

Assertiveness & Confidence Building – Course Outline

Duration: 1 Day

Audience: Anybody who would like to develop a more assertive style and improve their confidence levels.

Overview:

This workshop explores the concept and practice of assertiveness in comparison with other, less constructive behaviours. By gaining a thorough understanding of what assertiveness means, and what it doesn't, participants learn how applying assertive thinking and behaviours can benefit themselves and enhance their relationships with others around them. Participants have the opportunity to practise the skills in a relaxed and informal way with expert coaching and guidance from the trainer and feedback from other participants. Delegate numbers are limited to ensure everyone has maximum opportunities to receive assistance and coaching from the trainer.

Outcomes:

At the end of this training programme participants will be able to:

- 💡 Understand the difference between Assertive, Aggressive and Passive / Non-Assertive behaviour and identify their own response when faced with each
- 💡 Negotiate solutions to problems with others more effectively by using a range of assertiveness techniques
- 💡 Handle criticism and conflict in a more constructive way
- 💡 Understand more about behaviour and motivation and how to cope with difficult situations and people
- 💡 Say 'No' more effectively and without being seen as uncooperative

Indicative Content:

- 💡 Confidence & self-esteem – what they are and how they are linked
- 💡 Understanding the impact of beliefs, values & rules on behaviour
- 💡 Beliefs & their impact on motivation & performance
- 💡 Impact of inner dialogues
- 💡 Recognising your chosen response to situations
- 💡 How to choose different responses to situations
- 💡 Developing an Assertive Style
- 💡 Conflict Handling – saying no successfully!
- 💡 Goal Setting & Action Planning

Please contact us to chat through your potential requirements or better still tell us when you're free and we'll call you!

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Business Letter Writing – Course Outline

Duration: 1 day

Audience: Anybody who writes letters representing your organisation and needs to improve their style and quality of writing professional correspondence.

Course Overview:

This is a highly practical and interactive programme which applies the principles of Spelling, Punctuation and Grammar to enable participants to write accurate and professional correspondence on behalf of the organisation. In addition to this the application of guidelines from the Campaign for Real English ensure that any letters can be easily understood by the reader. This course injects some energy and fun into what could be a very dry subject. Participants come away with a wealth of knowledge and increased confidence in writing letters.

Indicative Content:

- 💡 Letters as a form of communication
- 💡 Identifying potential barriers of written communication and their consequences
- 💡 Considering the Audience before writing anything
- 💡 Layouts for letters
- 💡 Collating and sorting information to go into the letter
- 💡 Different structures for letters
- 💡 Readability Test – sentences and paragraphs
- 💡 Active versus Passive Writing
- 💡 Being Direct with your Message
- 💡 ABC (ways of being and maintaining Accuracy, Brevity & Clarity)
- 💡 The Power of Punctuation – how to get it right
- 💡 Grammar Basics – tackling common grammatical errors
- 💡 Personal Action Planning

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Conducting Investigations – Course Outline

Duration: One day

Audience: Anyone who has to conduct investigations into Discipline or Grievance as part of their role

Group Size: Maximum of 6 (Due to the inter-active nature of the programme numbers need to be kept low)

Overview: Organisations routinely appoint internal investigators to carry out the vital work of impartially interviewing staff involved in a disciplinary or grievance without formally giving them the skills required to do this effectively. Investing in this type of training can prevent costly challenges at tribunal.

Indicative Content:

The exact details of content would be fleshed out with each client however, the indicative content & structure of the training is given below;

The Role of the Investigator

- 💡 What the role of the investigator is within the organisation
- 💡 The skills required to carry out the role of an Investigator
- 💡 Consequences of not carrying out the role effectively

The Investigation Process

- 💡 A. Initial Briefing (from HR)
- 💡 B. Gathering Evidence – Interview Skills & Effective Note Taking
- 💡 C. Report Writing – what needs to be in and the required documentation & style

Emotional Intelligence for Investigators

- 💡 Basic insight into what emotional intelligence is
- 💡 How emotional Intelligence can help remaining impartial during evidence gathering and beyond

Role Plays

There will be three parts to this session – Preparation, Role Play, Feedback

Role Play Preparation

Participants will be given a briefing document and investigation folder so they can prepare to interview somebody as part of the investigation. All of the role play is based on a case study (which will have been prepared based on realistic scenarios/evidence gathered during research)

Conducting the Role Play

This could be done in a number of ways...however, we recommend that the role play be formal with the facilitator as observer along with the rest of the participants. During the role play, the participant will interview a person who is an integral part of the case study

Business Skills Course Outlines

investigation. They will be expected to write notes during the interview as well. The role of the person being interviewed needs to be either an actor especially trained for this who is familiar with the back story of the investigation or you could utilise a member of the HR team similarly versed in the back story to play that role.

Feedback on Role Play

The facilitator would provide 'real time' constructive feedback on the quality of the interview against a set of pre-determined criteria. This would allow the participant to see where their strengths & development areas lay.

By doing it this way everybody sees the different interview styles, what works and what doesn't also they get individual specific feedback and have to take the role play seriously.

Considerations for Role Play

If you required the use of actors there would be an additional daily charge

If you want the facilitator to observe each role play and provide feedback then the number of delegates would need to be limited due to the time each roleplay/feedback session takes (normally 6 participants)

There are other approaches that could be considered if this were not appropriate to your culture.

Report Writing

- 💡 What a good report looks like
- 💡 Sections & Structure of a report
- 💡 Outputs/recommendations
- 💡 Enclosures & Appendices
- 💡 Writing style

Personal Action Planning

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Improving Your Memory – Course Outline

Duration: 1 day

Audience: Anybody who would like to actively improve their memory and recall of information for work or in life.

Overview: Invaluable insight into how the brain works in retaining and recalling information. A programme packed with activities and techniques that work with the brain's natural systems to allow participants to improve their memory and recall tenfold. Fun & thought provoking, packed with activities to practise exercising and expanding out memory capacity.

Learning Objectives:

At the end of this training programme participants will be able to:

- 💡 Revive the power of recall by improving the ability to transfer large amounts of information to long term memory
- 💡 Improve your confidence, ability & intent to remember relevant information using cues that reflect your individual style
- 💡 Enhance your performance by remembering dates, times, facts, figures & faces that will help with study, presentation delivery and decision making
- 💡 Remember more of any type of information regardless of time, context or relevance to your physical surroundings

Indicative Content:

- 💡 Benchmarking Memory Skills
- 💡 Understanding how the brain works
- 💡 Understanding memory & Recall – Key terminology and concepts
- 💡 Key Factors in Improving Memory
- 💡 Memory Techniques
 - Chunking
 - Acronyms & Mnemonics
 - Journey Method
 - Number Shapes
 - Number Rhymes
 - Dominic System
 - Mind Mapping
- 💡 Looking after your brain
- 💡 Memory Skills Test
- 💡 Personal Action Planning

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Managing Effective Meetings – Course Outline

Duration: 1 day

Audience: This is aimed at those who need to make their meetings more effective. The aim of this workshop will be to develop facilitator and communication skills, as well as build confidence.

Learning Outcomes:

- 💡 Selecting the right sort of meeting for the purpose
- 💡 Understanding your role and responsibilities of others
- 💡 Planning and preparation
- 💡 Structure and control meetings without dominating
- 💡 Lead a straightforward item through discussion to decision

Indicative Content:

Meetings Fundamentals

- 💡 Defining a meeting
- 💡 Evaluating the meetings you attend /run
- 💡 Different types of meetings
- 💡 Procedural Control vs Process Control

Planning & Preparation for Meetings

An overview of all the different areas that need planning for a meeting, some of the key areas covered are as follows;

- 💡 Setting objectives/outcomes
- 💡 Agenda
- 💡 Timing
- 💡 Attendees
- 💡 Environment
- 💡 Role assignment

Meetings Facilitation

- 💡 Defining facilitation
- 💡 Meetings behaviours
- 💡 Communication in meetings
- 💡 How to open meetings and build rapport with attendees
- 💡 Facilitation Skills
 - 💡 Listening
 - 💡 Questioning
 - 💡 Note taking
 - 💡 Conflict management
 - 💡 Managing disruptions
- 💡 Key guidelines for excellent meetings facilitation to ensure the facilitator is able to get an idea across manage the discussion and lead this through to getting a decision.

Taking Action

- 💡 The next step – where do you go from here?

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💡 Summary and individual action plans.

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Minute & Note Taking – Course Outline

Duration: 1 day

Audience: Anyone who would like to take minutes and notes and process them in an efficient and professional manner. Suitable for anyone who would like to improve their skill both in minute and note taking and in processing the documents.

Overview: This is a simple but effective course designed to equip participants with the tools and skills to take notes in a meeting and then transform them into accurate and professional minutes that reflect the meeting and its content. The content will be interspersed with a series of practical activities to assist the participants in developing their minute taking skills.

Learning Outcomes:

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

- 💡 Identify different types of meetings
- 💡 Understand the purpose of minutes and notes and what the receiver expects from them
- 💡 Use techniques for ensuring notes and minutes are easily understood
- 💡 Turn notes into a well presented written document including punctuation and spelling
- 💡 Know what to put in and what to leave out

Indicative Content:

- 💡 Minutes & Notes as a Form of Communication
- 💡 Different Communication Styles and their Effectiveness
- 💡 The Role of the Minute Taker
- 💡 The purpose of Minutes & Notes - Formal versus Informal
- 💡 Listening Skills for Minute Takers
- 💡 Developing an Assertive Style to Keep Control of Minutes/Notes
- 💡 Developing Your Minute Taking Toolkit & Skills
- 💡 Turning Notes into Minutes
- 💡 Formats for Writing Minutes
- 💡 Common writing errors and how to avoid them
- 💡 Practical Interactive Note Taking Activity
- 💡 Action Planning

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Networking Skills – Course Outline

Duration: 1 Day

Audience: Anybody who would like to develop a larger network and improve their skills and confidence to go and actively network.

Overview:

Networking is a part of business that many people avoid or fear doing. Whether it's because you don't have the time, you don't see the point, or you simply feel too shy to talk to new people, this course will help you to understand why networking is an important part of business and teach you the key skills to get started.

Networking doesn't need to be a daunting process: with a bit of practice and the right knowledge you can improve your confidence, prepare for a networking event, hold a successful conversation and maintain a mutually beneficial network of connections

Indicative Content

Introduction to Networking

- 💡 What is networking?
- 💡 The aims of networking,
- 💡 Key traits of successful networkers,
- 💡 Common networking pitfalls,
- 💡 How often to network
- 💡 Types of networks.

Preparing to Network

- 💡 Determining your aim
- 💡 Determining who will help you meet your aim
- 💡 Social media
- 💡 Researching events
- 💡 Preparing yourself to network
- 💡 What to wear
- 💡 Overcoming shyness
- 💡 Business cards

Starting, Carrying and Ending a Conversation

- 💡 First impressions
- 💡 Approaching people
- 💡 Introducing yourself
- 💡 The elevator pitch
- 💡 Maintaining a conversation
- 💡 Body language
- 💡 Choosing your words carefully

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- 💡 Asking questions
- 💡 Listening skills
- 💡 How to remember names
- 💡 Leaving a conversation

Following Up Connections

- 💡 Gaining follow up commitment
- 💡 Contact databases
- 💡 How to follow up with connections
- 💡 Maintaining contact
- 💡 Social media
- 💡 Re-approaching connections and removing connections

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Problem Solving & Decision Making – Course Outline

Duration: 2 Days or it can be run in a shortened format in 1 day

Audience: Anybody who would benefit from developing improved problem solving and well thought through decisions in the workplace.

Outcomes

At the end of these sessions participants will be able to:

- 💡 Understand the principles of creative and logical thinking
- 💡 Recognise the benefits of taking a creative and logical thinking approach when applied in today's working environment
- 💡 Apply a range of creative and logical thinking tools and techniques to different types of problems, and recognise how to apply them appropriately in different situations to achieve well-informed decisions
- 💡 Apply a specific problem-solving process that combines both creative and logical thinking tools and techniques
- 💡 Analyse the risks involved in making important decisions

Indicative Content

- 💡 Defining creative / alternative thinking; how it works, its purpose and the benefits of its application in today's fast-changing work environment
- 💡 Defining structured, logical thinking; how it works, its purpose and the benefits of applying it in combination with creative thinking tools and techniques to achieve powerful results
- 💡 Applying the 3 key creative thinking principles to maximise problem-solving opportunities
- 💡 Practising applying a range of problem-solving techniques to different types of problems
- 💡 Combining creative and logical thinking by applying a specific problem-solving process to achieve the benefits of both
- 💡 Using both styles of thinking strategies to ensure sound risk assessment and confident decision-making

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Project Management – Course Outline

Duration: 2 days but a shortened version can be run in 1 day

Audience: Those who are new to project management and those who manage projects but have had no formal instruction in how to manage projects effectively.

Course Overview:

This is a highly practical programme which explores the PRINCE2 principles of Project Management to ensure that all elements of the Project Life Cycle are well considered and planned to ensure projects deliver on time and on budget.

A case study will be used to bring the tools and techniques to life - alternatively if there is a real workplace project that needs planning then this can be used as an alternative to the case study.

Indicative Content

Project Management Overview

- 💡 Definition of a project
- 💡 Fundamental elements of a project
- 💡 Why projects get initiated
- 💡 Stages of a project lifecycle

Key Roles of Project Management

- 💡 Project Sponsor (Roles & Responsibilities)
- 💡 Project Board (Roles & Responsibilities)
- 💡 Project Manager (Roles & Responsibilities)
- 💡 Project Team (Roles & Responsibilities)

Project Documentation

- 💡 Essential documents to effectively manage and control your project

Risk Management for Projects

- 💡 Why we should do it
- 💡 Tools & Techniques for identifying risks
- 💡 Different types of risk
- 💡 Conducting and effective risk analysis

The Project Team

- 💡 Creating and effective project team
- 💡 Ensuring expertise yet remaining flexible
- 💡 Effective decision making for teams

Identifying and Managing Stakeholders

- 💡 Understanding the impact of stakeholders on the success of the project
- Effective stakeholder management techniques

Project Planning

- 💡 Key elements to be included in a project plan
- 💡 Resource planning & allocation
- 💡 Visual Plans
- 💡 Work breakdown structure
- 💡 Milestones & Dependencies

Belt & Braces – RACI

- 💡 Ensuring things don't get forgotten & overlooked

Individual/Group Action Planning

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Recruitment & Selection Interviewing Skills – Course Outline

Duration: 1 Day

Audience: This training will be of great benefit to those who are new to Recruitment and Selection Interviewing and also to those who have had some experience but feel the need to hone their skills again

Overview:

Recruitment and Selection processes are a necessity but they are time consuming, costly and potentially stressful. Interview panellists, as well as having their day jobs to do, feel the added pressure to make a wise choice of candidate from among the 'others'. There's a lot at stake. Our training leads delegates through all of the processes that they need to arrive at that wise choice; one that both the recruiting manager and the candidate will be happy to live with for some time to come; one that brings knowledge, skills and experience relevant to the future needs of the organisation; one that has been arrived at by a legal, fair and transparent means.

It is much too risky to be 'self-taught' and so more and more organisations are investing in our training to give interviewers the thorough grounding they need for recruitment interviewing

Indicative Content

- 💡 Knowing the Legal Framework that recruitment activities must comply with.
Identifying the costs entailed by a recruitment exercise.
- 💡 Understanding the Job Description and Competency Specification
- 💡 Using the JD:CS for short-listing decisions and interview preparation.
- 💡 Preparing, structuring and managing the interview panel and the interview process itself.
- 💡 Making proper provision for interviewees and managing their expectations.
- 💡 Interactive listening skills and awareness of personal communication styles such as body language and its effect on others.
- 💡 Questioning strategies that respect the candidate and avoid the risk of later allegations of illegal bias.
- 💡 Dealing with problematic interview situations.
- 💡 Recording the evidence offered by the candidate at interview.
- 💡 Knowing when and how to end an interview.
- 💡 Making the selection decision.
- 💡 Giving feedback to unsuccessful candidates.
- 💡 Maintaining and preserving the confidential documents that the Law requires.

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Report Writing – Course Outline

Duration: 1 day

Audience: Anybody who writes reports representing your organisation and needs to improve their style and quality of writing professional reports.

Course Overview:

This is a highly practical and interactive programme which applies the principles of Spelling, Punctuation and Grammar to enable participants to write accurate and professional reports on behalf of the organisation. In addition to this the application of guidelines from the Campaign for Real English ensure that any report can be easily understood by the reader. This course injects some energy and fun into what could be a very dry subject. Participants come away with a wealth of knowledge and increased confidence in writing & structuring reports.

Indicative Content:

- 💡 Reports as a form of communication
- 💡 Identifying potential barriers of written communication and their consequences
- 💡 What type of report are you writing – what's its purpose?
- 💡 Considering the Audience before writing anything
- 💡 Different report styles & structures
- 💡 Structuring reports – following the right report protocol
- 💡 Collating and sorting information to go into the report
- 💡 Readability Test – sentences and paragraphs
- 💡 Active versus Passive Writing
- 💡 Being Direct with your Message
- 💡 ABC (ways of being and maintaining Accuracy, Brevity & Clarity)
- 💡 The Power of Punctuation – how to get it right
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Time Management – Course Outline

Duration: 1 day

Audience: Anybody who wishes to improve their time management and personal effectiveness

Overview:

This programme is highly interactive and offers real practical solutions to develop knowledge and understanding of time management and personal effectiveness as required by a practising or potential first line manager

Learning Outcomes

At the end of this session participants will be able to:

- 💡 Understand the real meaning and importance of both efficiency *and* effectiveness when striving to deliver results
- 💡 Recognise their own specific personal strengths and shortcomings in the way they currently manage their time
- 💡 Take control of their time using some key time management tools and make tangible improvements to their ways of working
- 💡 Recognise how poor personal time management affects their own stress levels and other people around them
- 💡 Identify time “stealers” and manage their priorities, and other people, effectively

Indicative Content

- 💡 The key principles of effective time management
- 💡 Defining efficiency and effectiveness, and their relationship to job satisfaction and success
- 💡 Identifying and managing priorities – a practical exercise to identify current efficiency and effectiveness in your job
- 💡 Day to day planning – a practical and flexible approach
- 💡 Identifying and taking control of the typical timewasters
- 💡 Dealing with people assertively when plans are challenged
- 💡 Effective delegation
- 💡 Action Planning

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