



**'See your ambition
become reality'**

Our Workshops

Motivating the team

Managers want teams that are effective, focused and committed to organisational goals. If you have a team like this, just think of the performance and results you could deliver!

It all starts with the Manager - teams only perform like this if their managers are motivating them well.

You need to be able to motivate your team if you want to create a productive work environment. By combining good motivational practices with meaningful work and the setting of performance goals, you can establish the kind of atmosphere and culture that you need to achieve.

This half day programme challenges you to think about yourself and your team, and what you can do to motivate them to help you achieve your goals.

Principles of management

This 6 x 3 hour programme and qualification is designed for new and aspiring junior managers.

Completing this programme will show that you have the skills and knowledge required to deal with management responsibilities and progress your career with confidence.

The short qualification focuses on getting and using information to make effective decisions, communicate with your team and find solutions to problems. The units which will be completed are:

- Responsibilities of a manager
- Objective setting and communicating support to a team.
- Manage self development

Effective communication

Do you have difficulty in getting your message across to your staff? Do staff not listen, do you have to keep going over the same old ground, or do staff seem dis-engaged?

The purpose of this short course is to help participants work smarter rather than harder in order to get the desired results from the team. During this programme, participants will be given:

- An insight into themselves and how they communicate
- An understanding of the differences in people and how this affects communication
- An understanding of personality profiling

Assertiveness

By the end of the session candidates will:

- Define assertiveness and aggressiveness
- Learn their level of assertiveness and aggressiveness
- Identify assertiveness vs aggressiveness
- Understand the ability to work the 'middle ground'
- Manage their feelings around assertiveness
- Develop the ability to say no
- Learn tips on remaining assertive
- Become more burglar-proof
- Create win-win situations



Complaint handling

By the end of this short programme, you will:

- Recognise the skills and qualities needed to handle a complaint
- Appreciate how to engage with customers and build positive rapport
- Maintain control of the conversation while showing empathy
- Establish the customers' needs through positive questioning and listening
- Use emotional intelligence to defuse customers' emotional responses
- Follow the steps required to resolve workplace customer complaints

Business expertise

This one day programme will provide you with an insight into two areas:

Business savvy/sense - In this session, candidates will learn the importance of:

- Having a deeper understanding of business operations and issues
- Being able to make sense out of complexity
- Becoming mindful of the implications of a choice for all the affected parties
- Being decisive
- Remaining flexible to change
- Maximising a professional business persona

Financial literacy - business acumen is more than just numbers. During this session, delegates will understand the importance of:

- Knowing how to make business decisions
- Having financial understanding
- Understanding how actions and behaviour impact finances
- Having the ability to think and act

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Coaching in the workplace

- Introduction to Myers Briggs
- Coaching in the workplace
- The foundations for becoming an effective coach
- Coaching roles, benefits, models and applications
- Communication skills
- Listening, questioning, self-management, relationship building techniques

Performance management

This programme explores in-depth professional supervision, the appraisal system and how they can benefit the working environment. The aim will be to assist participants to recognise positive supervision and development opportunities. Participants will be given the tools to positively challenge staff in relation to how they should develop going forward.

The course will include:

- Principles, scope and purpose of professional staff supervision.
- Workplace policies/procedures and the supervision cycle
- Preparing for 1:1's & setting SMART targets
- Managing conflict in the workplace
- Evaluation models

Emotional Intelligence

Emotional Intelligence:

- What is EI and why is it important?
- How to lead with emotional intelligence
- The language used to develop EI communication
- Explore and examine their current level of EI through exercise and group work
- How to cultivate EI in the workplace

Visit www.people-1st.co.uk
or Call us on **028 9066 9669**
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