



Learning & Development | Course Catalogue 2023-24



# Training for success, learning for life

## About us

Since we opened our doors in 2003, we've delivered over 20,000 successful apprenticeships and helped over 5,000 employers reap the benefits of having a dedicated, well trained and enthusiastic work-force.

We offer your employees the chance to gain accredited qualifications with support from our expert team of highly skilled and inspirational Learning & Development Tutors.

We are rated 5 stars on 'The Apprenticeship Directory' and are the provider with the most reviews.

## Training Solutions

- Study programmes – 'Smart Futures'
- Apprenticeships L2-5
- Commercial / Short courses

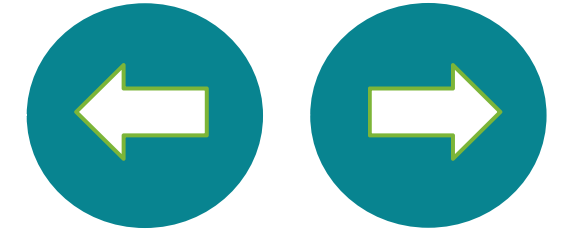


**Apprenticeships**



## Our Aims





## How we work with you?

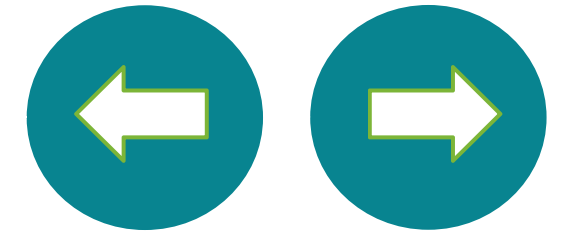
We work with organisations to design and deliver training solutions, that build capabilities and drive high performance across the teams.

We will work closely with you to understand the team roles within your organisation, the relevant career paths and the associated responsibilities. We will tailor our training programmes to meet the development requirements of individuals within your organisation, understanding and planning how we can best support their development journey throughout their programme.

## How does this work?

Our offering will address your organisation's strategic aims, performance gaps, and help overcome specific challenges by:

- Developing the team to deliver the business strategies
- Supporting leaders to drive high performing teams
- Building an inclusive and diverse culture
- Teaching coaching approaches to leadership
- Empowering the team to handle challenging situations
- Supporting leaders to increase their own resilience and that of their teams. leading to more positive outcomes
- Enabling the team to communicate in a consultive, collaborative and constructive way



## Smart Training Potential – Bite-sized Training

We have created a catalogue of bite-sized courses for you to review and discuss with your line managers.

To ensure this works correctly, can you open this in full presentation mode so you can utilise the links in the titles of the courses, so you can go directly to the full description.

If you have any questions or would like to nominate yourself or someone else to attend one of the courses. Please contact us on the following email: [courses@smarttar.co.uk](mailto:courses@smarttar.co.uk)



Power Skills

Communication

Negotiation Skills

Coaching & Mentoring

Customer Service

Continuous Improvement

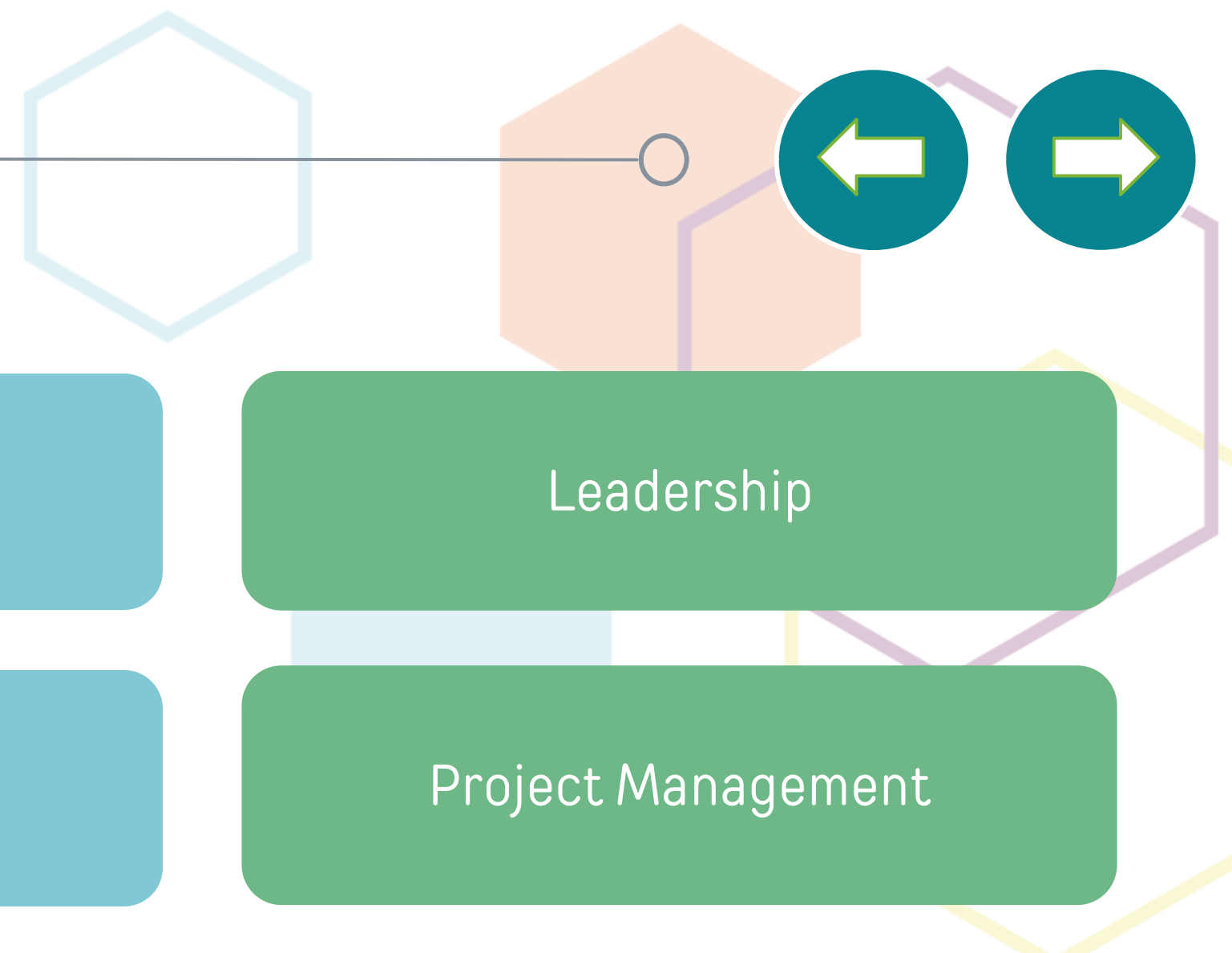
Resilience & Wellbeing

Leadership

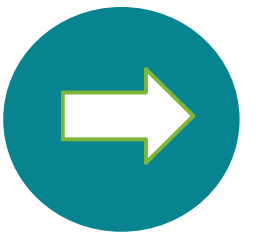
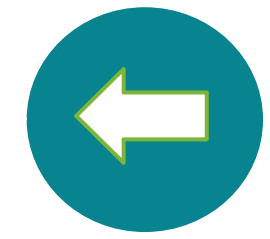
Project Management

Change Management

Stakeholder Management







# Power Skills

## Critical Thinking & Creative Problem Solving



Successful organisations rely on critical thinkers and creative thought leaders who can generate inventive solutions to everyday problems.

## Problem Solving & Structured Thinking



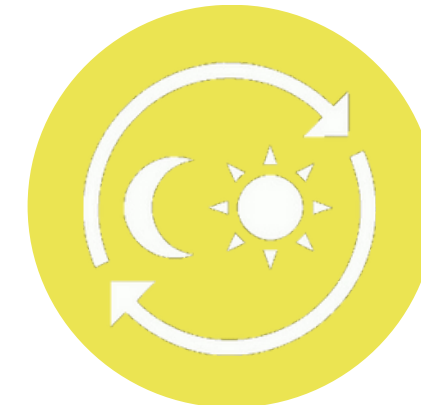
Successful organisations rely on critical thinkers and creative thought leaders who can generate inventive solutions to everyday problems.

## Decision-Making through Problem-Solving



Problem solving is a key skill in both our personal and professional lives. This session gives you the opportunity to explore issues, establish the type of problem/root cause, and best solutions.

## Effective Time Management



This course is for busy people who want to be able to manage their time in the most effective way possible.

## Manage Conflict and Difficult Situations

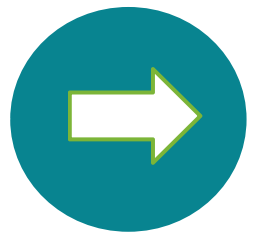
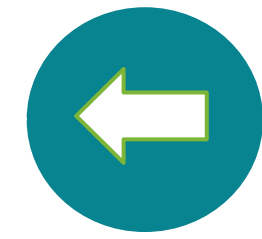


The course raises participants' understanding of the background to conflict and the contribution they can make to either calming or escalating the confrontation.

## Emotional Intelligence



Understand what emotional intelligence (EQ) is and why it is such an important skill in the workplace. You will explore the four pillars of EQ and some of the key skills that support them.



# Creative and Innovative Problem-Solving

Based on the latest thinking and best practice used in problem solving, the course ends by providing you with a reporting template designed to secure senior management and stakeholder endorsement for change. You will also take away some templates and guidelines on how to use the unique 'Silent Storming' process.

## Who is this course for?

If you are a manager or project leader looking to find innovative and creative ideas for problem resolution, then this workshop is for you. It will encourage you to resolve workplace problems by dispensing with the traditional theory, focus on innovation and creativity to get results.

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

- Develop innovative and creative skills to assess and solve your workplace problems.
- Make more effective use of your own and your colleagues' creative thinking skills.
- Assess the impact on the business of your recommendations for change.
- Use 'Silent Storming' to lead innovative and creative problem-solving sessions.
- Understand how to present new ideas to secure the 'buy-in' of others to implement change.
- Construct a report that clearly outlines the thinking process, conclusions and recommendations for making change happen.

1 day course

# Problem Solving and Structured Thinking

Successful organisations rely on critical thinkers and creative thought leaders who can generate inventive solutions to everyday problems. In this training course, you gain the knowledge and skills needed to leverage left- and right-brain thinking, analyse problems, spur creativity, and implement innovative ideas in a practical way for your workplace.

## Who is this course for?

Anybody who is involved in high level problem solving and strategy development.

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

- Problem framing to clarify the context and identify the key issues for resolution
- Breaking down and structuring complex problems into manageable components
- Dividing the problem-solving effort effectively between team members
- Creating and using hypotheses and logic to solve business problems, with an understanding of using simple heuristics to test completeness and clarity
- Prioritising work and insights into relevant and critical areas, and minimising wasted effort
- Communicating findings and conclusions clearly and succinctly

1 day course





# Decision Making through Problem Solving

This course is for leader that will be involved in organisational change. Leaders will learn how to make solution-based decisions using a range creative problem-solving techniques, information and data.

## Who is this course for?

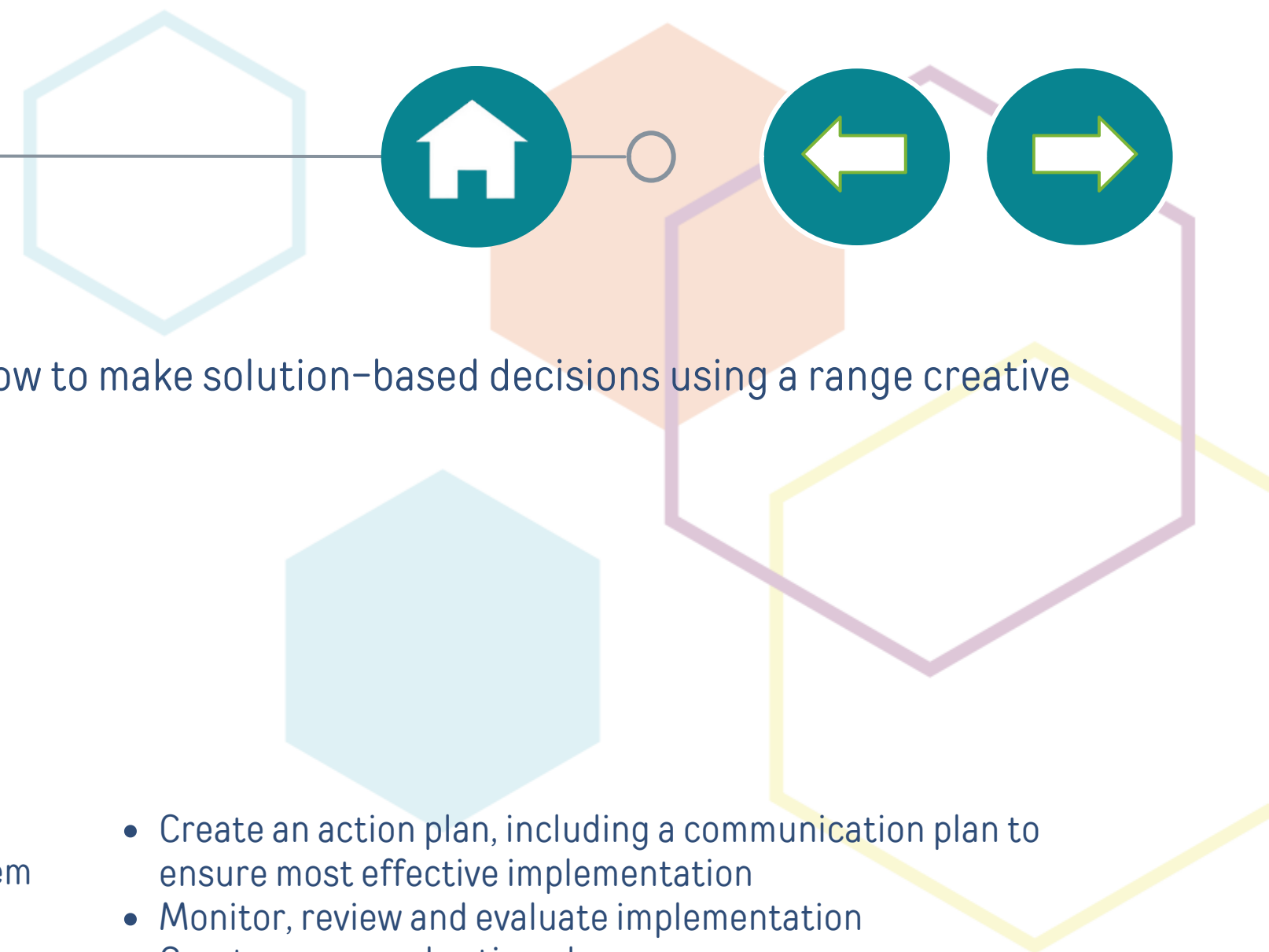
Managers, Team Leaders and Supervisors.

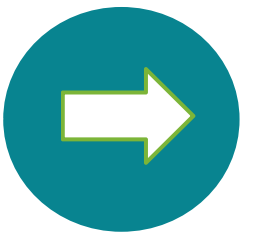
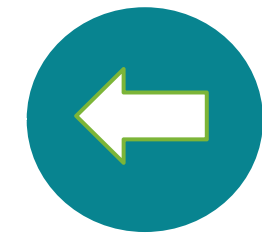
## By the end of the session, you will be able to:

- Establish a problem, its nature, scope and impact
- Collate, interpret and summarise information and data to help identify possible solutions to the problem
- Explore different decision-making techniques, and decide which best fits with specific challenges
- Consider the human aspect involved in any decisions
- Realise that problems may be opportunities, and consider how creativity can become part of the solution
- Apply the relevant technique to a situation you or your team are currently experiencing

- Create an action plan, including a communication plan to ensure most effective implementation
- Monitor, review and evaluate implementation
- Create a personal action plan

1 day course





# Organise Time and Work: Effective Time Management

This course will help you to identify how precious your time is and give you a range of techniques to effectively protect and manage it for maximum efficiency and effectiveness. Through practical exercises and examination of proven time management tools and techniques, you will develop the ability to plan, prioritise and delegate effectively.

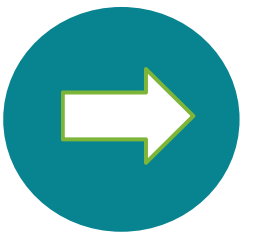
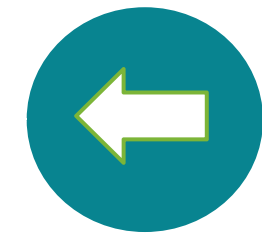
## Who is this course for?

This course is for busy people who want to be able to manage their time in the most effective way possible.

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

- Set a positive intent for each day, with a clear purpose and priorities
- Define your overall purpose and set meaningful goals to help you to achieve it
- Prioritise daily tasks in a structured and methodical way
- Delegate your 'time stealers' to prevent them from disrupting your purpose
- Implement tools and techniques to manage interruptions and distractions
- Negotiate better outcomes using a positive 'no'

1 day course



# Manage Conflict and Difficult Situations

The course raises participants' understanding of the background to conflict and the contribution they can make to either calming or escalating the confrontation.

During the training day participants learn and practice key skills to build their confidence to maintain composure whilst de-escalating customer conflict.

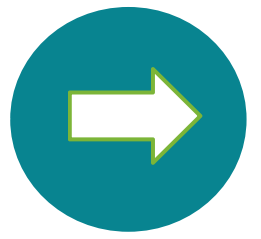
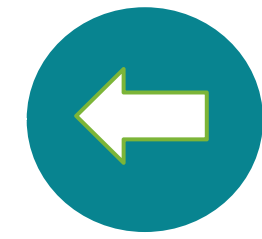
## Who will the course benefit?

Anyone who has to deal with or is involved with conflict and wants to identify possible resolution strategies will benefit from this course.

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

- Give an understanding of what lies behind conflict so that people can effectively address some of the unspoken issues
- Enable participants to clarify the ethical stance they wish to take when dealing with conflict and difficult situations
- Improve the use of assertion when dealing with conflict.
- Develop the ability to utilise a range of ways of dealing with conflict and difficult situations

1 day course



# Emotional Intelligence

This course will help you to really understand what emotional intelligence (EQ) is and why it is such an important skill in the workplace. You will explore the four pillars of EQ and some of the key skills that support them; including recognising and managing your own emotions, changing your instinctive response to an event, demonstrating empathy and building rapport through effective verbal and non-verbal communication.

## Who is this course for?

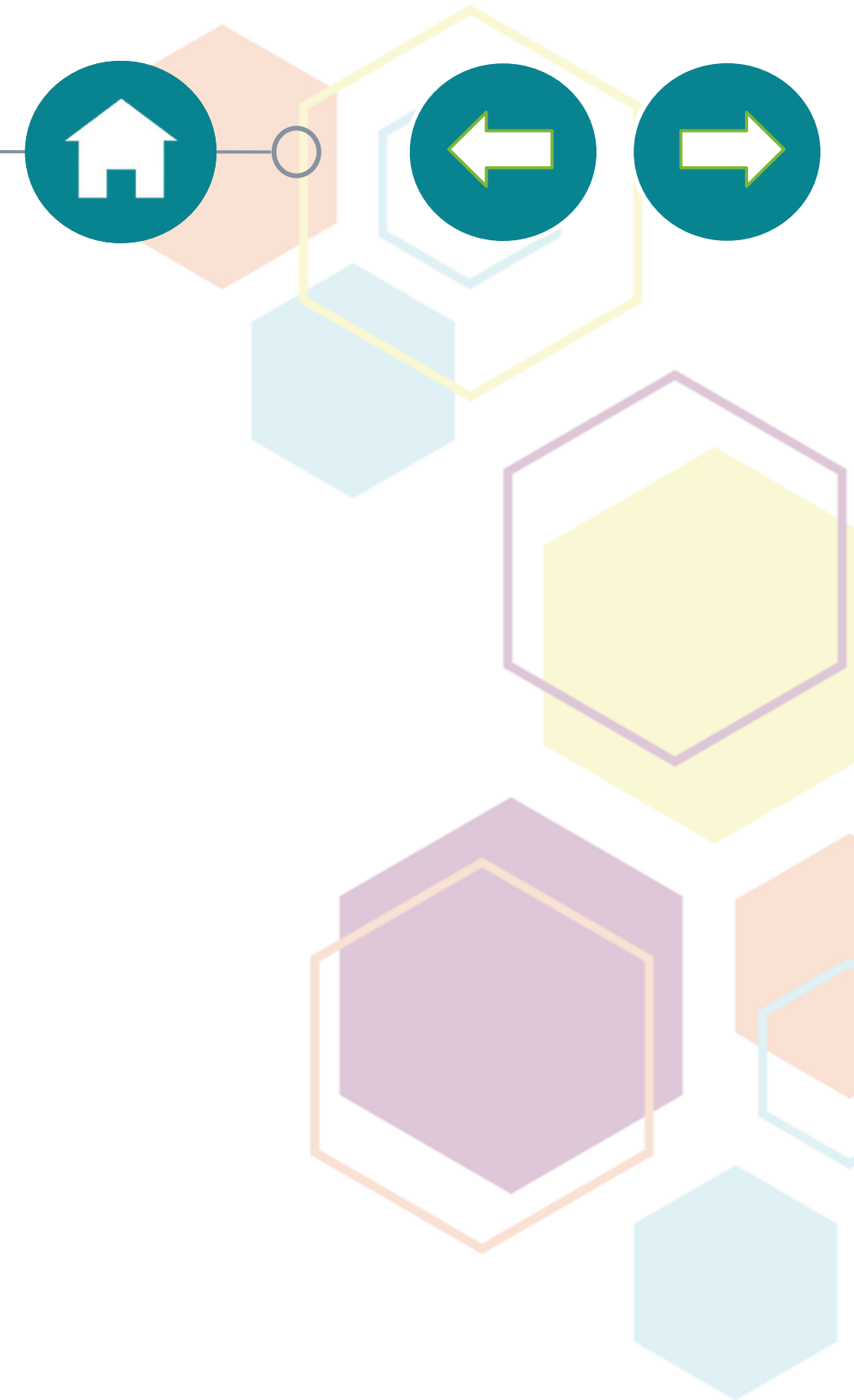
This session is suitable for anyone who would like to develop their understanding of emotional intelligence (EQ) to help manage emotions, increase self-awareness and build stronger relationships.

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

- State the meaning and origin of Emotional Intelligence
- Evaluate the values and beliefs that trigger an emotional response
- Apply techniques to positively manage emotional responses
- Draw on personal motivations to improve your drive and commitment
- Identify and challenge your self-limiting beliefs
- Interpret other peoples' emotions
- Use communication skills to demonstrate empathy
- Identify the different social styles and the impact they have on relationship building

1 day course

# Communication Skills Courses



## Communicating with Impact



A practical and highly interactive virtual workshop designed to enable you to consider the purpose and outcomes from workplace communications.

## Better Communication Skills



Understanding and employing effective techniques at work can help you achieve your objectives, build relationships and improve outcomes for everyone.

## Essential Influencing and Persuading



Be more confident, influential and persuasive at work. Identify your preferred influencing style, act as an opinion shaper and get yourself heard.

## Advanced Influencing & Persuading for Managers and Leaders



Build on your foundation for influencing and persuading. Delve deeper into the art of influencing and maximise your persuasive efforts.



# Communicating with Impact

This practical and highly interactive virtual workshop is designed to enable you to consider the purpose and outcomes required from workplace communications and develop the skills, confidence and energy to create the impact you choose when you choose to create it. You will have the opportunity to practise powerful new tools and techniques in a safe environment and you will take away practical steps for more credible and effective communication with any audience. The aim is to equip you with everything you need to build your communication capacity at all levels – whether it be interpersonal, organisational or external, and enabling you to become a leader communicator who connects and resonates with any stakeholder.

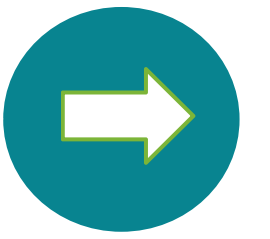
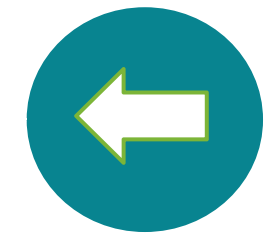
## Who is this course for?

Suitable for anyone who would like to develop the skills to communicate with greater impact in the workplace.

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

- Define how to make the greatest impact when communicating
- Listen empathetically rather than competitively
- Use a balance of advocacy and enquiry techniques to make conversations more productive
- Deliver authenticity through congruent communication

1 day course



# Better Communication Skills

Understanding and employing effective communication techniques at work can help you achieve your objectives, build strong relationships and improve outcomes for everyone. This practical course focuses on all of the critical elements of communication, and you will leave the course with a plan to develop your confidence and competence in a range of communication techniques. You will also take away tips, techniques and templates to support you in implementing your communication skills back in the workplace.

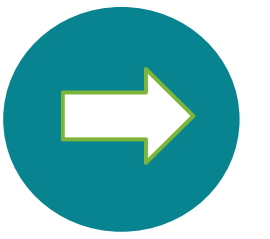
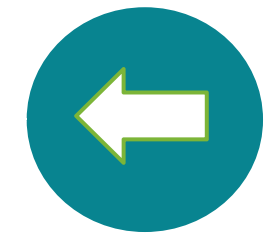
## Who is this course for?

This short session is suitable for anyone who would like to develop a more systematic and consistent approach to problem solving.

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

- Identify the factors that help and hinder workplace communication
- Use effective questioning techniques to acquire information and build relationships
- Pick up on hidden messages through nonverbal cues
- Actively listen for feelings and behaviours as well as meaning
- Make a persuasive proposal using a five-stage structure
- Recognise the different types of behaviour in yourself and others
- Apply an assertive response to some common workplace situations
- Identify good and bad practice for useful and constructive feedback
- Plan effectively for feedback conversations using the BOFF model
- Explain barriers and filters in communication and how to overcome them

1 day course



# Essential Influencing and Persuading skills

This course is designed to enable you to be more confident, influential and persuasive at work. You will be able to identify your preferred influencing style, act as an opinion shaper and get yourself heard especially in meetings.

## Who is this course for?

This introductory level course is suitable for anyone who wants to develop their range of communication skills and discover the behaviours that will create influence. If you want to effectively get yourself heard and encourage others to align with your values and thinking in the workplace, this is a good way to spend two days of your professional development.

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

- Identify your own preferred influencing style.
- Communicate in a more persuasive manner with colleagues and individuals from outside your organisation.
- Develop more effective and creative behaviours for influencing and persuading.
- Explain complicated ideas in a manner which aids understanding and increases the likelihood of success.
- Communicate with increased confidence at meetings.
- Become a more active listener and use enhanced persuasion skills to act as an opinion shaper.

1 day course

# Advanced Influencing & Persuading for Managers and Leaders

This course is designed to build on your foundation for influencing and persuading. It is aimed at managers and leaders who want to delve deeper into the art of influencing and the ways to maximise your persuasive efforts.

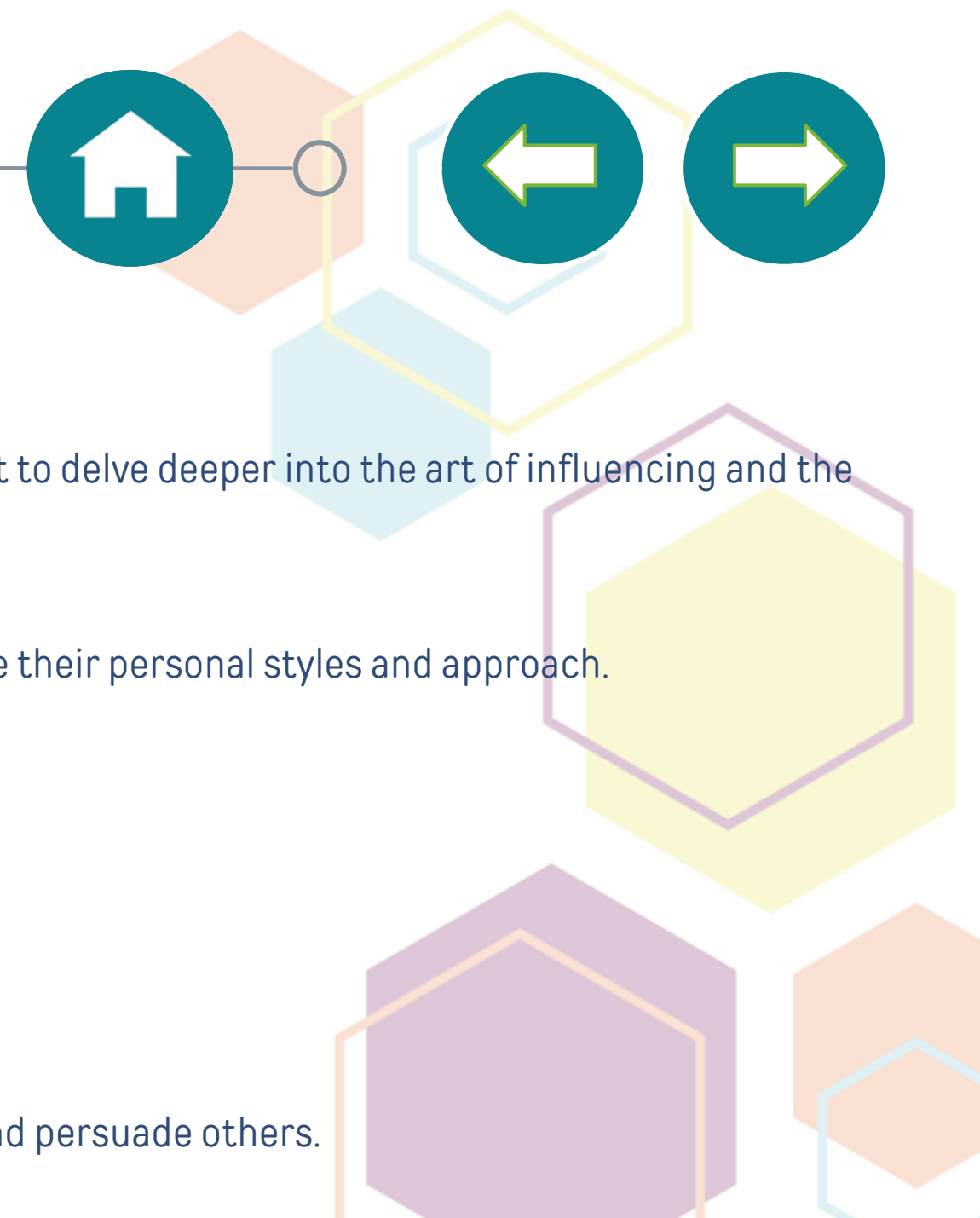
## Who is this course for?

Designed for experienced managers and leaders who want to take influencing and persuading skills to the next level and examine their personal styles and approach.

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

- Understand your own predominant influencing style and know when to adapt it.
- Appreciate the principles underpinning successful influencing strategies.
- Understand the importance of power in influencing and the psychology of influence.
- Use an influencing structure flexibly to guide meetings with stakeholders and external clients.
- Understand how to use influencing and persuading strategies at all levels.
- Appreciate the value of personal power and positional power.
- Understand the mind sets that you consciously and unconsciously carry that both help and hinder your ability to influence and persuade others.

1 day course



# Negotiation Skills

## Persuasive Negotiation Skills



Negotiation is key to everyday business and the ability to negotiate effectively in a wide range of business contexts is crucial.

## Negotiation Skills

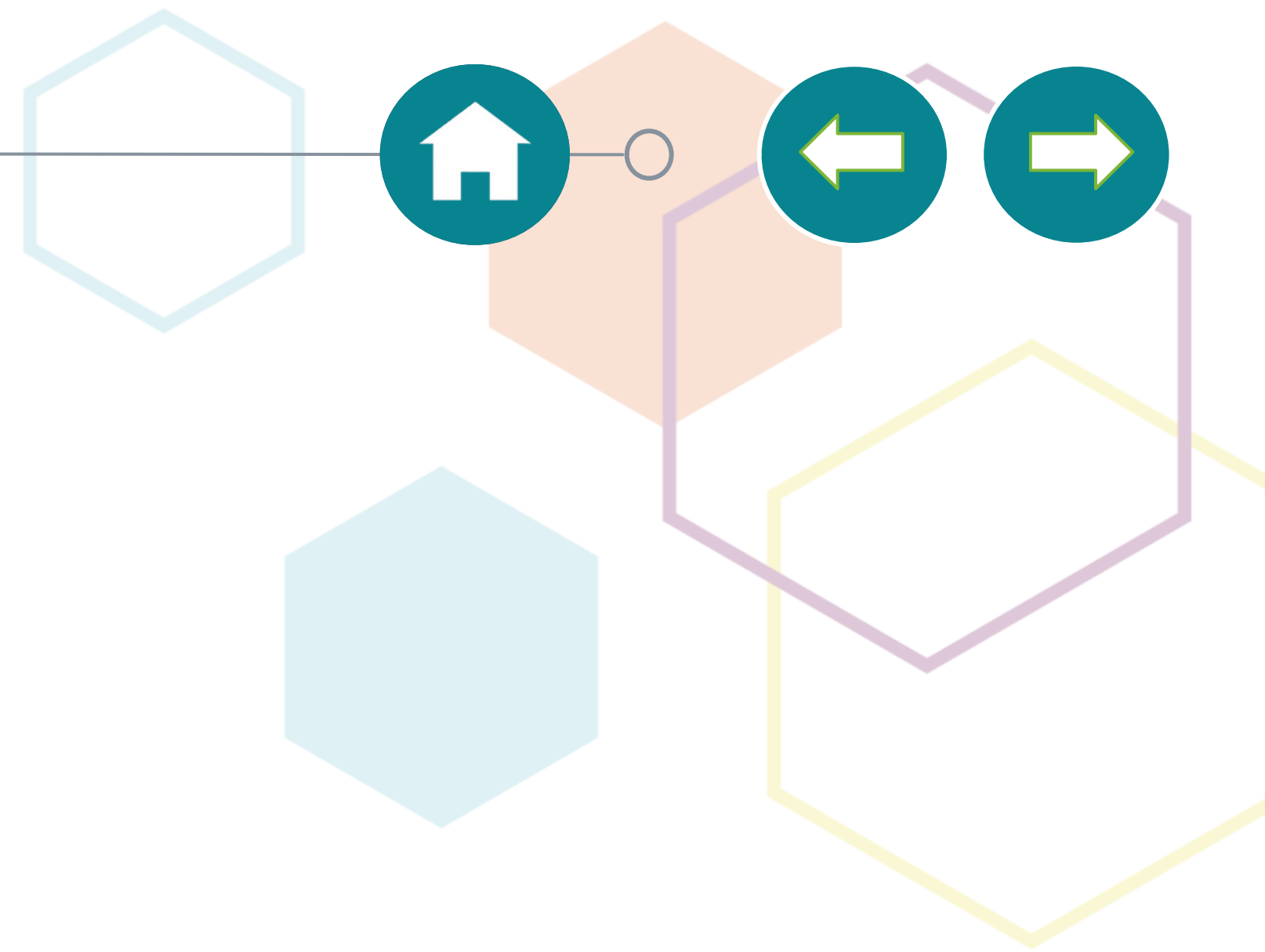


This workshop is intended to develop the skills and confidence of those people whose responsibilities will require them to be effective negotiators.

## Essential Negotiation Skills



This short session is suitable for anyone who delivers regular presentations, would like to bring facts and data to life, and really engage their audience.





# Persuasive Negotiation Skills

Negotiation is key to everyday business and the ability to negotiate effectively in a wide range of business contexts is crucial. This involves securing the best outcome for both parties and protecting valued relationships.

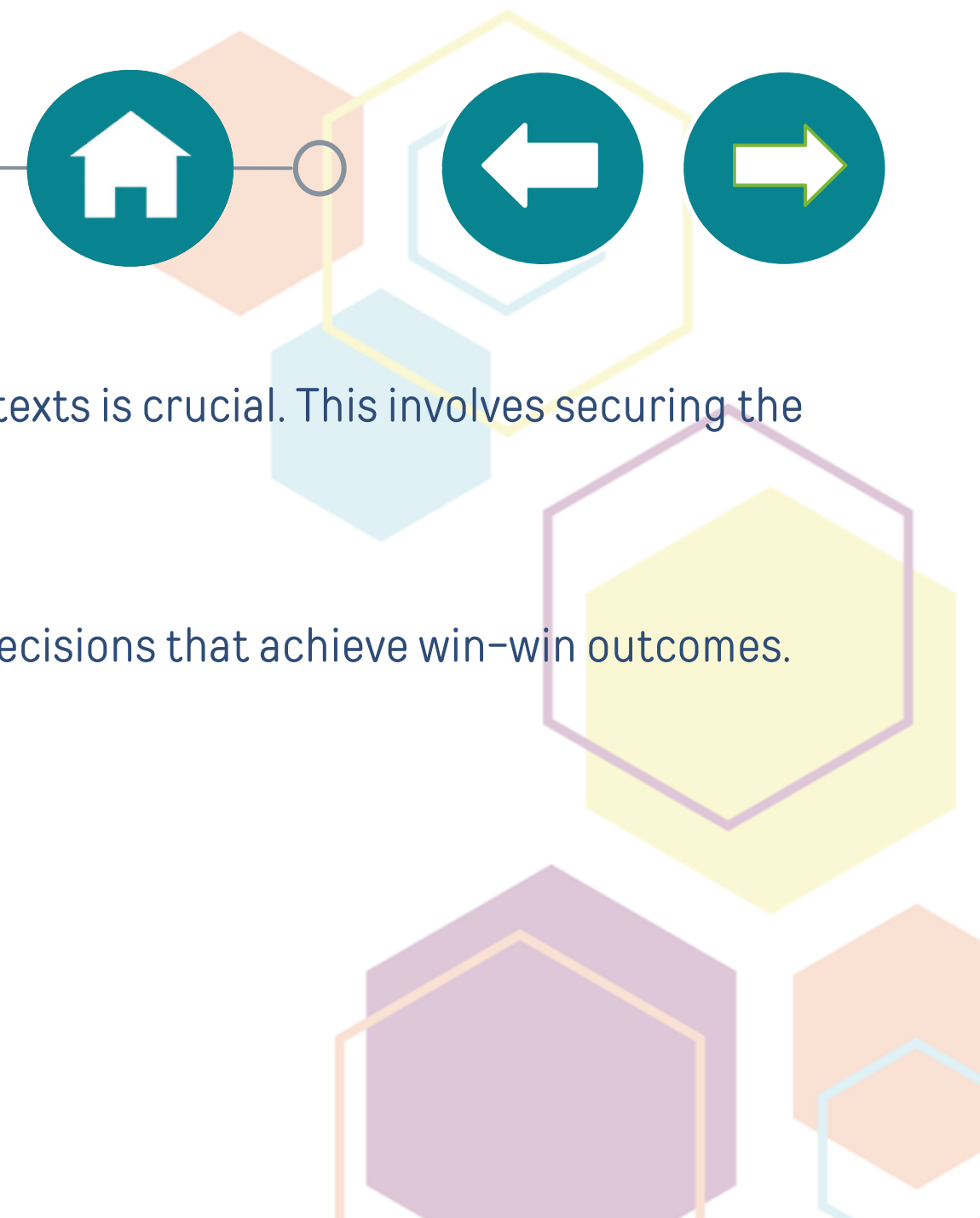
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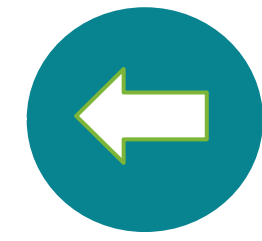
This course is aimed at individuals who are looking to improve their negotiation skills to enable and facilitate decisions that achieve win-win outcomes.

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

- Understand the various approaches to negotiation
- Structure negotiations for effectiveness and to achieve win-win outcomes
- Identify and develop the interpersonal skills crucial to negotiating proactively
- Identify and utilise a number of effective negotiation tactics
- Establish the skills to understand what all the involved parties want
- Construct flexible negotiation solutions
- Use positioning and phrasing to directly affect the outcome of negotiations.

1 day course





# Negotiation Skills

This workshop is intended to develop the skills and confidence of those people whose responsibilities will require them to be effective negotiators, whether their bargaining relationships are formal or informal.

## Who is this course for?

This short session is suitable for anyone who delivers regular presentations, would like to bring facts and data to life, and really engage their audience.

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

- Identify circumstances in which negotiation as opposed to consultation is the appropriate decision-making process
- Develop a systematic approach to planning and preparation
- Explain how to pitch an opening position
- Recognise the transition from argument to bargaining
- Demonstrate how to make offers and concessions without appearing weak
- Identify techniques for handling aggression
- Recognise how to avoid conflicting interpretations of agreement

1 day course

# Essential Negotiation Skills

Discover your negotiation skills and learn how to craft successful decisions and agreements that achieve positive results for all parties. This highly interactive and 'hands on' course provides you with the opportunity to examine the skills and behaviours of a good negotiator. You will learn how to enable and facilitate decisions that achieve win/win outcomes.

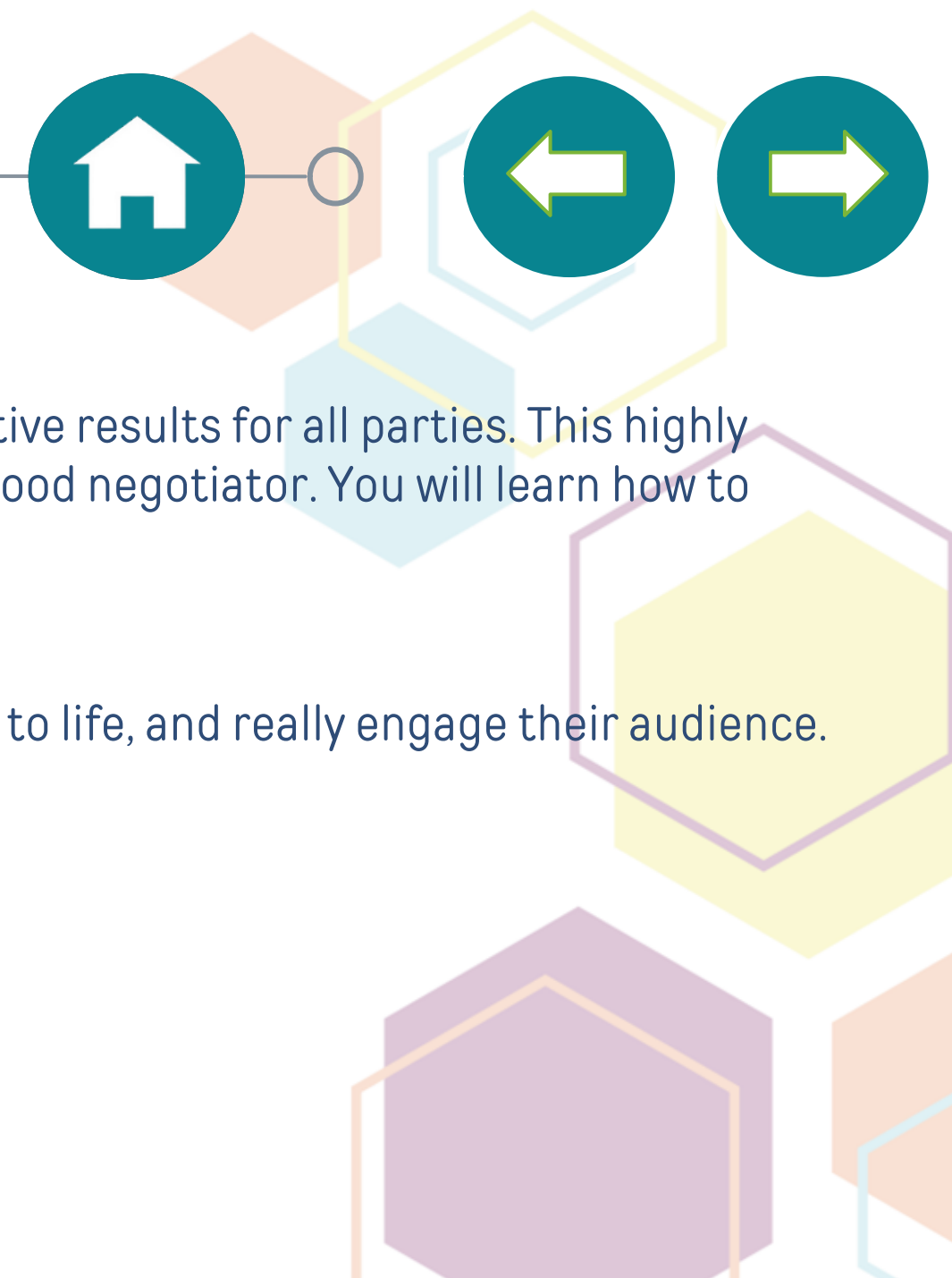
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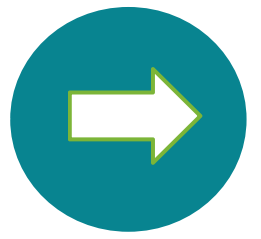
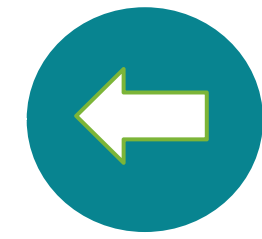
This short session is suitable for anyone who delivers regular presentations, would like to bring facts and data to life, and really engage their audience.

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

- Understand the processes necessary for successful negotiations.
- Understand the difference between transactional, collaborative and creative negotiation.
- Understand the value of planning and preparing to achieve win-win results.
- Analyse and develop your range of interpersonal and behavioural skills that are crucial for successful negotiation.
- Put your new skills straight into practice confidently.

1 day course





# Coaching & Mentoring

## Coaching for High Performance



To develop the ability of managers to identify development needs and coach and develop their people utilising the organisation competencies and professional coaching standards.

## Effective Coaching Practice



Develop coaching skills to support people using the latest coaching models and technology.

## Coaching Skills



Can be used as an introduction to coaching but can also form the basis of part of a larger programme that uses coaching as a means of working towards the achievement of strategic objectives.

## Delivering Coaching & Mentoring



This course explores the principles and practices of delivering coaching and mentoring, and the impact these techniques can have in the development of a high-performance culture.

# Coaching for High Performance

To develop the ability of managers to identify development needs and coach and develop their people utilising the organisation competencies and professional coaching standards. The programme can be split into two 1-day modules and redesigned in many different ways in order to hit the right competencies

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

- Understand the coaching process and the application of coaching skills to different situations
- Use a model to plan, prepare and structure a coaching session
- Confidently identify development needs and implement appropriate solutions
- Learn how to use Competency Profiles to inform the identification of development needs and help plan for coaching with their staff
- Explore tools for developing people to higher performance
- Learn techniques for giving meaningful change-orientated feedback
- Understand and practise how to coach people on behavioural issues

1 day course





# Effective Coaching Practice

This is an interactive and collaborative 1-day coaching course. Develop coaching skills to support people using the latest coaching models and technology.

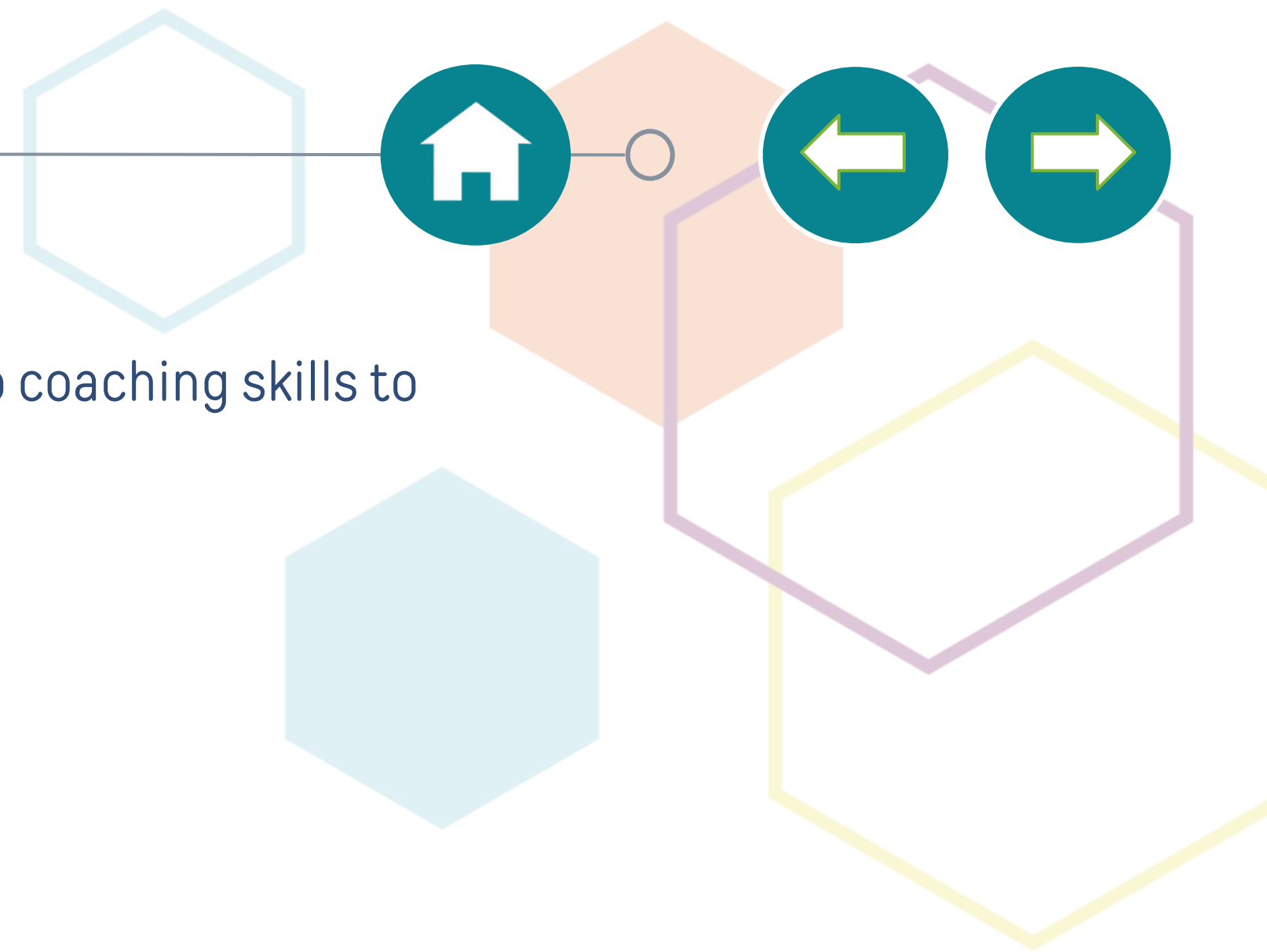
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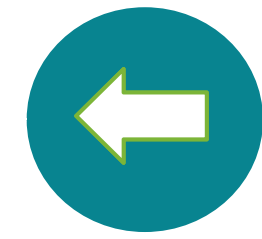
This session is for aspiring or seasoned coaches to develop their coaching skills further.

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

- Identify the differences between Training / Mentoring / Coaching
- Explore current and emerging technologies that could safely and effectively support people
- How to coach: Using open questions/ active listening/ using emotional intelligence
- Apply different coaching models
- Incorporate VARK learning styles into your sessions
- Explain the Kolb Theory
- Support colleagues to learn new skills

1 day course





# Coaching Skills

This one-day workshop can be used as an introduction to coaching but can also form the basis of part of a larger programme that uses coaching as a means of working towards the achievement of strategic objectives. Programmes can be tailored to suit the needs of individual clients.

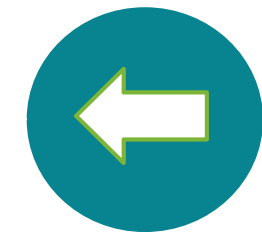
## Who is this course for?

Managers, Team Leaders and Supervisors.

## By end of course, you will be able to:

- Explain the basic tools and models used in coaching
- Develop effective questioning skills
- Recognise the importance of effective listening
- Describe the GROW model
- Demonstrate the use of coaching to support the appraisal process

1 day course



# Delivering Coaching and Mentoring

Coaching and mentoring are proven techniques used to enhance the skills, knowledge, talents and potential of individuals as part of an organisational learning and development strategy. This course explores the principles and practices of delivering coaching and mentoring, and the impact these techniques can have in the development of a high-performance culture.

## Who is this course for?

Managers, Team Leaders and Supervisors.

## By end of course, you will be able to:

- Examine the similarities and differences between coaching and mentoring
- Evaluate the purpose of coaching and mentoring for individuals, teams and the organisation
- Examine models used for coaching and mentoring individuals and teams in the workplace
- Develop a plan to deliver mentoring to an individual in response to an identified business need
- Recommend a coaching process to support an individual's development needs in the workplace
- Analyse the skills and competencies of an effective coach and mentor
- Assess approaches for responding to challenges faced in the delivery of coaching and mentoring
- Discuss strategies to evaluate the impact of coaching and mentoring on individuals and the organisation
- Assess approaches to ensure that coaching and mentoring programmes continue to deliver results

1 day course

# Customer Service Skills

## Customer Needs & Insights



Identify customer's needs and expectations and improve your customer service using a range of information that provides insights.

## A Customer Journey



Develop an understanding of challenges customers may face within your customer journey.

## Customer Service Excellence



Focuses on the latest thinking on how to deliver a differentiated customer experience via email and on the telephone. Brings awareness to the do's and don'ts.

## Improving the Customer Experience



Offering the best practice techniques that will enable your organisation to develop a customer-centric customer service process at every touchpoint.

## Delivering Customer Service Excellence



Build on existing skills, confidently resolve any challenging situations and take away practical, simple and effective tools and models that will immediately improve the service levels they and their department provide.

## Expert Complaint Handling to Build & Retain Customer Relationships



Develop a personal action plan identifying the key changes to make, and skills to practice, to ensure you stay calm at all times regardless of the pressure of the situation.

# Customer Needs and Insights

How do you manage your customer's expectations? This course is looking at customer's needs and expectations and how your organisation can improve their customer service using a range of information that provides insights.

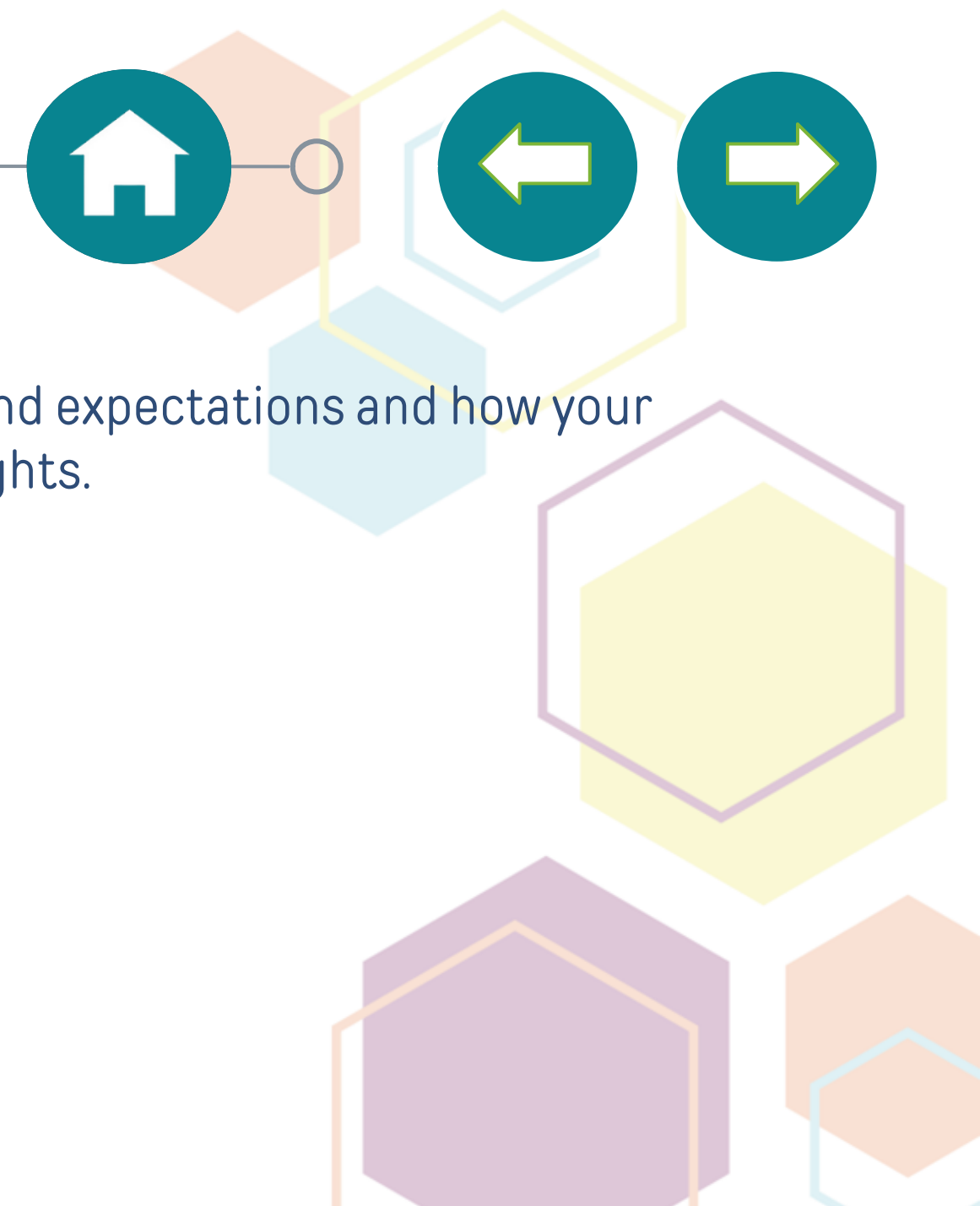
## Who is this course for?

This course is for anyone dealing with customers.

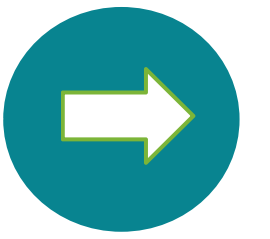
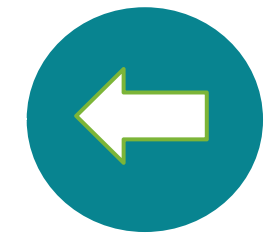
## By the end of the session, you will be able to:

- Understand your customer expectations and how the standard of customer service affect the success of your organisation
- Identify different customer types and how their expectations can differ between ages, cultures and social profiles.
- Identify your consumers' needs and wants
- Balance the needs of both, the organisation and its customers
- Adapt your service approach
- Identify what drives customer loyalty and retention.
- Use a range of information to provide customer insight.
- Explain what drives customer loyalty and retention.

1 day course







# A Customer Journey

Develop an understanding of challenges customers may face within your customer journey. This course is unique to you and your organisation, looking at the journey step-by-step, identifying challenges and agreeing a way to overcome barriers.

## Who is this course for?

This course is for anyone in a customer service role.

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

- Define your customer journey
- Explain needs, wants and expectations of your customers
- Identify customer conflict and challenges and apply a range of tools and techniques to achieve the best possible outcome
- Explain your escalation procedure and authority limits
- Identify the impact 'bad' customer experience has on the business

1 day course

# Customer Service Excellence

This one-day workshop focuses on the latest thinking on how to deliver a differentiated customer experience via email and on the telephone. Being aware of the do's and don'ts makes a difference in developing long-term customer loyalty.

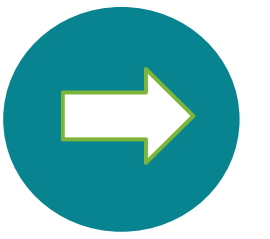
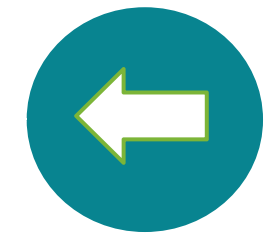
## Who is this course for?

This course is suitable for anyone working in a customer service capacity that wishes to focus on their emails and use of social media.

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

- Recognise the specific skills, mind-set and behaviours required to deliver excellent service via the telephone, e-mail and social media.
- Use a template of best practice for telephone and on-line communication which projects and supports the brand image of their organisation.
- Respond to customers in a timely way by making the right choice of communication tool.
- Use effective questioning techniques in written communication to establish the root cause of customer issues and problems.
- Assertively manage customer expectations.
- Handle customer dissatisfaction with confidence.
- Construct an action plan for use when back in the workplace.

1 day course



# Improving the Customer Experience

This course is full of best practice tips and techniques that will enable your organisation to develop a customer-centric customer service process at every touchpoint. Are you attracting customers or driving them away without knowing why? This course will help you identify the answers to both questions.

## Who is this course for?

If you are a customer service manager or customer service process owner, then this course is for you.

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

- Analyse your customer service process from end to end.
- Make a 360° map of your organisation's touchpoints.
- Identify which customer touchpoints are working and those that are not.
- Identify what processes and touchpoints can be improved to add value to your customers' experience.
- Use a variety of techniques to develop a customer-focused culture.
- Use a proven best practice approach making change happen when managing customer complaints.

1 day course



# Delivering Customer Service Excellence

This two-day facilitated course will help delegates to build on existing skills, confidently resolve any challenging situations and take away practical, simple and effective tools and models that will immediately improve the service levels they and their department provide. Excellent customer service is a key differentiator when we choose where to place our business. It is not only commercially sound to deliver service excellence – it also creates a great working environment.

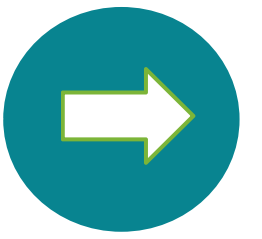
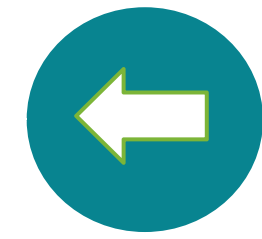
## Who is this course for?

For individuals who deal with external or internal customers either face-to-face, by email or over the telephone.

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

- Identify what good and bad customer service behaviour looks like
- Quickly build rapport with customers
- Take a positive approach to problems
- Learn how to manage your emotional responses in challenging conversations
- Manage your customers' emotional temperature
- Use appropriate techniques to control the conversation
- Use effective questioning and listening techniques to clarify customer requirements and expectations
- Take responsibility to achieve customer satisfaction
- Recognise the impact of professional customer focused email
- Explain Transactional Analysis and use it to deal more effectively with customers
- Handle challenging customers calmly and confidently
- Win and retain your customers' confidence and trust

2 day course



# Expert Complaint Handling to Build and Retain Customer Relationships

Increased expectations of customers (i.e. for speed, quality, cost control and delivery) means they are quick to complain when their expectations are not met. You will leave the course with a personal action plan identifying the key changes to make, and skills to practice, to ensure you stay calm at all times regardless of the pressure of the situation.

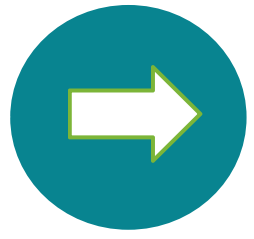
## Who is this course for?

This course is suitable for anyone that engages with external customers and is responsible for handling customer complaints.

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

- Analyse your customer service process and improve its value to your customer.
- Use a variety of techniques to develop a customer-focused culture.
- Understand and change your thinking and behaviour when handling difficult situations and people.
- Establish rapport with angry and abusive customers and resolve their complaint.
- Understand how to say 'no' but still retain your customers' custom.
- Increase the credibility of how you communicate with your customers.

1 day course



# Continuous Improvement Courses

Lean Six Sigma-  
Yellow Belt



An introduction to Lean Six Sigma tools and techniques enabling delegates to participate in and contribute to improvement projects.

Lean Six Sigma-  
Green Belt



Equips you with a proven systematic approach to tackling business problems and inefficiencies without the need for sophisticated statistical tools.

Lean Six Sigma for  
Innovation & Design



Empower yourself to be more effective in creating the future of your organisation.

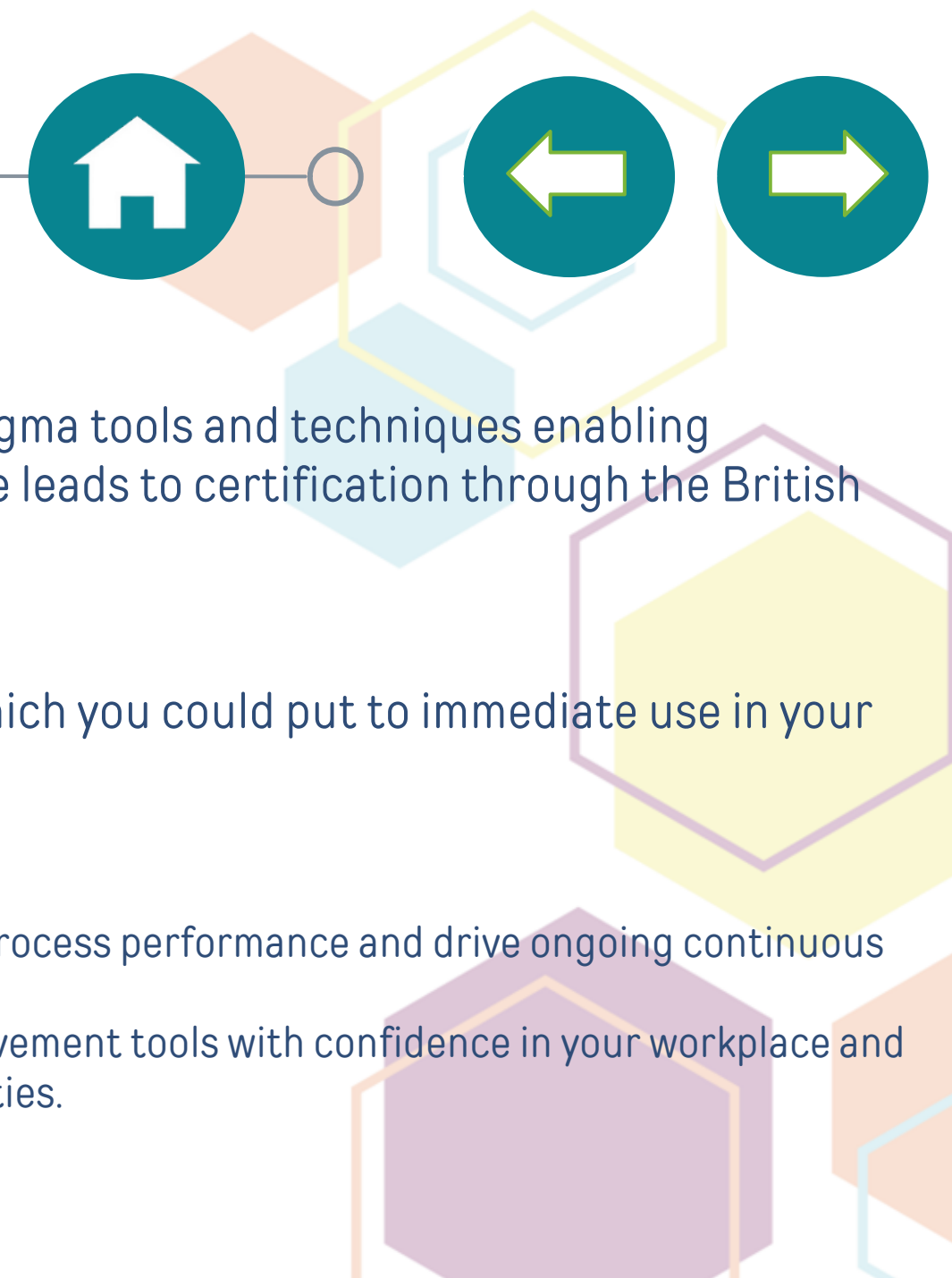
Managing Quality  
and Continuous  
Improvement



Understand the scope and purpose of quality management, approaches, tools and techniques for managing quality and how to judge its success.







## Lean Six Sigma – Yellow Belt

The objective of the two day Lean Six Sigma Yellow belt programme is to provide an introduction to Lean Six Sigma tools and techniques enabling delegates to be members of improvement teams or to lead small improvement projects themselves. The course leads to certification through the British Quality Foundation where required.

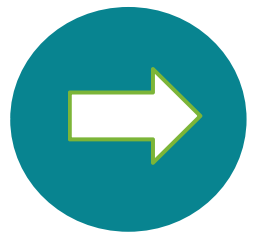
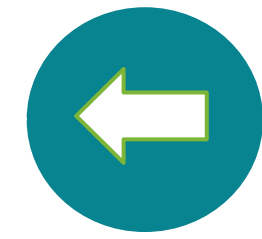
### Who is this course for?

Those who would like to learn in an experiential way, a comprehensive set of continuous improvement tools which you could put to immediate use in your day-to-day activities and project work.

### Learning outcomes:

- Yellow belts are key in building foundations of the operational excellence culture which works with management to sustain process performance and drive ongoing continuous improvement.
- Following successful demonstration of application of the training completion, you will have ability to apply continuous improvement tools with confidence in your workplace and the option to be certified by the British Quality Foundation with the ensuing recognition and career advancement opportunities.

2 day course



## Lean Six Sigma – Green Belt

This programme provides the route to attaining benchmark British Quality Foundation Green Belt Certification but is equally for delegates who simply want to find out in detail what Lean Six Sigma is and how it works. The course can be delivered face to face in the classroom in-house or through our open programme, online or through various blended combinations which we can configure to suit your needs.

### Who is this course for?

You would like a proven systematic approach to tackle business problems and inefficiencies without the need for sophisticated statistical tools. You would like to implement Lean, Lean Six Sigma or Continuous Improvement but don't know how.

### Learning outcomes:

This course teaches you how to lead improvement projects using Lean Six Sigma's world-class structured problem-solving approach, tools and principles and become a Green Belt. It teaches you how to understand, measure and manage processes. It teaches you how to collect and use process data but is free from advanced statistics.

5 day course

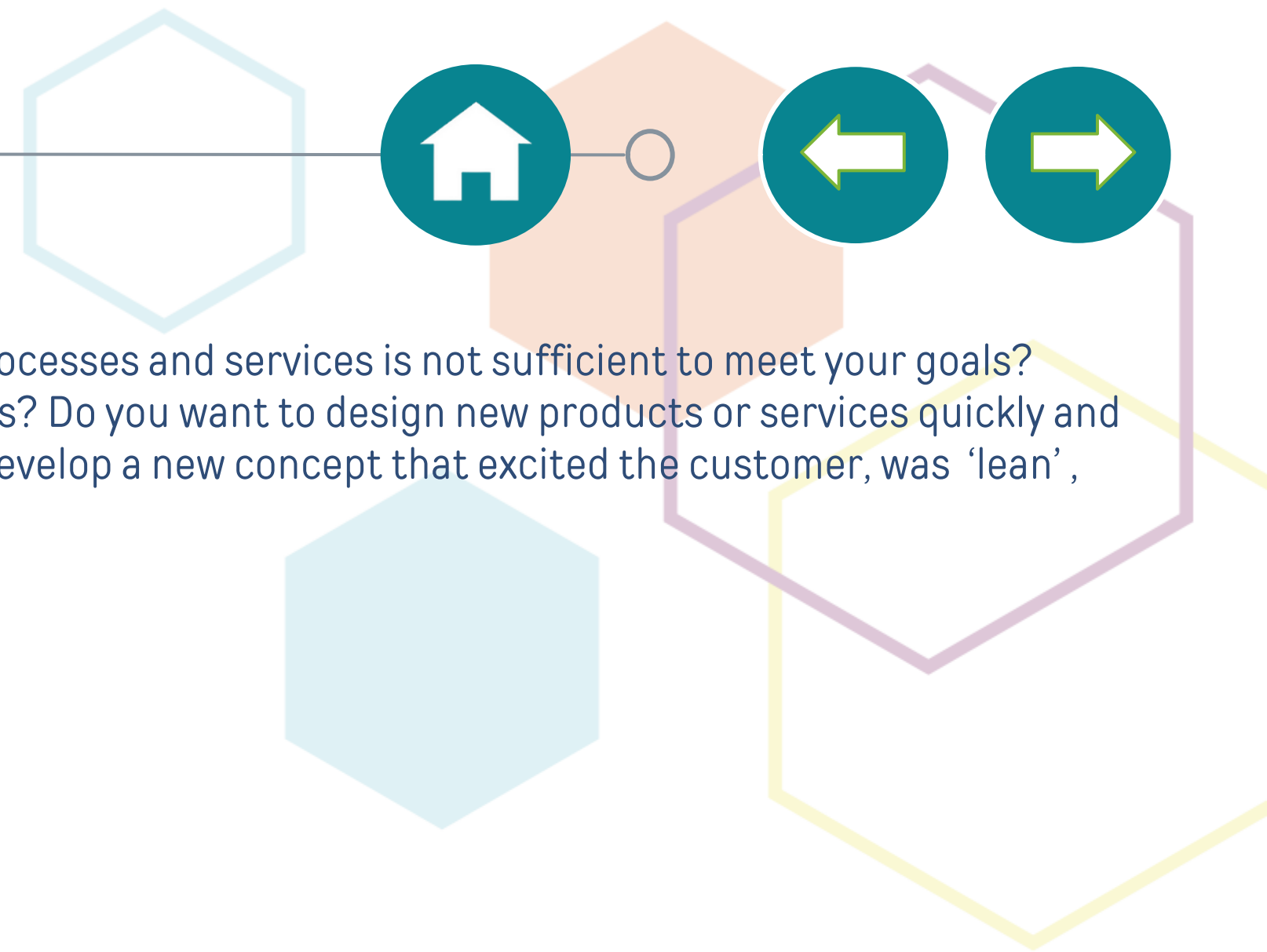
# Lean Six Sigma for Innovation and Design

As a Lean Six Sigma practitioner, are you finding that improving your existing products, processes and services is not sufficient to meet your goals? Are you frustrated with unsuccessful attempts to innovate brand new ways of doing things? Do you want to design new products or services quickly and right first time? Do you sometimes wish you could start with a 'blank sheet of paper' and develop a new concept that excited the customer, was 'lean', flexible, responsive, and was defect free from day 1?

## Learning outcomes:

- Understand the scope and purpose of quality management within organisations
- Understand approaches for managing quality
- Understand the application of continuous improvement within organisations
- Know how to judge the success of quality management

1 day course



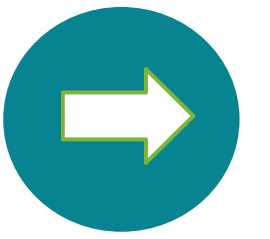
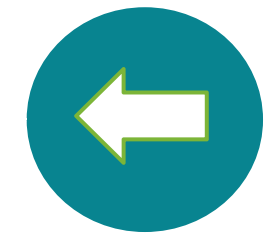
# Managing Quality and Continuous Improvement

Quality may be defined as excellence, capacity, grade, worth or meeting customer expectations. Whilst the definition for quality can easily be found in a dictionary it is much harder to develop and maintain. This course looks at the challenge of developing quality within organisations. It focuses on embedding continuous improvement into working practices. On successful achievement of this course, delegates will understand the scope and purpose of quality management, approaches, tools and techniques for managing quality and how to judge its success.

## Learning outcomes:

- Empower yourself to be more effective in creating the future of your organisation
- When to apply DMADV versus the DMAIC process?
- Understand the DMADV process and the tools you can apply to your projects
- Design and tollgate reviews and how these reviews should be conducted and managed

1 day course



# Resilience & Wellbeing Courses

## Wellbeing & Stress



Consider how to better understand emotions and manage any negative or disruptive feelings. Start to build your mental agility by examining a difficult situation from a range of alternative perspectives.

## Mental Health Online Training



Increase your understanding of common mental health conditions and of your own mental health, including how or when it might suffer, and what you can do about it..

## Mental Health Awareness for Managers



Learn how to respond to an employee who is struggling with their mental health—this is an essential step towards that individual getting the help and support they need.

## Resilience Training



Build on your own levels of personal resilience and understand why resilience is important. Provides actionable steps for developing your five pillars of resilience

## Strong Resilience & Grit



We build strong resilience and grit increasing your capability to handle pressure, deal constructively with adversity and deliver positive outcomes..



# Wellbeing and Stress

This course takes a holistic view of individual wellbeing; this starts with defining what the term means to you and then explores how to maximise the physical, emotional and mental domains of wellbeing. You will consider how to better understand your emotions and manage any negative or disruptive feelings and will start to build your mental agility by examining a difficult situation from a range of alternative perspectives.

## Who is this course for?

This course is suitable for anyone who is concerned about any aspect of their personal wellbeing and would like to focus their efforts and energy on self-care and on dealing more positively with stressful situations at work.

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

- Implement strategies to enhance your physical wellbeing
- Practice mindfulness
- Apply techniques to improve your emotional intelligence
- Use perceptual positions to build agility and flexibility when faced with change
- Explain the three main types of stress
- Identify the three types of reactions to stress Identify coping mechanisms through physiological, psychological and behavioural responses
- Work towards your own stress management plan

1 day course

OR

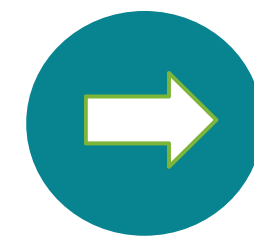
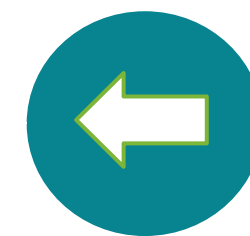
1 x 3 hr virtual session

6–8 hrs on-demand learning,

30 mins coaching (optional extra for teams)







# Mental Health

In this Mental Health Awareness course, we aim to increase your understanding of common mental health conditions and of your own mental health, including how or when it might suffer, and what you can do about it. We show you techniques to regularly assess your own mental state using tools like the mental health continuum, which will help you take proactive steps to keep yourself well.

## Who is this course for?

Suitable for all employees to give them an awareness

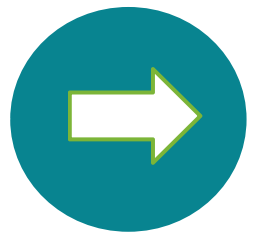
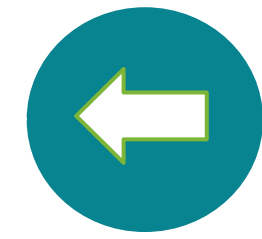
## By the end of the session, you will be able to:

Increase your knowledge of common mental health conditions, Understand that anyone can suffer, and that knowing about mental health is important, even if you have not yet been affected, Understand the mental health continuum, and consider your place on it, Be aware of the common causes of mental health problems, and know practical strategies to deal with them, Learn about self care, and the 5 Ways to Wellbeing, Be aware of the signs that you or your colleagues might need support, including being able to recognise the signs of stress and burnout, depression, anxiety, and bipolar disorder, Know when and where to get further support, should you need it, Understand how COVID-19 may trigger mental health issues, and how to recognise the signs that you or others have been unduly affected.

Understand the role of management and your employer in supporting mental health, Understand how to support your colleagues, including ways to talk to them about mental health, and dealing with a crisis.

1-2 hours online training

Please contact us if you would like this delivered onsite



# Mental Health Awareness for Managers

In the UK, 1 in 4 people will experience a mental health problem at any one time, including in the workplace. Knowing how to respond to an employee who is struggling with their mental health is an essential step towards that individual getting the help and support they need. This training course is suitable for managers who need an introduction to mental health and how it can present itself in the workplace. The course provides an overview of the common mental health problems people may experience, the symptoms and effects of them and what you should do to support any employees who are struggling. You will also learn how to promote positive mental health in your workplace and make adjustments; skills that will help you to give employees the support they require.

## Who is this course for?

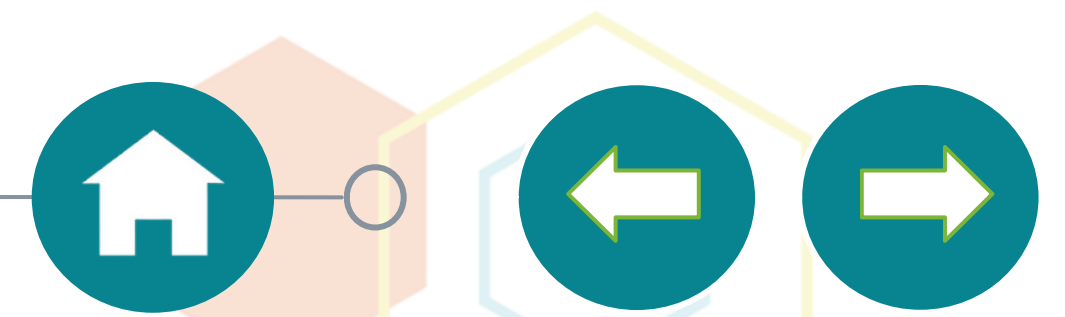
Suitable for anyone supervising or managing people

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

- Understand what is meant by 'mental health'.
- Be aware of the legal responsibilities that employers have in regards to mental health.
- Understand some of the most common mental health problems.
- Understand ways in which people can manage their individual mental health to make everyday living easier.
- Be aware of how to support a colleague with a mental health problem in the workplace.
- Understand how to promote a healthy, non-discriminatory working environment.
- Have knowledge of the workplace adjustments that can be made to help an employee with a mental health problem.

3 hours online training

Please contact us if you would like this delivered onsite



# Resilience Training

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 Resilience Training 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 five pillars of 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.

## Who is this course for?

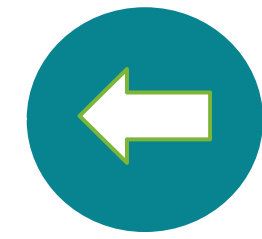
This Resilience Training course is for anyone looking to improve their ability to recover from hardship, challenge and adversity. It provides the skills you need to bounce back and perform at your best both professionally and personally.

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

- What is meant by personal and organisational resilience and why they're so important.
- Common barriers to resilience.
- The five key pillars of resilience that you must develop, which are: emotional wellbeing, inner drive, future focus, relationships, and physical health.
- How to improve your self-awareness, so you can identify what's holding your resilience back.
- How to adopt various techniques and tools that will help you improve your resilience over time.

2-3 hours online training

Please contact us if you would like this delivered onsite



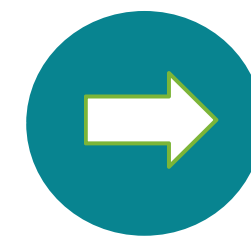
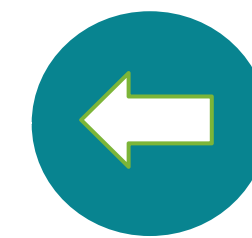
## Strong Resilience and Grit

We build strong resilience and grit increasing your capability to handle pressure, deal constructively with adversity and deliver positive outcomes in any challenging times ahead. Writers and Directors know creativity is a craft you can learn and then apply to the work you are doing. This course unlocks a unique structured approach to creative thinking to help you generate intelligent business solutions to tackle specific issues or problems you face in your role, team or business. Participants apply Edward de Bono's "mind mapping" concept to understand how an artistic thinking model can unlock and free the imagination. They will learn to be more inspired, think more boldly and systematically generate new ideas and approaches that solve difficult business problems more creatively.

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

- Think differently and develop solutions to real problems in the business
- Be creative in developing ideas and seeking solutions
- Produce intelligent solutions to business problems
- Think more creatively and develop intelligent solutions to problems
- Generate more solutions, more quickly, more originally and more successfully
- Think differently about problems

1 day course



## Leadership Courses\*

### Developing, Leading & Managing People



Learn techniques to assess current and future team capabilities, including the role of recruitment, selection and staff development which supports this.

### Motivating Yourself & Others



Explore some of the different motivational factors, and consider actions you can take to motivate yourself, your team, colleagues, and possibly those around you when working from home.

### Decision Making



Learn how to use problem solving techniques to identify the root causes of a problem and make the right decision to find a solution.

### Innovation & Creativity



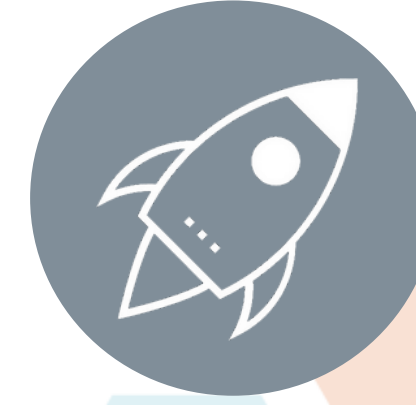
Identify opportunities for innovation in the workplace, analyse the rationale for developing initiatives and know how to turn ideas into reality.

### Managing Conflict



This course is designed to equip delegates with strategies to manage conflict with confidence, find creative solutions and make difficult decisions.

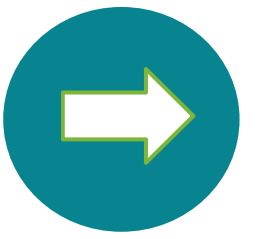
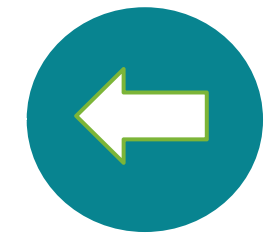
### Performance Management



Explore methods of rewarding the performance of individuals who exceed expectations and analyse ways of managing under performance.

\* These courses are based on CMI L5 – Principles of Leadership & Management: Please speak to us about other units/courses and formal accreditation.





# Developing, Leading and Managing People

The ability to lead individuals and teams to success is arguably the most important skill a manager can possess. This course focuses on the essential management and leadership skills required to fulfil this challenging but rewarding role. The course opens by focusing on the theoretical and practical approaches to developing, leading, and managing teams (remote or multi disciplinary). Delegates will look at techniques to assess current and future team capabilities, including the role of recruitment, selection and staff development which supports this. On successful completion of the course, delegates will not only know the principles of managing individuals and teams, but they will understand approaches for supporting, motivating and inspiring teams and individuals to exceed expectations.

## Who is this course for?

This course is for Team Leaders and middle/higher level Managers that want to learn how to create a successful team that achieves results.

## Course covers:

- Approaches to developing, managing and leading teams (theoretical, practical and strategy)
- Approaches to achieving a balance of skills and experience in teams
- Techniques for leading individuals and teams to achieve success

1 day course



# Motivating yourself and others as a remote-worker

Motivated people are more engaged, happy and perform better in the workplace. Many of us can think of times when we've been motivated – and probably times when we've struggled to motivate ourselves. There are many factors that can impact our motivation, both within and external to ourselves. Working remotely can in itself be challenging to our motivation, where perhaps we may be missing the companionship and encouragement of our colleagues, we may miss the direction provided when we're working in close proximity to our manager and team and may feel quite isolated and alone. This half day session will give you the opportunity to explore some of the different motivational factors, and consider actions you can take to motivate yourself, your team, colleagues, and possibly those around you when working from home. This current course outline is specifically tailored to allow time for sharing of thoughts, emotions and behaviours experienced during the Coronavirus pandemic.

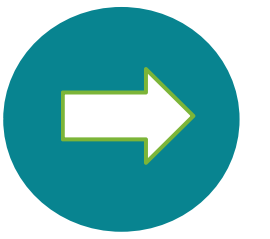
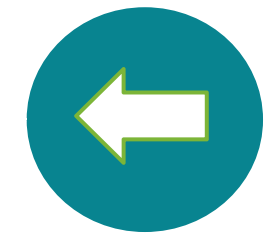
## Who is this course for?

Managers, Team Leaders and Supervisors

## Course covers:

- Identify how it feels to be motivated – or not!
- Recognise what motivates us
- Describe the barriers to feeling motivated
- Plan how to achieve the goal
- Demonstrate how you can motivate others
- Develop strategies to deal with times when your motivation is challenged

0.5 day course



# Decision Making

Learn how to use problem solving techniques to identify the root causes of a problem and make the right decision to find a solution.

## Who is this course for?

Team Leaders and Managers

## Course covers:

- Problem solving and decision-making techniques, including data analysis
- Organisational values and ethics and their impact on decision making
- Critical analysis and evaluation tools to support decision making
- Presentation of data to support decision making

0.5 day course



# Innovation & Creativity

Innovation and creativity has the power to transform organisations, teams and individual performance. When a culture of innovation and entrepreneurship thrives, new ideas and initiatives flourish. This course has been designed to enable learners to identify opportunities for innovation in the workplace (which may be in the form of new working practices, processes, new products or services), analyse the rationale for developing initiatives and know how to turn ideas into reality.

## Who is this course for?

Supervisors, Team Leaders, Managers.

## Course covers:

- The role of innovation within organisations (reasons, types and factors)
- The process of managing innovation in an organisation (methods, processes, roles)

0.5 day course



# Managing Conflict

Managing conflict takes resilience. It requires the ability to evaluate complex information, make evidence-based judgements and act professionally within the bounds of organisational and legal frameworks. This course is designed to equip delegates with strategies to manage conflict with confidence, find creative solutions and make difficult decisions.

## Who is this course for?

Anyone that wants to be more confident in dealing with conflict situations.

## Course covers:

- Types, causes, stages and impact of conflict within organisations
- How to investigate conflict situations in the workplace
- Approaches, techniques, knowledge, skills and behaviours for managing conflict

0.5 day course

# Performance Management

Managing the performance of staff is essential to the smooth running of an organisation. This course evaluates the reasons for managing performance and the approaches that can be used. It explores methods of rewarding the performance of individuals who exceed expectations, and analyses ways of managing under performance in a professional and supportive manner. This course focuses on the way performance management, when used effectively, is able to impact on individual and organisational achievement.

## Who is this course for?

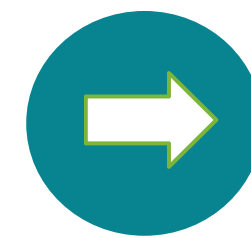
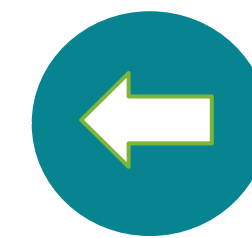
Managers, Team Leaders and Supervisors

## Course covers:

- Rationale for managing performance within organisations
- Frameworks, diagnostic and evaluation tools used for performance management
- How to manage performance (principles, techniques, formal processes, challenges)

1 day course





# Project Management Courses

## Project Management Essentials



This course covers the introductory concepts of various project management methodologies such as PMP®, Agile and Scrum and is based on the PMBOK Guide Fifth Edition.

## Goal-Focused Project Delivery



A practical guide to project management showing what the journey through the project lifecycle looks like. Use key tools that all project managers should apply in order to keep the project under control.

## Managing Projects Remotely



Provides learners with a range of tools and techniques to help them manage projects more effectively in remote working environments.

## Intro to Effective Project Management



Based on a typical project lifecycle, the course walks you through how projects work from beginning to end and giving you the tools and techniques that are needed to be effective.

## PRINCE2 Combined Foundation & Practitioner



Develop a sound, professional grounding in the PRINCE2 methodology.

## Agile Project Management



An introduction to Agile Project Management and how it can benefit the success of projects. Examines a value driven approach to PM, implementation, and Agile methodologies.



# Project Management Courses

APM Project  
Fundamentals  
Qualification (PFQ)

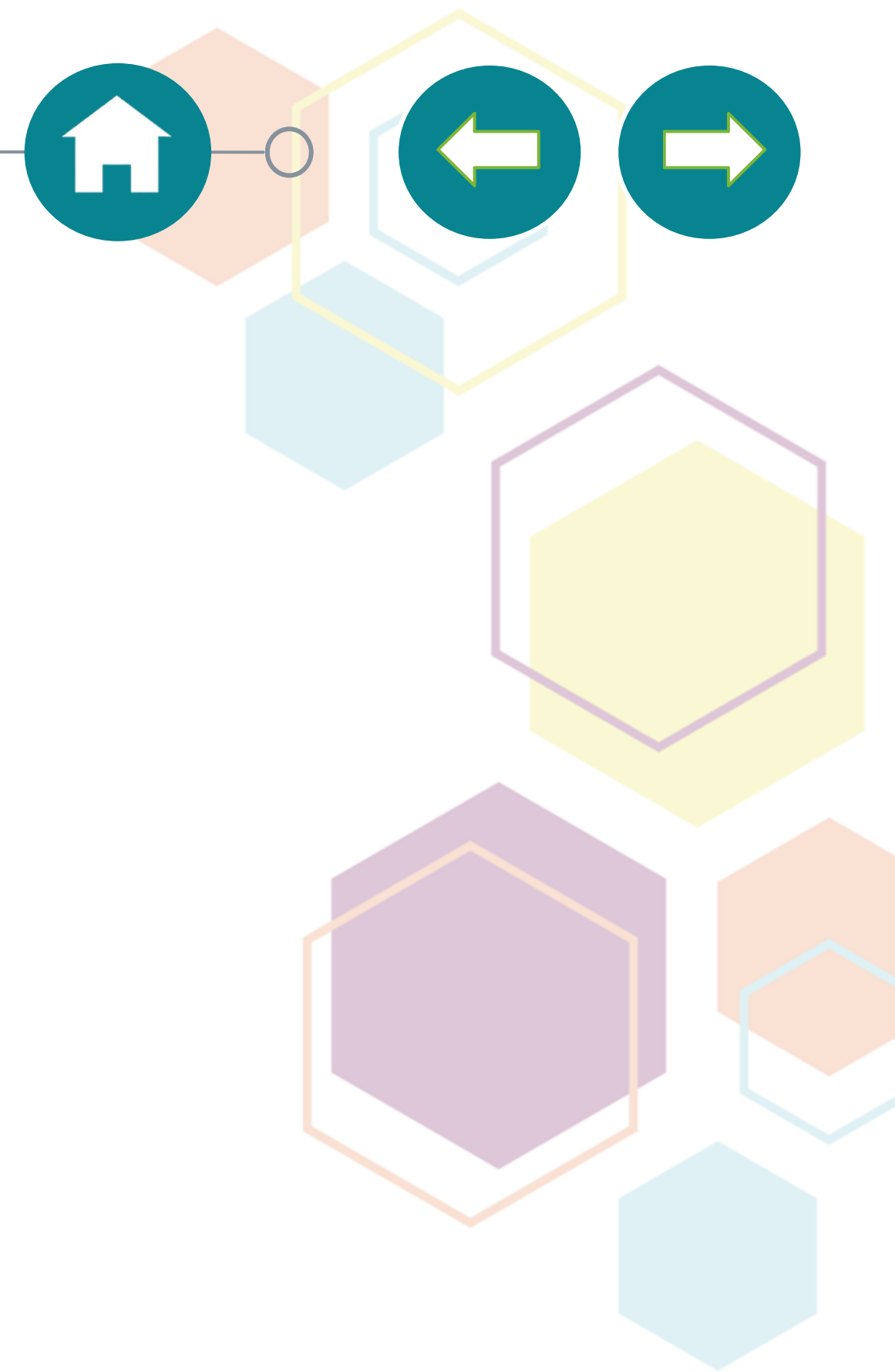


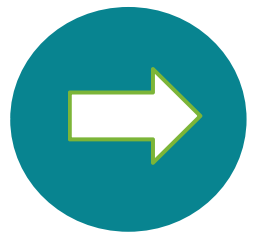
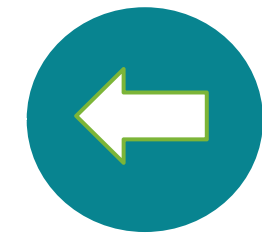
Gaining this qualification will help develop an understanding of the principles of effective project management – enabling you to support projects and drive successful project outcomes.

APM Project  
Management  
Qualification (PMQ)



Achieve the PMQ, the UK's leading project management qualification





# Project Management Essentials – Intro to Project Management

This course covers the introductory concepts of various project management methodologies such as PMP®, Agile and Scrum and is based on the PMBOK Guide Fifth Edition. Additionally, you will learn how to create a Project schedule using Microsoft® Project 2013.

## Who is this course for?

Project Administrators, Sales Team Leaders & Managers

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

- Introduction to project management
- Project management techniques – overview
- Introduction to agile & scrum
- Other agile methodologies
- Managing projects using MS Project 2013

1 day course

# Goal-focused project delivery

Do you need to know about project management fast? Want to know the key tools and techniques but don't need all of the theory? If the answer to these questions is yes, then this course is for you. Goal Focused Project Delivery is a practical guide to project management showing what the journey through the project lifecycle looks like. It is a practical course concentrating on the key tools that all project managers should apply in order to keep the project under control and provides delegates with a robust toolkit to take back to work and immediately apply.

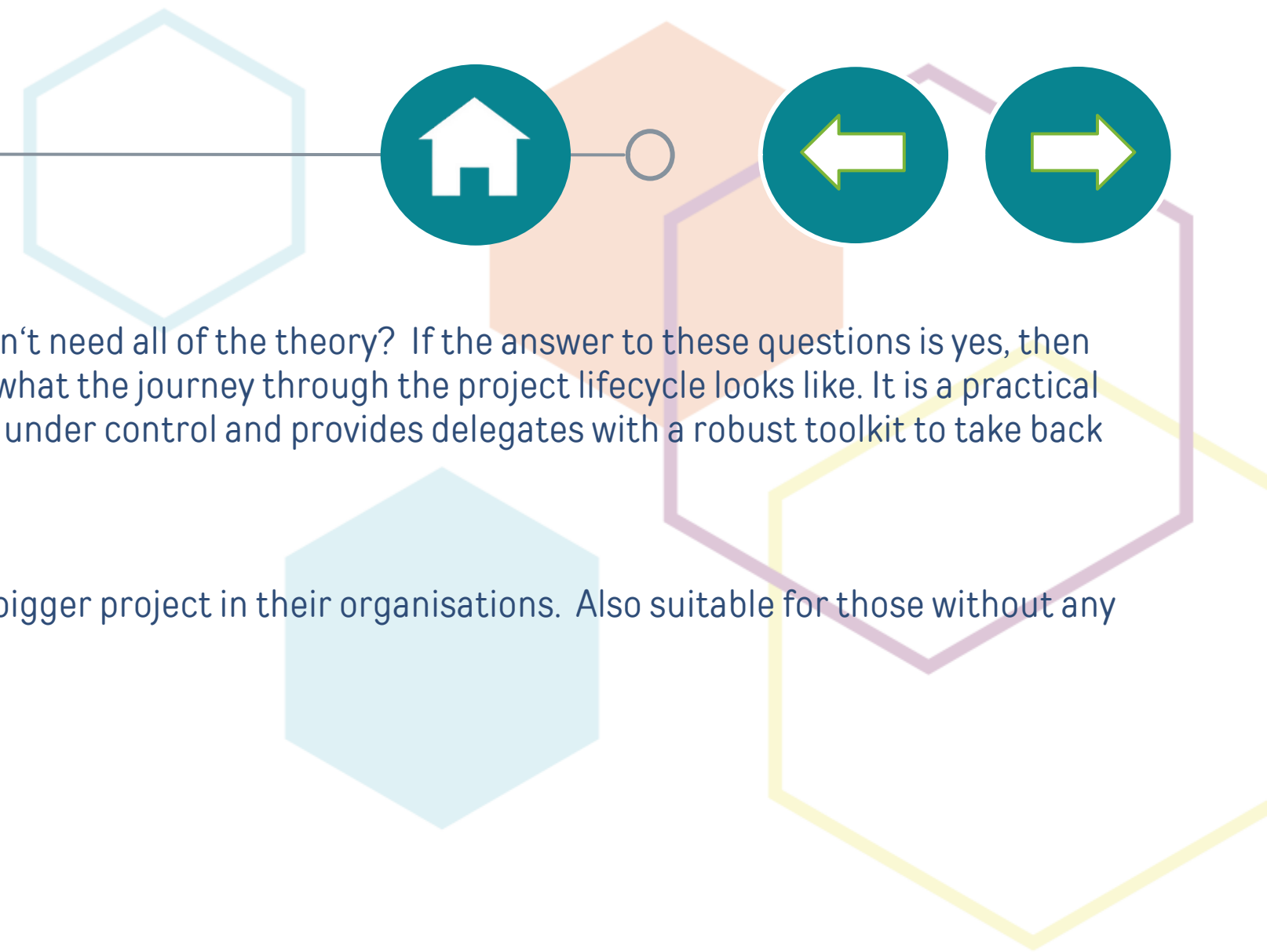
## Who is this course for?

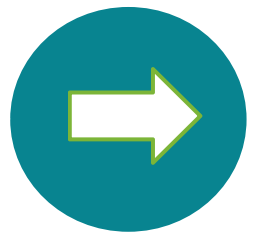
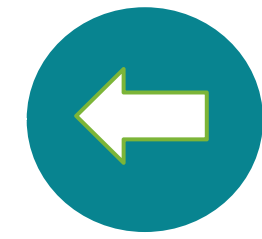
Suitable for those who are asked to manage small to medium-sized projects or work streams as part of a bigger project in their organisations. Also suitable for those without any project management experience.

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

- Apply a simple framework for project delivery
- Scope the deliverables of the project
- Create a simple project delivery plan
- Understand the roles needed within the project team
- Allocate work to project team members
- Monitor and control the work during development
- Gain acceptance for the project deliverables

2 Day course





# Managing Projects Remotely

This interactive course will provide learners with a range of tools and techniques to help them manage projects more effectively in remote working environments. As the number of organisations moving to remote working increases, so does the need for more effective project management. Unfortunately, a lot of the traditional methods for managing projects that have long been in place have become redundant in remote environments. In turn, this leads to ineffective working practices, poorly managed scope and a failure to achieve objectives within the constraints specified. The session aims to provide you with an up to date perspective on what's required to manage projects remotely along with a range of tools and techniques that you can apply immediately, thus leading to successful project outcomes.

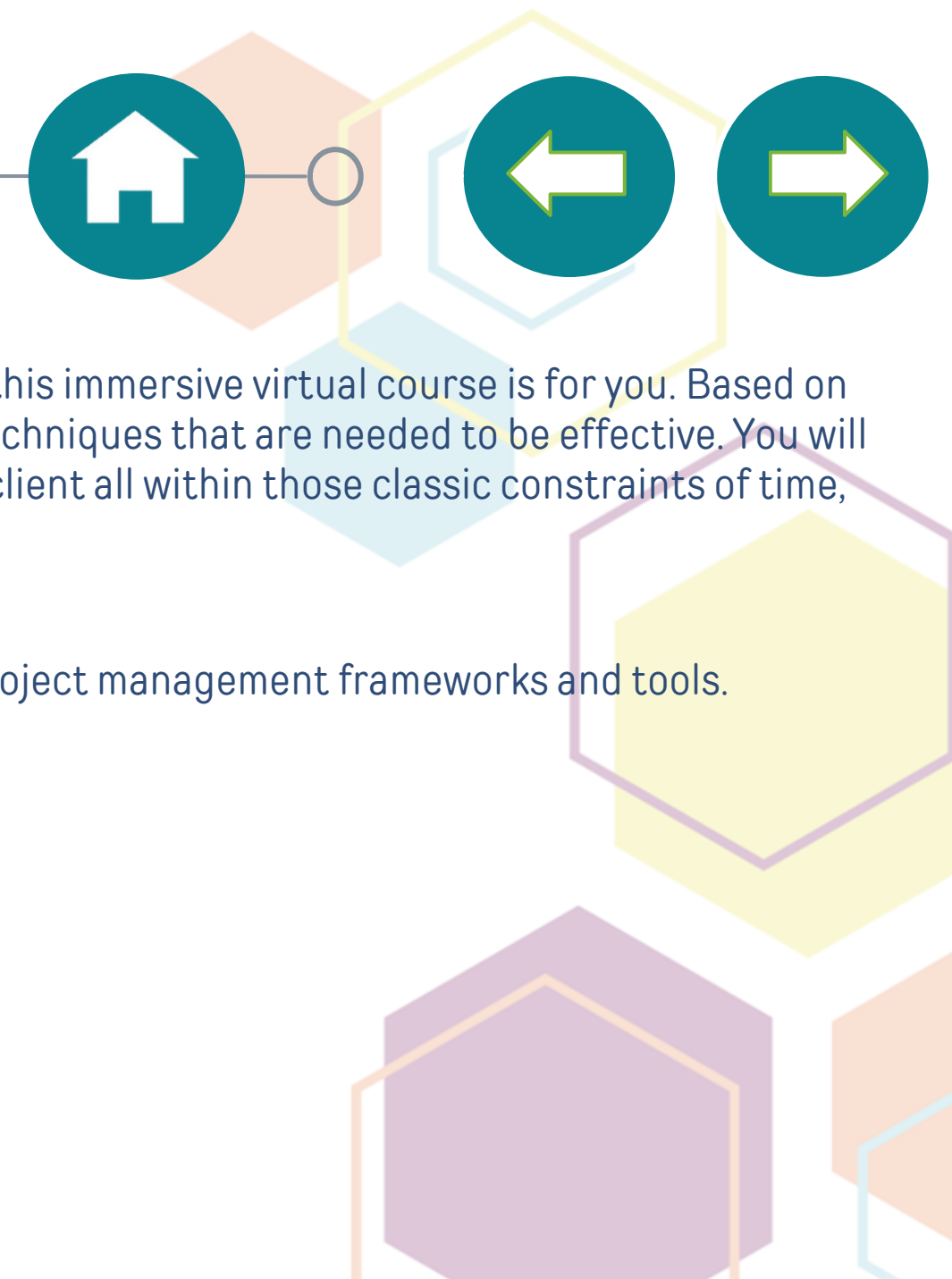
## Who is this course for?

This course is suitable for anyone managing projects or work streams in a remote environment.

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

- Describe the key attributes of a successful remote project manager
- Create a working environment that enables success
- Assemble the project team and agree on a way of working
- Recognize what makes a high performing team
- Define the project objectives and scope the deliverables
- Use an online collaboration tool for capturing, tracking and communicating progress
- Handle the common problems faced managing projects remotely

1 x 3 hr virtual classroom training



# Introduction to Effective Project Management

If you are new to the role of Project Manager or are becoming involved more and more in your organisation's project work, then this immersive virtual course is for you. Based on a typical project lifecycle, the course walks you through how projects work from beginning to end and giving you the tools and techniques that are needed to be effective. You will learn how to successfully plan a controlled start to your project, how to manage delivery and then successfully handover to the client all within those classic constraints of time, cost and quality. The course is interactive and uses a case study scenario throughout to bring the learning to life.

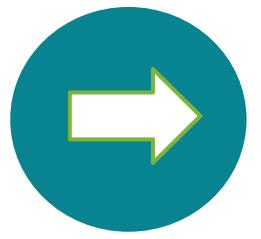
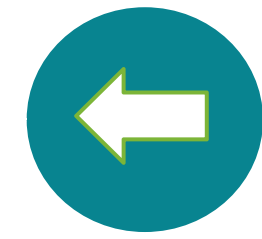
## Who is this course for?

Suitable for those who are new to project management roles and also those who are self-taught but want formal guidance on project management frameworks and tools.

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

- Understand when to take a project management approach
- Identify and engage with stakeholders successfully
- Define your project using a compelling business case
- Form a project management team
- Create a robust project plan Identify, assess and plan responses to risks
- Manage the delivery of the project on a day-to-day basis
- Control changes to the scope of the project
- Review the delivery of the project using a structured framework
- Handover the outputs to the customer

1 day course



# PRINCE2 Combined Foundation and Practitioner (7th edition)

This is a highly regarded course for those who want to develop a sound, professional grounding in the PRINCE2 methodology. There are many benefits to both the individual and the organisation of adopting PRINCE2. The method provides: A practical step-by-step guide to successfully manage any project A flexible method that can be tailored to any organisation or role involved in managing projects An accessible and globally recognised certification which adds value to your CV.

## Who is this course for?

To make the most of the course, delegates should ideally have experience of team leading, project management or project assistance/support.

## More details:

Every element of this course has been designed with care to cover the subject matter thoroughly – with advice about how to use PRINCE2 in practice along with preparing you fully to undertake both the Foundation and Practitioner examinations. The PRINCE2 project management methodology is widely employed by many of the UK's leading private and public sector organisations. This intensive five-day accredited course provides participants with a thorough knowledge of the four main elements of PRINCE2: The 7 processes The 7 themes The 7 principles, How to tailor the use of PRINCE2 Delegates will sit both the PRINCE2 Foundation examination and the PRINCE2 Practitioner examination. Presented by PRINCE2 approved trainers with practical experience of applying the method in the real world, the course is fully compliant with the latest version of PRINCE2.

All delegates will receive a free copy of the 7th Edition PRINCE2 manual 'Managing Successful Projects with PRINCE2'. This course is fully accredited by Axelos, the organisation responsible for developing, enhancing and promoting the PRINCE2 best practice methodology globally.

Various course deliveries available – TBC



# Agile Project Management

An introduction and overview of Agile Project Management and how it can benefit the success of projects. We look at the value driven approach to PM, tips for implementing this strategy, Agile methodologies and how to implement this in projects.

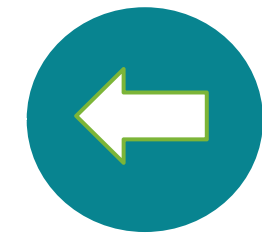
## Who is this course for?

Project managers

## What is covered?

- Identify and understand the criteria for key accounts, relative to your organisation
- Review different ways to virtually connect with the clients and move business forward
- Manage your business relationships to increase your business
- Manage yourself and your time more effectively
- Revisit the business-critical communication skills necessary for Key Account Management
- Understand how behaviours affect both you and your clients Be aware of your motivational drivers and behavioural techniques so that you create powerful perceptions
- Build a personal action plan of things you will do differently

Various course deliveries available – TBC



# APM Project Fundamentals Qualification (PFQ)

The Project Management Fundamentals Qualification (PFQ) is the introductory qualification from the Association for Project Management (APM). The APM is the chartered body in the United Kingdom responsible for looking after the profession of project management. Gaining this qualification will help develop an understanding of the principles of effective project management – enabling you to support projects and drive successful project outcomes.

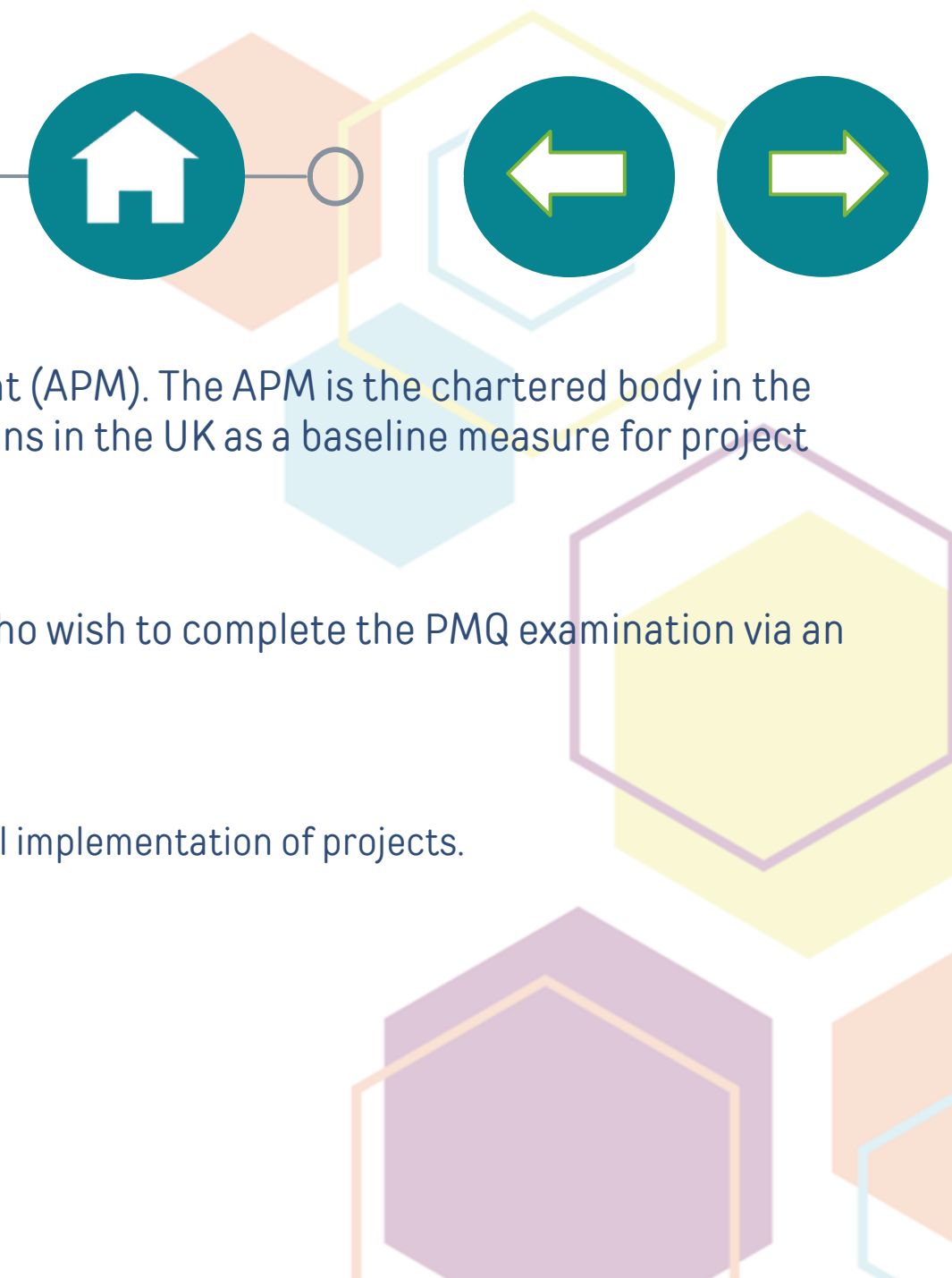
## Who is this course for?

The APM Project Fundamentals Qualification (PFQ) is a basic or entry-level qualification and is particularly suitable for: Those wishing to gain a broad understanding of the principles of the profession. No prior knowledge or experience is required for this qualification, which will offer the individual the knowledge to make a positive contribution to any project. Project team members with no project management training who would like to understand standard project management terminology and who wish to obtain the APM Project Fundamentals Qualification (PFQ).

## By end of the course, you will be able to:

- Identify the project management processes.
- Understand project management terminology.
- Correctly identify the roles involved in project management.
- Describe project success criteria and benefits.
- Support and contribute to a successful project outcome.
- Prepare project documentation.
- Have acquired the level of understanding needed to pass the APM Project Fundamentals Qualification (PFQ) examination.

Various course deliveries available – TBC



# APM Project Management Qualification (PMQ)

The APM Project Management Qualification (PMQ) is the professional qualification from the Association for Project Management (APM). The APM is the chartered body in the United Kingdom responsible for looking after the profession of project management. The PMQ is used in a number of organisations in the UK as a baseline measure for project management competence.

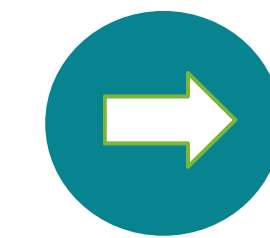
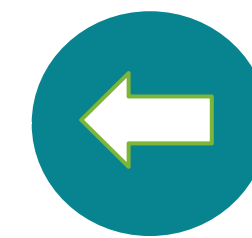
## Who is this course for?

Suitable for people managing projects in any industry already using some formal project management processes and methods who wish to complete the PMQ examination via an intensive four-day programme followed by an exam one week later.

## By end of the course, you will be able to:

- Provide organisations with a proven project management methodology that can allow people to plan, organise and control the successful implementation of projects.
- Achieve the PMQ, the UK's leading project management qualification.
- Provide practical skills and techniques to help further your career in project management.

Various course deliveries available – TBC



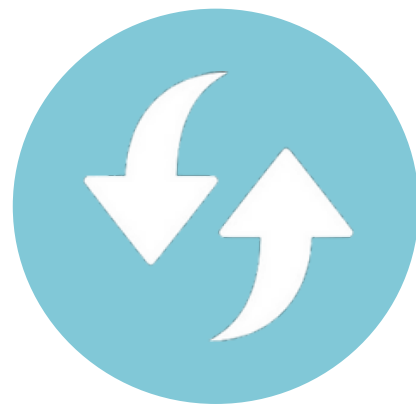
# Change Management Courses

## Leading & Managing Change



How much change we have or whether change is good or bad for us is irrelevant; far more important is Change Management, how we deal with and cope with change.

## Effective Change Management



This course introduces managers to a range of change management practices, techniques and tools that ensure your change is successful.

## APMG Change Management

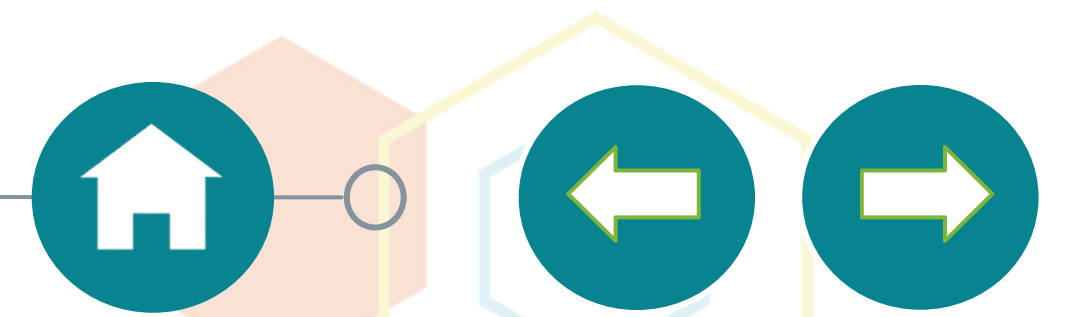


Based on the theory and application of change for the individual, change for the organisation, communication and stakeholder engagement and change management best practice.

## Managing Change Effectively



Improve your ability to cope with change and help others. Promote understanding and awareness of the change process, giving you tools, tips and strategies to help people at each stage of the change cycle.



# Leading & Managing Change

Sometimes the change is organic and people hardly notice it happening. More often, however, change is initiated because businesses have to respond to external demands and constraints as well as internal ones. Most organisations are either preparing for change, in the middle of managing change or just simply having a hard time recovering from some previous change. Wherever you are with managing change helping your people is essential. Most change programmes fail because nobody looks at the emotional fallout and the effect on people's lives. If you know there is a danger of productivity dipping because morale is about to plummet in the face of change, then giving people support is the single best investment you could make to sustain and develop your changing business. How much change we have or whether change is good or bad for us is irrelevant; far more important is Change Management, how we deal with and cope with change.

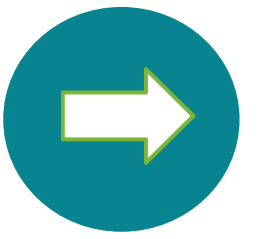
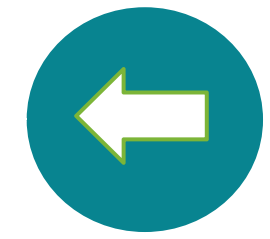
## Who's this course for?

Managers, Team Leaders and Supervisors.

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

- Explain the need for the change
- Recognise organisational/individual issues related to the change
- Identify why change is resisted and develop actions for overcoming this resistance
- Develop strategies for enabling others to cope and move on
- Identify ways for making positive changes to your business

1 Day Course



# Effective Change Management

This course introduces managers to a range of change management practices, techniques and tools that ensure your change is successful. The training will provide you with the opportunity to explore your own change situations and also practise using a selection of practical change tools and techniques specifically designed to support your implementation of strategic change within your organisation.

## Who's this course for?

Suitable for managers and senior managers who have the responsibility for implementing and leading the introduction of change initiatives and wish to enhance their knowledge and skills in strategic change management.

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

- Identify the types of change that occur in organisations.
  - Identify the main components that are involved in planning change.
  - Appreciate the range of issues and complexities involved in change management.
  - Understand the main responsibilities when leading staff through periods of change.
  - Recognise the main barriers to change and establish how change can impact on managers and staff.
  - Create strategies for overcoming resistance to change.
  - Engage others to build their commitment to the required change.
- Use a series of tools and techniques to analyse, introduce and monitor change.

2 Day Course



# APMG Change Management

Change Management is associated with the effects and management of change; this is primarily within organisations where change can have greater impact. This qualification is based on the theory and application of change for the individual, change for the organisation, communication and stakeholder engagement and change management best practice. Once you have passed the Foundation qualification you can progress to the more advanced Practitioner qualification.

## Who's this course for?

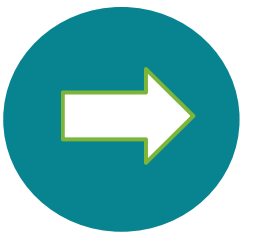
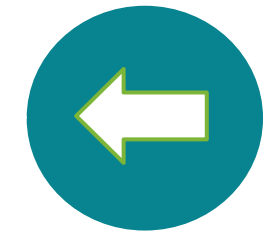
Anyone interested in understanding the basic principles of achieving successful organisational change, transition or transformation. Team members involved in organisational change, transition or transformation projects. Professionals pursuing the Change Management Practitioner certificate – for which the Change Management Foundation certificate is a pre-requisite.

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

- How the process of organisational change or transformation occurs.
- The roles needed to assemble teams most likely to achieve successful organisational change.
- How people react to organisational change and how to help them adapt.
- Developing strategies to keep people motivated while an organisation undergoes change.
- The different types of change process e.g. planned and emergent change.  
How to keep stakeholders engaged while an organisation undergoes change.

Various course deliveries available – TBC





# Managing Change Effectively

This insightful and stimulating one day programme will help you personally cope better with change, so that you, in turn, can be more effective in helping others. It will increase your understanding and awareness of the change process, give you tools, tips and strategies to help people at each stage of the change cycle and give you clear guidance on the key priorities when it comes to managing change, however small or large. You will leave this programme with the confidence, soft skills and resources to act as a highly effective leader in times of change.

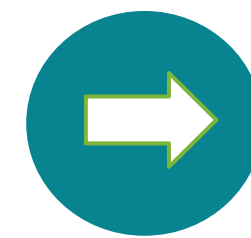
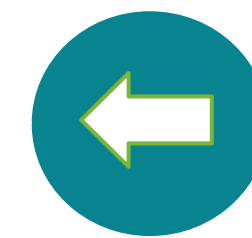
## Who's this course for?

Managers

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

- Recognise different types of change: individual, team and organisational
- Explore how the change process has distinct phases with different types of psychological responses
- Recognise responses to change are simply a cycle people need to go through
- Draw on your managers' change toolkit and intervene appropriately with key steps and strategies to deal effectively with each stage of the cycle
- Learn the art of great communication and build strong, open and honest relationships within your team
- Competently coach individuals who have specific challenges or blockers
- Put yourself in their shoes, draw on your emotional intelligence, show empathy and offer a balanced perspective
- Learn how to recruit key ambassadors to help you drive change
- Have total clarity on how you'll support staff who have to deliver a service with fewer resources and more demands
- Return to the workplace confident in your ability to manage and implement the change process effectively

1 Day Course



# Stakeholder Management Courses

## Supplier & Contract Management



This workshop will draw upon participants' experiences of good and bad supplier management, as well as using expert trainer input from trainers with experience of being suppliers and contract managers.

## Influencing Project Stakeholder



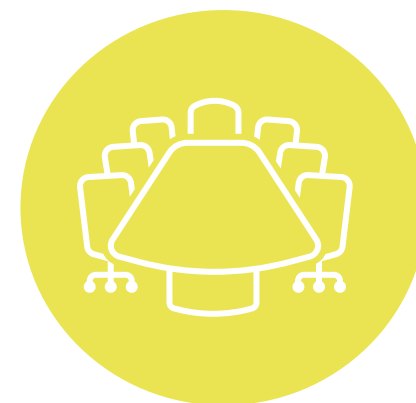
Focuses on the key interpersonal skills that are required to manage the more demanding stakeholders you will come across as a project manager. using influence and persuasion.

## Effective Stakeholder Relationships

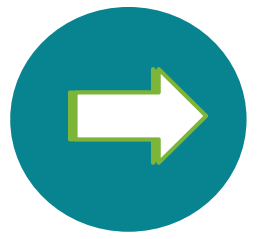
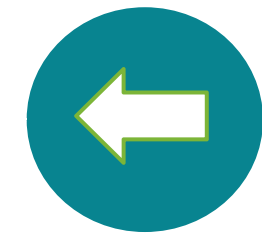


Improve the odds of project success with better stakeholder relationships.

## Stakeholder Management Essentials



Learn how to effectively develop relationships with all individuals that impact their organisation. Manage expectations, identify stakeholder needs and apply strategies to gain co-operation and support.



# Supplier and contract management

Smart supplier management begins when a supplier is appointed, and the bulk of responsibility usually transfers at this point from procurement specialists to operational managers – functions such as supply chain, manufacturing, maintenance, facilities, and service delivery. There are four main activities involved with supplier management: supplier relationship management, performance and contract management, supplier development and improvement and, governance and risk management.

## Who is this course for?

This workshop will draw upon participants' experiences of good and bad supplier management, as well as using expert trainer input from trainers with experience of being suppliers and contract managers.

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

- Understand and construct simple and effective processes for supplier governance and relationship management
- Recognise and use the stages of the contract management cycle
- Use the most appropriate hard and soft performance measures with your suppliers
- Spot common problems and pitfalls in contract and supplier management and employ effective strategies for dealing with them

1 Day, Onsite Course

OR

2 x 3 hr virtual classroom

# Influencing Project Stakeholder

This practical one-day course focuses on the key interpersonal skills that are required to manage the more demanding stakeholders you will come across as a project manager. The course is focused on using influence and persuasion and how to use these skills effectively with stakeholders at all levels. The content will also highlight the best ways to get support for your project approach and how lacking specific authority need not be a complete barrier to getting stakeholders on board.

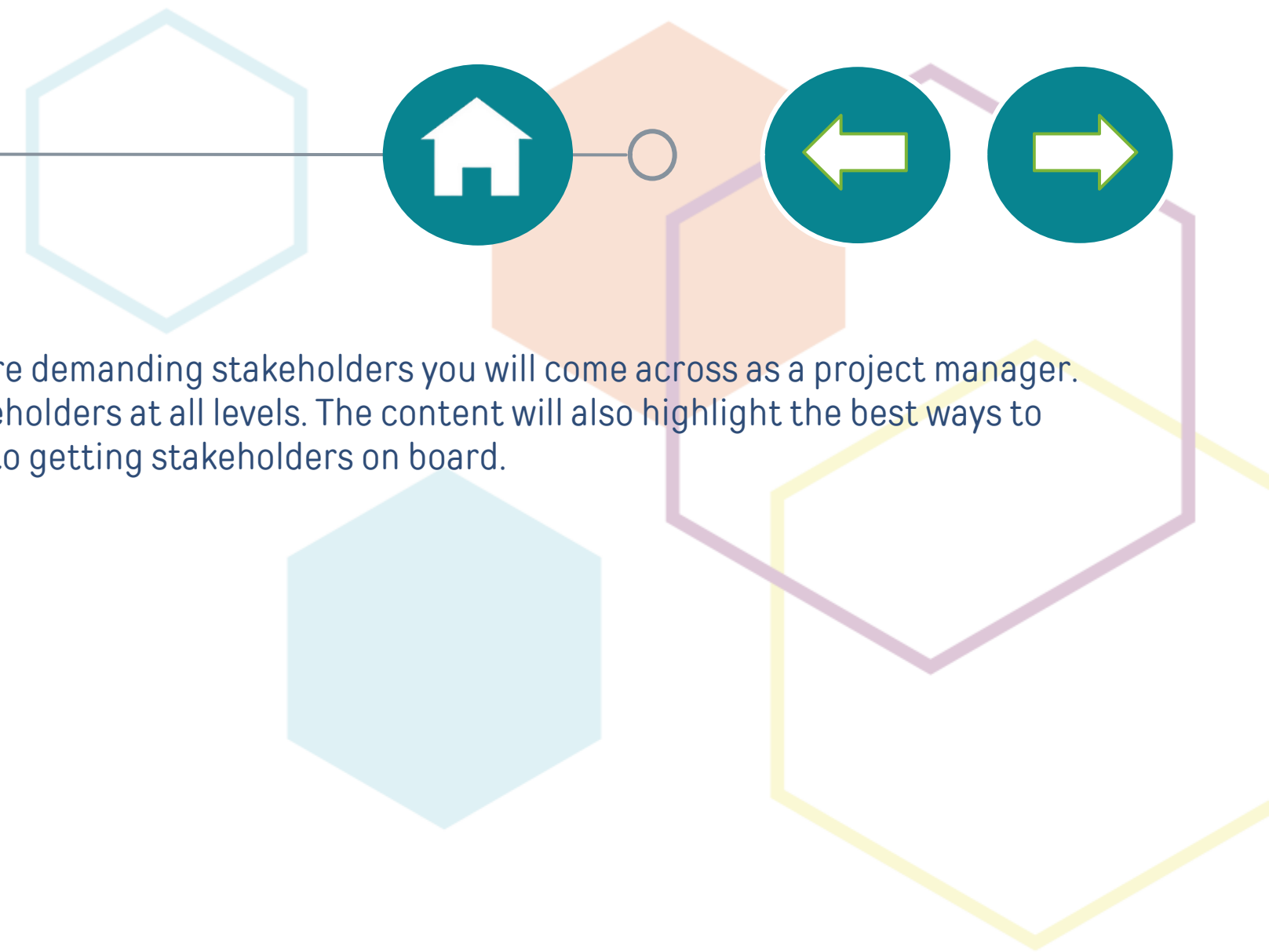
## Who is this course for?

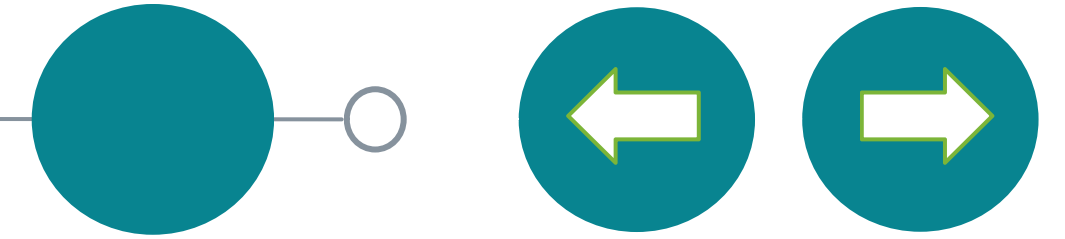
Suited to all project managers who find managing certain stakeholders a real challenge.

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

- Appreciate how stakeholder management is undertaken throughout the project lifecycle
- Identify and manage all relevant stakeholders successfully
- Get agreement to either a 'Waterfall' or 'Agile' approach to your project
- Influence stakeholders more effectively
- Get things achieved despite having little or no direct authority
- Provide constructive feedback where the messages are difficult or sensitive
- Minimise and manage conflict situations positively.

1 Day Course





# Effective Stakeholder Relationships

Improve the odds of project success with better stakeholder relationships.

A critical factor in project approval and ultimate success is the relationship between the project manager and the stakeholder groups. In this short course, you will learn how to build better and more trusting relationships by exploring the dynamics of how stakeholders intersect, act, and react to each other. You'll also explore ways to avoid focusing on the needs and interests of one stakeholder group over another to ensure a successful project.

## Who is this course for?

None are mandatory however we recommend reading the Scrum Guide prior to attending this course (available at [www.scrumguides.org](http://www.scrumguides.org))

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

- Who or what a stakeholder is
- The intersection of stakeholders, stakeholder groups, and their expectations
- organisational alignment of stakeholders
- Managing stakeholder expectations
- Six stages of a relationship-building process
- Levels of stakeholder "engagement"
- Effect of stakeholder relationship management

1 Day Course



# Stakeholder Management Essentials

Delegates attending this 1-day Stakeholder Management essentials training course will learn how to effectively develop relationships with all individuals that impact their organisation. Delegates will further learn how to manage expectations and goals, identify stakeholder needs and apply strategies to gain co-operation and support.

## Who is this course for?

This course will benefit managers who deal with stakeholders that require training in effective persuasion and influence.

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

- Developing successful working relationships
- Setting realistic but challenging goals
- Establish trust and cooperation from all individuals in your business
- Clearly convey expectations
- How to deal with challenging personalities
- Stakeholder cooperation and collaboration
- Developing a persuasive tone

1 Day Course





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