

Title: Managing Change

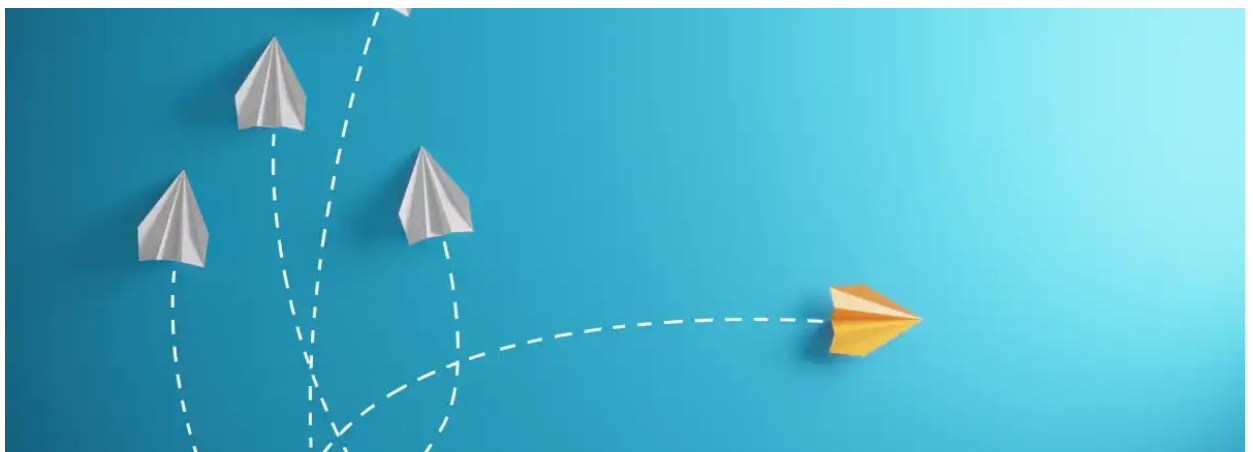
Description and Objectives:

Change is the single most important element of successful business today. To remain competitive in increasingly aggressive markets, organisations (and individuals in them) must adopt a positive attitude to change. Ignoring or trivialising a changing trend can be costly, so this course teaches managers how to be one step ahead of rivals, set trends, and lead change to survive.

Techniques for planning and implementing change, for example, are explained clearly, to help you maximise potential gain. Practical advice is given on how to achieve the best from staff by using their strengths and involving them at all stages.

By the end of this session, you will be able to:

- Lead and manage change
- Grasp what it means to be a positive change agent
- Reinforcing commitment and an openness to change
- Dealing with conflict and resistance to change
- Eliminate barriers for effective communication



Title: Managing Time / Getting Organised

Description and Objectives:

At home and at work, everyone can benefit from finding new ways to use time as efficiently as possible. Setting aside the time to analyse how you work can be an invaluable time-saver, helping you to make your day more productive and less stressful. This course takes you stage by stage through a quick and easy programme designed to improve your use of time. It shows how to isolate aspects of your time management that need improvement, and how to set long- and short- term goals to prioritise your workload. It looks at how to save time in meetings and how to avoid interruptions at work.

The course also contains concise tips covering vital time-saving tools. Finally, practical guidance is given on how to interact with subordinates, colleagues, and seniors to get the most out of your working life.

By the end of this session, you will be able to:

- Analyse methods to control your time
- Set clear objectives
- Plan and prioritise
- Identifying and avoid time wasters
- Plan and conduct effective meetings



Title: Presenting Successfully

Description and Objectives:

Whether you are a seasoned orator or a novice speaker, you can improve your presentation skills and enhance your credibility through planning, preparation, and practice.

This course contains essential information on every aspect of public speaking, from the researching and writing of your material to overcoming tension and dealing with questions from an audience. Practical advice based on the British Broadcasting Corporation (BBC) course “Speak for Yourself”, will furnish you with the confidence to handle real-life situations professionally and help you to develop and perfect your skills.

By the end of this session, you will be able to:

- Communicate your message succinctly
- Developing your presentation and outline forming skills
- Understand the importance of practicing and rehearsing to ensure the message is properly and clearly understood



Title: Building Resilience / Promoting Wellbeing

Description and Objectives:

Resilience is vital to successful performance. It helps individuals and organisations to ‘bounce back’ after workplace challenges, setbacks and crisis with commitment and optimism. Therefore, it’s a key skill for employees at all levels, in all professions.

This Building Resilience / Promoting Wellbeing Session course will help you build on your own levels of personal resilience and understand why resilience is important. To do this, it provides actionable steps for developing your resilience: emotional wellbeing, inner drive, future focus, relationships, and physical health. You will gain an understanding of how to handle life's challenges with greater strength and positivity, as well as learn and grow from them.

By the end of this session, you will be able to:

- Develop personal resilience and a sense of wellbeing
- Understand how your actions can support or inhibit the resilience of others
- Support colleagues and staff members during periods of change or heightened stress
- Promoting wellbeing for better results



Title: Dealing with Conflict / Building Relationships

Description and Objectives:

The ability to lead difficult individuals out of unproductive situations to improve performance and better working relationships is an essential management skill. Dealing with Conflict / Building Relationships equips you with proven techniques and strategies to enable you to anticipate problem people, stop trouble from escalating, and help awkward staff to become fully contributing members of the team. Find out how to handle difficult people successfully by developing vital observation and communication skills, avoiding confrontation, working for co-operation, and resolving conflict.

This course offers invaluable reference for anyone - from project leader to senior manager - who has responsibility for leading a team of one or more colleagues.

By the end of this session, you will be able to:

- Understand difficult people
- Assess what your options are
- Work for co-operation
- Deal with conflict
- Build for lasting relationships

