

# In-house training

*Select from over 100 training courses and workshops. Whether you wish to train 5 or 500 delegates, we will provide the team and expertise to meet all your training needs. We also provide customised learning solutions where our trainers develop a course for you, that is designed to meet your exact requirements.*



## Benefits of running a course in-house:

- You will have an initial consultation with our trainer, who will offer you advice and guidance
- Courses are always tailored to meet your requirements
- Training will be arranged at a location that suits you
- Training will be arranged at a time and date that fits in with your business
- Exercises and case studies will be specific to your industry
- Receive company specific feedback, in the form of a post-training report
- Train your entire team and get consistent skills throughout the organisation
- In-house training often doubles up as a team building session
- Save on delegate travel and accommodation costs – our trainer comes to you
- Do more with your budget, the more people you train, the more you save
- More cost effective than sending large groups on our public courses – get at least a 30% saving

# Most popular courses include:

## Communication programmes

- Assertiveness and confidence at work
- Better communication at work
- Better written and verbal communication at work
- Business e-mail etiquette
- Chairing meetings professionally
- Conducting effective meetings
- Conflict management in the workplace
- Emotional intelligence in the workplace
- Cultural Diversity in the workplace
- English speaking skills for 2nd language speakers
- Giving feedback effectively
- Handling difficult people and situations
- Minute taking made simple
- Communication intelligence
- Negotiation, influence and persuasion
- Presenting and speaking with confidence
- Proposal writing for office professionals
- Report writing for office professionals
- Rapid and effective reading for Business
- Telephone etiquette
- Voice awareness

## Customer service

- Delivering Exceptional Customer Service
- Customer service for front-line & admin staff
- Handling customer complaints
- Managing & coaching your customer service team
- Maximizing customer retention
- Telephone etiquette and customer service

## Finance

- Finance for non-financial managers
- Financial modelling

## Human resources

- Competency based interviewing skills
- Mediation and arbitration
- Performance management

## Management and leadership

- Business etiquette for senior managers
- Coaching and mentoring
- Change management
- Effective Delegation Skills
- Emotionally intelligent leadership
- Introduction to strategy
- Leadership skills
- Meeting facilitation skills
- Motivating your team

- People Management skills for new managers
- Performance management
- Performance through personal leadership
- Problem solving & decision making

## Personal effectiveness

- Be your own life-coach
- Business etiquette
- Emotional intelligence
- Ethics in the workplace
- Performance through personal leadership
- Stress solutions @ work
- The secrets to success
- Time management for office professionals
- Time management using MS Outlook®
- Total Personal Effectiveness
- Total efficiency in the workplace
- Work-life balance

## Project management

- Advanced project management – a strategic approach
- Benefits Realisation
- Business focused project management
- IT project management
- Project communications
- Project Management Simulation
- Project Management tools, techniques and processes
- Practical introduction to project management
- Project risk management
- Professional project administration
- Project management fundamentals

## Secretarial & office administration

- Event management
- Filing and records management
- Minute taking made simple
- Professional development for secretaries and PA's
- Professional office skills for administrators and support staff
- Stress solutions @ work
- The professional receptionist



If you are unhappy with a course, we will offer you a replacement course of your choice, absolutely free.

Fully Accredited  
Training Provider

