BLS

BUSINESS LEARNING SOLUTIONS

Open Courses

Open Courses - 2022

Our live Open Courses are offered at different times of the year to suit delegates from all over the world. By keeping delegate numbers to a maximum of 6 per course enables us to keep our delivery personal, interactive and engaging.

Open Courses:	Course Code:	Duration:	Months:
Management and Leadership			
Advanced Management Skills	AMS1	5 Days	
Advanced Communication Skills	ACS1	5 Days	
Supervisory Skills	SS1	5 Days	**All open courses are available from Jan – Dec**
Office Administration & PA Programme	OP1	5 Days	
Human Resources			
Strategic HR Management	HR1	5 Days	For course content and prices please see details below or contact us on +44 (0) 7876 625 751
Effective Recruitment and Selection	HR2	5 Days	
Operations Management			
Introduction to Project Management	PR1	5 Days	
Finance			Thank you.
Introduction to Reporting and Budgeting	RB1	5 Days	
Sales and Marketing			
Sales and Marketing	SM1	5 Days	

For outline information on any of our open courses above please few the following pages of this brochure.

Alternatively, please contact us. A member of our team will be delighted to talk through the options available to you.

Advanced Management Skills
Course code: AMS1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- Chairman, Chief Executive, Finance Director, Company Secretary, Board Members, Directors of Strategy, Directors of Policy, Directors of Departments, Deputy Directors of Departments, Heads of Departments, Deputy Heads of Department, Senior Managers, Advisers to Senior Management, Senior Project Managers

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

- Create objectives and targets to achieve the vision, mission and goals of an organisation
- Apply leadership skills to inspire and unite an organisation
- Motivate people and build successful teams
- Analise and implement creative problem solving and decision making techniques

Day 1 - Setting Objectives and Targets
- Where are you now and where do you want to be, by when?
- Plan and actions required to achieve these objectives
- Improve organisational, team and individual performance with quantifiable targets
- Monitoring, measuring and feeding-back results

Day 2 - Leadership
- Vision, roles and responsibilities of an inspirational leader
- Qualities, skills and commitment required
- Adapting leadership styles to different situations
- Overcoming the challenges of leadership

Day 3 - Motivation
- Factors which motivate you and others
- Achieving organisational goals with a motivated workforce
- Increasing motivation to improve individual performance
- Management skills required to motivate individuals and teams

Day 4 - Team Building
- Characteristics of an effective team
- Roles and responsibilities of individuals in the team
- Building a strong team which delivers results
- Delegating, appraising, evaluating, coaching and mentoring skills for teambuilding

Day 5 - Creative Problem Solving and Decision Making
- Analysis of causes, symptoms and implications of a problem
- Generating a range of creative solutions
- Prioritising options against objective criteria to make a decision
- Implementing decisions, evaluating results and responding to feedback

Advanced Communication Skills
Course code: ACS1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- Chairman, Chief Executive, Finance Director, Company Secretary, Board Members, Directors of Strategy, Directors of Policy, Directors of Departments, Deputy Directors of Departments, Heads of Departments, Deputy Heads of Department, Senior Managers, Advisers to Senior Management, Senior Project Managers

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

- Apply effective verbal communications in all situations, with all people
- Use techniques to increase confidence and to influence people positively
- Apply assertiveness skills in leading and managing an organisation
- Demonstrate creative problem-solving techniques and develop sound decision-making abilities
- Develop and apply negotiation skills and techniques to a range of situations
- Apply NLP™ and Emotional Intelligence to self-development

Day 1 - Verbal Communication Skills
- Structure simple messages using appropriate language and delivery
- Listen attentively to ensure mutual understanding
- Generate productive and open discussions to solve problems
- Overcome the barriers to effective verbal communication

Day 2 - Influencing Skills
- Analysis of factors which influence people
- How to influence people without power and authority over them
- Chairing and participating in meetings which produce results
- Finding common ground and reaching agreement

Day 3 - Assertiveness
- Characteristics and skills of assertiveness
- Handling difficult people with confidence
- Giving feedback and receiving criticism constructively
- Responding appropriately to aggressive, assertive and passive people

Day 4 - Introduction to Neuro-Linguistic Programming
- What is Neuro-Linguistic Programming™ (NLP™)?
- How does NLP™ work?
- NLP™ for self-management and self-development
- Application of NLP™ to enhance performance of organisation, teams and individuals

Day 5 - Emotional Intelligence and Body Language
- Key principles, qualities and skills of Emotional Intelligence
- Application of EI to develop teams, individuals and respond to situations
- Sending the right messages through your non-verbal communication
- Interpreting the signals and gestures of body language of others

Supervisory Skills
Course code: SS1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- Experienced supervisors who would like to refresh and develop their skills, Supervisors who would like to develop practical and relevant skills and techniques, Supervisors who are new to the role and want to learn and apply the relevant skills, Team leaders, Project supervisors, Supervisors

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

- Use verbal skills to influence people with a constructive outcome
- Apply assertiveness skills to cope confidently with different people
- Solve problems creatively and develop sound decision making techniques
- Increase effectiveness of time management and control stress

Day 1 - Verbal Communication Skills
- Structure simple messages using appropriate language and delivery
- Listen attentively to ensure mutual understanding
- Generate productive and open discussions to solve problems
- Overcome the barriers to effective verbal communication

Day 2 - Influencing Skills
- Analysis of factors which influence people
- How to influence people without power and authority over them
- Chairing and participating in meetings which produce results
- Finding common ground and reaching agreement

Day 3 - Assertiveness
- Characteristics and skills of assertiveness
- Handling difficult people with confidence
- Giving feedback and receiving criticism constructively
- Responding appropriately to aggressive, assertive and passive people

Day 4 - Creative Problem Solving and Decision Making
- Analysis of causes, symptoms and implications of a problem
- Generating a range of creative solutions
- Prioritising options against objective criteria to make a decision
- Implementing decisions, evaluating results and responding to feedback

Day 5 - Time and Stress Management
- Prioritising and organising work according to goals
- Eliminating time wasters
- Identifying the causes and symptoms of stress
- Planning and implementing your strategy to avoid burnout

Office Administration & PA Programme
Course code: OP1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- This course is ideal for Administrative Assistants, Office Managers, and Personal Assistants seeking to build on essential practical skills to improve knowledge of office management and administration duties.

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

- Better manage their work environment to fulfil both organisational objectives and individual performance
- Provide higher standards of modern office administration
- Better support their managers and operational colleagues by providing professional administrative support services
- Communicate confidently and effectively with customers and internal colleagues at all levels in the organisation
- Effectively organise, manage and administer management meeting and other events

Day 1 - Office Organisation
- Practical solution-focused administration skills
- How to manage the day-to-day running of the office
- How to effectively support operational and senior managers

Day 2 - Understanding the Role
- Exploring the different roles of secretary/personal assistant/office administrative assistant
- How to gain a clear understanding of each specific role in the organisation
- Practical tips for diary, workload management etc. (delegates are encouraged to consider and communicate their personal learning needs ahead of the course)

Day 3 - Arranging Meetings and Taking Minutes
- Planning, arranging and monitoring meetings and other events
- Best practice for handling meetings
- Providing the right support to delegates
- Providing the right support to the Chair of the meeting
- Arranging the environment for successful meetings or other events

Day 4 - Professional Verbal Communication Skills
- How to communicate with customers
- Dealing with complaints
- Communicating on behalf of others – maintaining the corporate image
- Communicating with a confident voice

Day 5 - Written Communication Skills
- How to write a good business letter, email or memo
- Using social media for work purposes the do's and don'ts
- Taking, publishing and following-up minutes and actions from meetings
- Creating and managing a professional filing system

Strategic HR Management
Course code: HR1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- Senior HR professionals who would like to
  enhance their HR strategy development skills,
  Senior executives who would like to have greater
  understanding of new HR trends

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

- Explore new HR recruitment strategies
- Review their Performance Management systems
- Take a more strategic approach towards learning
  and development in an organisational context
- Recognise the importance of designing a reward
  strategy and e-reward strategy

Day 1 - The Framework of HR Strategy
- The resource-based view of Strategic HRM
- Types of HR Strategies
- Development of HR strategy
- Setting out the strategy
- Implementation of HR strategy
- Evaluation of HR strategy

Day 2 - Resourcing Strategy
- The strategic HRM approach to resourcing
- Integrating Business and resourcing strategies
- Workforce planning
- Employee value proposition
- Resourcing plan
- Retention strategy

Day 3 - Learning and Development Strategy
- Strategic Human Resource Development
- Elements of human resource development
- Strategies for creating a learning culture
- Organisational learning strategies
- Learning organisations' strategies
- Individual learning strategies

Day 4 - Performance Management
- The evolution of performance management
- Performance management process
- Managing organisational performance
- Evaluating performance management
- International performance management

Day 5 - Reward Strategy
- Why have a reward strategy?
- Guiding principles
- Developing reward strategies
- Effective reward strategies
- Reward Strategy and line management capability

Recruitment and Selection
Course code: HR2
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- HR Directors who are in charge of designing a fit for business resourcing strategy, HR professionals who would like to enhance and update their knowledge of recruitment and selection, Resourcing managers who would like to enhance their recruitment skills to ensure ROI

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

- To gain greater understanding of integrating business and resourcing strategy
- To understand the employee value proposition and how to develop, resourcing plan, retention and flexibility strategy
- To develop recruitment, selection and induction policies and obtain support from your senior managers
- To learn how branding impact quality of recruitment and how to create your brand
- To strengthen organisation on-boarding strategy to ensure ROI

Day 1 - Resourcing Strategy
- The strategic HRM approach to resourcing
- Integrating Business and resourcing strategies
- Workforce planning
- Employee value proposition
- Resourcing plan
- Retention strategy

Day 2 – The Recruitment Process
- An overview of the recruitment process
- Assessing the vacancy
- Understanding competencies
- Identifying knowledge, skills and behaviours
- Preparing effective job descriptions

Day 3 – Attracting Candidates
- Attracting the right candidates
- Employee value proposition
- e-Recruitment and social media
- Short-listing against your selection process

Day 4 – Selection Methods
- Understanding and using different selection methods
- Interviewing skills and techniques
- Competency based interviews
- How to ensure objectivity
- Evaluating candidates and making the right decision

Day 5 - Reward Strategy
- The purpose of induction
- The benefits of an effective induction programme -
- L&D's role in induction
- The induction process

Project Management

Course code: PR1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- Project team members wishing to move
  into project management roles, Other operational
  staff wishing to learn project management tools
  and techniques, Project planners, Technical and
  engineering staff wishing to, develop skills in
  managing projects, Procurement and contract
  management personnel, Operational staff who
  need to understand

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

- Apply basic project management terminology,
  methodology and the project lifecycle
- Describe the role of the project manager
  and the project team
- Apply principles of Scope Management
- Produce a Work Breakdown Structure
- Produce project schedules and cost estimates
- Build Gantt charts and conduct a
  Critical Path Analysis
- Identify reasons why fail and how
  failure can be avoided
- Utilise basic tools and techniques of project
  stakeholder, risk, and change management

Day 1 - Overview of Project Management
- Definition of a project
- Defining the five key stages of any project
- The key characteristics of all projects
- Understanding the key terms and stages
- Defining key project stakeholders

Day 2 - Management of the Project
- How the project manager is selected
- The key attributes of a project manager
- The responsibilities of the project manager
- The dedicated project team
- Identification and analysis of key stakeholders

Day 3 - The Project Lifecycle, Planning and Control
- The importance of project planning and
  communication
- Understand the elements of a project scope
- Developing a Work Breakdown Structure
- Establishing the project schedule and baseline
- The typical constraint that affects projects

**Day 4 -Project Execution and Managing the
          Schedule**
- Introduction to GANTT charts and building a viable
  schedule
- Effective techniques of estimating work
- Understand the Critical Path Methods and
  applying PERT
- Methods and techniques to avoid project scope
  creep
- Tracking progress and dealing with schedule
  variances

**Day 5 - Dealing with Changes, Risk and Project
          Handover**
- Understand the importance of change
  management in projects
- Developing a project risk matrix
- The importance of effective project reporting
- How a project end
- Project handover and close down of the project

Introduction to Reporting and Budgeting
Course code: RB1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

Those for who have studied finance and its part of their responsibility or they are new to management and need a greater understanding of financial management. Participants will be from all sectors, including private, public and not-for-profit including:

- New managers or managers wanting to update their financial knowledge, Budget holders who are responsible for creating and managing their department's budgets, Operations managers who want to know more about cost management and projects, Senior sales and marketing employees who have to understand financial statements, Senior managers who require greater financial literacy skills, Managers facing strategic financial decisions or expect to make a contribution to a wider planning process

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

- Describe the key concepts of financial modelling and techniques
- Examine the importance, implications and uses of financial modelling in both organizational decision making and strategy implementation
- Use the analytical tools available within financial modelling
- Design and construct financial models

Day 1 - Concepts and Principles
- Financial accounting and management accounting – the differences
- Cash and accrual accounting compared and when they are used
- International accounting standards – formats and content
- The distinctive character of public sector accounting and budgeting

Day 2 - Interpreting Financial Statements
- The income statement (P & L), format, content and key concepts
- The language and major components of the balance sheet
- Business ratios derived from the balance sheet and P & L together, liquidity, debt, profitability etc

Day 3 - Investment Appraisal
- Defining the value generated and the required return – the hurdle rate
- Return on capital employed – calculation methodology and interpretation
- Payback period calculations
- Non-financial aspects of investment appraisal and decision making

Day 4 - Essential Budgeting Processes
- Purpose and benefits, problems and limitations of capital and operational budgets and the important differences
- Budget processes in the private sector
- Budget processes in the public sector
- Identification of risks to the budget and actions to mitigate them

Day 5 - Measuring Financial Performance
- What is financial performance?
- Financial performance in the public sector
- The importance of cash flow – how to measure and improve it
- Gross profit, operating profit, net profit margin
- Key performance ratios

Sales and Marketing
Course code: SM1
Duration: 5 Days
Delivery method: Five 3-hour Online Zoom Sessions

About this course:

Who should attend?

- Sales Executives, Sales Managers, Operations Managers and Account, Managers, Sales Directors/ Operational Directors, Managers/Directors moving more into a strategic business development role

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

- Refresh and develop key sales development skills
- Improve sales management methods and empower your team to succeed
- Drive sales performance, optimise the sales funnel and improve sales performance and results
- Create and give excellent sales presentations and pitches
- Develop and manage strategic key accounts and strengthen loyalty
- Analyse buyer motivation and sales psychology and its link to market positioning
- Overcome objections and win over sceptical buyers
- Improve communication and influencing skills
- Move towards 'consultative solution focussed selling'
- Build lasting relationship with clients
- Identify the root causes of issues with clients and offer the best solutions/services
- Develop strategic customer relationship management
- Create a personal development plan

Day 1 – Selling – An Art or a Science
- How to raise personal standards in order to encourage profitability
- Do you use a 'hunter' or a 'farmer' selling style?
- The background of selling and defining your role as part of the organisation's mission
- How to use persuasion without crossing boundaries

Day 2 – Making Lasting Impressions
- Tuning in to your client's mindset and building trust
- Generate influence through matching body language and increased personal credibility
- Apply the 'Aristotle Principle of Persuasion'

Day 3 - Sales Presentation and Pitching Mastery
- How to be more effective and charismatic during sales presentations
- The elevator pitch
- How to present more confidently and describe your products and services using customers' needs
- Moving from transactional selling to consultative selling

Day 4 – Relationship Building
- Using advanced influencing skills to connect to your client and get them to reveal more
- Selling across different cultures, code and practices
- Understanding your personal brand in sales
- Mastering emotional intelligence and positive psychology
- Making a plan to increase loyalty and pin that to profitability

Day 5 – Strategic Sales
- Motivating yourself and your team to be results focused
- Dealing with 'C Level' selling – selling to the board
- Getting 'buy in' for internal stakeholders to improve strategy
- Create a success roadmap
- Develop your own personal development plan for post course success

Course bookings

In order to attend a BLS course, a written registration request must be sent by email to enquiries@blsuk.com

If the registration is accepted, the course administration department will issue the delegate with an acceptance letter and an invoice.

Payment

Course fees MUST be paid at least **two weeks prior** to the course commencement. Failure to make payment on time will result in an automatic cancellation.

Cancellations

Cancellations made up to seven days prior to course commencement will qualify for a full refund of the course fees. Cancellations made less than seven days prior to course commencement will not qualify for any refund.

All cancellation requests must be submitted in writing.

Language

Fluency in English is an essential requirement for attending courses at BLS.

Cheques

BLS will only accept a/c payee cheques that are made out to Business Learning Solutions Ltd. The invoice number and company name must be indicated clearly on the back. Cheques usually take up to five days to clear.

Substitutions

Delegates registered on any course can be substituted at any time without risk of a penalty. Substitution requests must be made in writing.
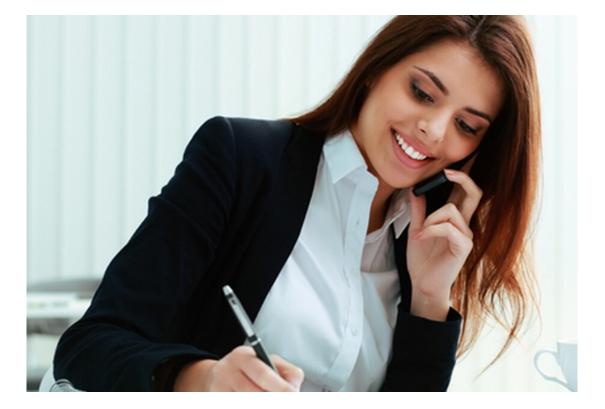
Contact Us

To find out more about the services we offer, and how Business Learning Solutions can add value to your business or to make an appointment, please contact us on:

Tel: +44 (0) 7876 625 751

 or

Email: enquiries@blsuk.com

Thank you.

Open Courses Brochure

Visit the blsuk.com website, or scan code