perception capabilities** to maximise information transfer
- Increase learning based on **Cognitive Training Model**, training theories and **memory patterns**
- Take advantage of **multiple channels of communication** by exploiting the **environment**, using **body language** and **training aids**
- Use powerful **questioning techniques**, increase delegates' participation, **coach** and **handle difficult situations**.

£169

Audience

Anyone

Prerequisites

None

Course Duration

3 Days

Course Level

Beginners & Intermediate

[More Details on Train the Trainer: Delivery Skills](#)



Interview Skills

1 Day Comprehensive Course on How to Perform at Best in a Job Interview

Description

The interview skills course contains comprehensive materials on the full life cycle of an interview. Delegates will learn about a variety of topics such as making conversations, answering common interview questions, body language, facial expressions, clothing, understanding the interviewer's mentality and objectives, making good impression and so on. The course contains many example conversations as well as practical exercises designed to progressively help the delegates to get better at a variety of skills needed in an interview.

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

- Learn and use **effective strategies** to handle interviews understand what interviews are all about
- Look at the interview **from the interviewer's position** to better formulate your responses
- **Reduce your anxiety** and get maximum results by putting your best impression
- Learn how to make **the best use of words** and apply **established tactics** to get maximum results in interview conversations
- Learn how to make **effective interview conversations** and use the **best strategies** to get maximum results
- **Answer interview questions confidently** using the most effective strategies
- **Finish the interview** in a way to increase your chances of success

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 or 1.5 Day depending on your pace and use of optional content.

Course Level

Beginners & Intermediate

[More Details on Interview Skills](#)



Conducting Interviews

1 Day Course on How to Run an Interview and Recruit the Best Applicants

Description

This course helps delegates to learn how to conduct interviews, especially face-to-face interviews. It covers many areas such as interview strategy, questioning skills, interview preparation, CV evaluation, handling interviewees' responses to questions and taking advantage of best practice guidelines to improve the effectiveness of the interviews. The course contains many role plays and useful exercises that help delegates to systematically practice various techniques in a controlled environment and receive feedback.

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

- Follow a **suitable strategy** when interviewing based on your specific requirements
- Take the **necessary steps before conducting an interview** so you can maximise your chances of **getting the most out of interviewing** an applicant
- Choose the **best interviewing strategy and questioning methodology** to pick the best applicant
- Interview an applicant **fairly and professionally** using a **systematic step-by-step approach**
- **Ask targeted questions** designed to get the most from an interviewee and help you **decide on his/her capability** for a given role
- **Use a variety of soft skills techniques** to increase the efficiency of an interview
- **Handle an interviewee's responses** to your questions using a variety of techniques to make sure you **remain in control** of the interview

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Conducting Interviews](#)



Diversity Management

1-Day Course on Political Correctness and How to Improve Your Communication Skills with Those Who are Different From You

Description

This soft skills course helps delegates to appreciate the benefits of diversity. The course covers two main areas; awareness and skills. Awareness allows delegates to learn about others, their way of life and how diversity can benefit their organisation. Skills help them to increase the quality of their interaction with others, minimise confrontations, deal with inappropriate behaviour and express correct body language. The training resources contain a variety of exercises, including some as optional exercises, to allow trainers to customise the course based on their specific needs.

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

- Appreciate the **importance of diversity** in organisations and learn about the **best strategies** to exploit it
- Respond to attitudes and behaviours related to diversity and learn how to **express yourself better when dealing with others**
- Understand the roots of **perspective taking** and **stages of cultural integration** to increase the efficiency of your communication with others
- Use Hofstede's cultural dimensions to **predict other nationalities' behaviour** and use effective strategies to interact with them
- Use effective **body language** to **put others at ease** and improve your communication skills

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Diversity Management](#)



Performance Management

1-Day Course on Appraisal Meetings & Increasing Staff Productivity

How to Motivate, Coach and Reward People

Description

In this course participants learn how to handle appraisal meetings to provide feedback and support for employees. Delegates learn how to coach, how to communicate effectively, how to help others to set goals in line with business objectives and how to motivate them to operate at peak performance. This is a suitable management course to prepare staff who might be new to management roles and need to be systematically trained. The training resources contain many exercises that will help the delegates learn the skills during the course.

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

- Setup an appropriate **performance management system** based on **modern principles and methodologies**
- Set **efficient objectives** that lead to productivity and follow guidelines on how to continuously manage performance
- Hold a **constructive appraisal meeting** that helps to motivate the appraisee and maximise information transfer
- Use appropriate **reward and ranking systems** that **increase appraisees' motivation** and guide them towards the right direction
- Use the **GROW model to coach**, question and guide a coachee
- **Motivate individuals**, reduce apathy and increase their confidence in themselves to achieve more than ever before
- Deliver your potentially **negative message** and get a good response
- Use an effective technique to **reinforce the behaviour of others** in the direction of your choice
- Apply a powerful method that lets people to **discover other people's true opinion** about themselves

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Performance Management](#)



Stress Management

1-Day Course on Theory, Psychological and Physiological Aspects of Stress Management

Description

The stress management course covers a range of required soft skills to master the art of productivity. Topics include time management, people skills, exercises, motivation, diet, influence techniques, mentality, assertiveness and so on. This course is full of exercises which are presented after each topic is explored. A great emphasis has been placed on changing the mentality of a stressed person which is usually the main source of the hectic unhappy life a person might be experiencing.

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

- Understand **how stressed you are**, what it means for you and how it impacts your life
- **Monitor your stress level** and detect when it is reducing your performance
- **Anticipate and resolve** stressful situations systematically using **time-based** and **people-based** techniques
- Use specific **exercises & diets** to become more productive
- Respond to stressful situations using a **variety of powerful techniques** and become more productive
- **Say No** and be loved for it!
- Use **autosuggestion** and **imagination** to full extent to manage your stress level

£109

Audience

Anyone

Prerequisites

None

Course Duration

1 Day

Course Level

Beginners & Intermediate

[More Details on Stress Management](#)

NOTES

Make your notes here.

FAQ

Can I edit course materials?

Absolutely. You receive unlocked source files such as editable Word and Power Point files. You can even put your own organisation's logo on the materials.

What versions or formats are supported?

All materials are provided in the following versions: Office 2003, 2007 and 2010. The course materials are designed using Office 2010 and are converted to Office 2003 for those who prefer this version. Documents are in MS Word and slides are in MS PowerPoint.

What are the payment options?

The easiest payment option is to pay online using credit cards and an email address and download the materials instantly. The instructions on how to obtain the materials are sent to your email address.

Can you send me an invoice? Do you accept bank to bank transfer?

Certainly. We support BACS in the UK and also accept funds internationally. Please contact our support team at support@skillsconverged.com with the list of products you are interested in, your name and your organisation's address. We then issue an invoice with instructions on how to transfer the funds. Once the payment is processed, you will receive download links for the purchased products.

Can I use the course materials in my own slides and workbooks?

Yes indeed. Our aim is to make your life easier. You can use the content as you wish, print and copy them as many times as you like for your delegates. All we ask is that you do not resell the product for profit to others. Full terms & conditions are available on our web site.

How are the course materials shipped?

Once you purchase a product, you will receive emails with download instructions which allows you to access the products immediately.

Who buys from you?

Our products are bought by a wide range of professionals from various industries. In particular, you can greatly benefit from our products if you are a freelance trainer, HR training manager, training agency, staff manager, trainer, educational teacher, researcher, manager or facilitator. We cater for all sizes, from single freelance trainers, to SMEs (Small to Medium Enterprises) to large multi-national organisations.

Full FAQ list is available on our website.

Skills Converged Ltd.

Registered in England
and Wales.
Company Reg. No:
6522877

Correspondence Address:

Skills Converged Ltd.
PO Box 3150,
Purley, Surrey, CR8 9DF,
UK



Email:

support@skillsconverged.com



Tel: +44 20 3286 9260

TESTIMONIALS

1. The training material is just wonderful, complete and very professional.
2. The empathy and know your customer behind the design of the training is great!
3. The training is easy to conduct and easy to adjust, even if you're not an experienced trainer.
4. The training is accessible for different level of functions within an organization.
5. Just move on with what you're doing . You're doing a great job!

Dr. Roger Naudin, Psychologist NIP, WATCH-Consultancy, Netherlands

"I am LOVING your training materials . . . very detailed and great, great illustrations by way of pictures. The attention to detail by Skills Converged is amazing. I have everything I need for a successful training session . . . from the attendance sheet, evaluation forms, to PowerPoint slides, trainee workbook, facilitator workbook, and various exercises to make valid points in the training session."

Lorie Gambill, Gambill and Associates, USA

"I just bought the training pack for Customer service - they are excellent material. Thank you. Essentially, I can take this and run with it. Just like that. ... Thanks again. Great artwork, Great thoughts. Great wow."

Soh Ariane, Singapore

"You provide fantastic training materials for a great price. I love that everything is included from the ppt, to workbook, to certificates, sign-in sheets and more. I just received confirmation from a client that they wanted a training in 2 days, so you saved me by having this available!"

Leslie Hoy, Vice President of TriMet Incorporated, USA

"One of the largest collections of free training materials easily accessible through categorisation - you can even design your own course. A huge collection of team building exercises, energisers, icebreakers and communication exercises are on offer, which can be used in different soft skills training courses."

Training Zone, UK

"I have recently commenced using your materials. This is the third course I have purchased. I find the material excellent and easily adaptable. Your copyright terms are also generous and flexible."

Sean Mythen, AdSum Training and Consultancy Ltd., Ireland

- The quality of the material is of the highest standard.
- The exercises are excellent, and enjoyed by the participants on the course.
- This course [Time Management] was far more effective in improving the time management of the participants than previous courses we have run.
- The course notes are really useful in helping us to understand what the slides are about.

Ken Jones, Chairman, BPI Training Ltd., UK