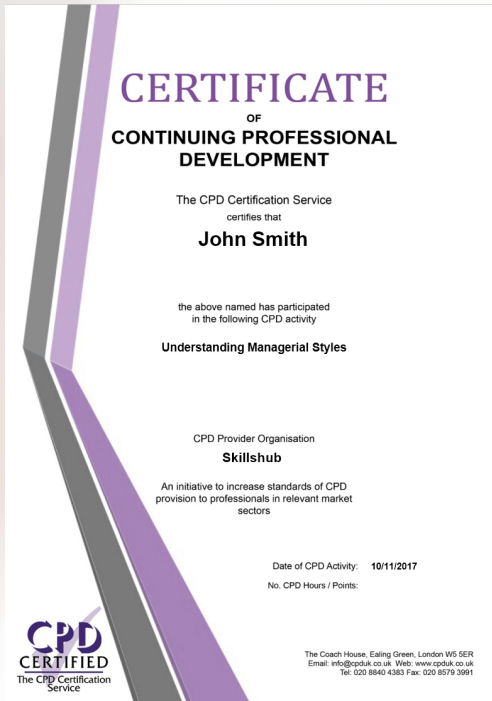




*At A Glance Content Library
Session Titles & Descriptions*

skillshub



What does this mean to you?

All of our digital learning sessions are **CPD certified**.

If the needs be this means that when an employee completes a session they can receive a **CPD certificate** for it.

If your staff need to log **CPD activity** as part of their professional development it is the responsibility of the individual undertaking any CPD activity to evaluate for themselves the learning benefit gained and then to record this in line with the membership or CPD requirements of your professional body or employer organisation.

The session itself and the action taken after the session all counts towards these **CPD hours**.

“Skillshub’s content and platform is of the very highest standard. The CPD Certification Service is proud to support and partner with this innovative and modern approach to learning and development. In our view Skillshub provides an effective solution for today’s time poor workforce which is focused on taking action and implementing learning”

Martin Rowe | Head of Operations | The CPD Certification Service



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Within this document we have listed all of our current sessions.

Some sessions may be included in more than one topic.



Appraisal Skills

- **MLA1: The DNA Of A Successful Appraisal**
Learn the essential qualities of an appraisal that have to be followed to ensure both parties get the most out of the appraisal.
- **MLA2: Preparing For An Appraisal**
Discover the 3 essential steps to ensure that that both your member of staff and yourself are prepared for the appraisal.
- **MLA3: How To Structure The Appraisal Discussion**
Learn how to structure and carry out effective appraisals by splitting it out into 4 main parts.
- **MLA4: How To Appraise Challenging Staff Members**
This session looks at some top tips on how to handle appraisals with staff members who do not want to be appraised
- **MLA5: Following Up On An Appraisal**
Learn how to keep the points discussed in an appraisal top of mind for the appraisee.
- **MLA6: How To Avoid Common Errors In Appraisals**
Discover the typical things that can cause problems during appraisals & some tips to avoid them.

Appraisal Skills Continued

- **MLA7: How To Have Difficult Conversations With Poor Performers**
Having difficult conversations with poor performers can seem like a daunting task. This session will help you stay composed & focused on a positive outcome.
- **MLA8: Why Having Difficult Conversations Can Be Beneficial**
Nobody likes having difficult conversations, however this session will show you how they can benefit you in a variety of ways.
- **MLA9: 60 Seconds – How To Hold An Effective Appraisal**
We know what an appraisal is, but what makes an effective appraisal? Let's find out.

Assertiveness Skills

- **MLAS1: Practical Assertive Techniques**
Basic, empathic, self-disclosure, discrepancy and consequence are all assertion techniques. This session covers how to apply them and advises of the correct time to use them.
- **MLAS2: How To Become More Assertive As A Leader**
This session looks at the traits and characteristics essential to becoming a more assertive as a leader.
- **MLAS3: Using Assertiveness To Deal With Negativity**
Negativity in the workplace can easily grow from one individual to bringing down a full team. This session looks at ways to turn negativity into positivity.
- **MLAS4: How To Say No**
Saying no is never easy. This session looks at three techniques to use when no is the answer, without causing offense or risking upsetting morale.
- **MLAS5: How To Assertively Deal With Aggression**
Dealing with aggression in an assertive way is a vital skill to develop, let's see how you can build your assertiveness in the face of aggressive behaviour.



Assertiveness Skills Continued

- **MLAS6: How To Be Assertive When You Are Shy & Introvert**
For those of us who are shy & introvert, being assertive can feel like unfamiliar territory. In this session, discover how to bring out your assertive side when necessary.
- **MLAS7: How To Be Assertive With Your Boss**
How can you stand your ground with your boss? Here are some tips to show you how.

Building High Performance Teams

- **MLB1: Understanding The Basic Needs of Your Team**
No, it's not Maslow! This time learn Tony Robbins' 6 basic human needs for greater motivation and fulfilment.
- **MLB2: Developing Your Team**
Understand how teams develop, at what stage your team is right now and work out what needs to be done to take it to the next level.
- **MLB3: Dealing With A Team That Is Underachieving**
Managing a team that are underachieving way below their best can be both frustrating and difficult to turn around. Discover ways to steady the ship and move forward.
- **MLB4: Taking A Proactive Approach With Teambuilding**
You can either allow your team to evolve itself or you can take a proactive approach to it's development. Discover 3 key ways of taking control and making it happen.
- **MLB5: Implementing Team Values, Norms & Behaviours**
Learn how to create your own team rules and the values, norms and behaviours that you are going to live by as a team.

Building High Performance Teams Continued

- **MLB6: How To Create A High Performance Team Culture**
Developing the right team culture is essential if you want everyone to perform to the best of their ability. Learn the 7 key steps you need follow to achieve this.
- **MLB7: How To Conduct A Team Self-Evaluation**
Learn how to carry out an exercise with your team to measure how effective they are at working together.
- **MLB8: 60 Seconds - Balancing Task, Team & Individuals - Adair's Leadership Models**
Use Adair's leadership model to work out where your energy and focus should go
- **MLB9: 60 Seconds - Douglas McGregors Theory X & Y**
McGregor stated there are two types of people when it comes to motivation. Find out what they are and what his motivational theory was.
- **MLB10: 60 Seconds - How To Give Your Team Some Vroom For Improvement**
Build your team into a high performance unit by using these tips.



Building High Performance Teams Continued

- **MLB11: 60 Seconds – Maslow’s Hierarchy In The 21st Century**
This session covers what people are motivated by and what their needs are.
- **MLB12: 60 Seconds – Dan Pinks New Model Of Motivation**
Ever heard of Dan Pink? He says there are 3 elements to being motivated.
- **MLB13: 60 Seconds – Herzbergs Motivation Theory**
Learn Herzberg’s motivational theories and approach with this session.
- **MLB14: 60 Seconds – The 5 Dysfunctions Of A Team**
Learn the 5 dysfunctions of a team courtesy of Lencioni and where to focus your attention.
- **MLB15: 60 Seconds – How To Improve Employee Engagement**
Learn how to bring out more enthusiasm & passion from your team members.
- **MLB16: 60 Seconds - Balancing Control & Freedom With Your Team**
Use the Levels Of Delegated Freedom to help balance control & freedom within your team.

Building High Performance Teams Continued

- **MLB17: 60 Seconds - How To Boost Team Morale**
Here are some easy to remember tips to keep your teams morale high.
- **MLB18: 60 Seconds - What Stage Is Your Team At?**
Understand the 4 stages that a developing team will go through.

Change Management Skills

- **MLC1: Understanding The Change Management Process**
Do you struggle to implement change? Discover Kotter’s 8 step process for how to successfully implement change in the right way.
- **MLC2: Dealing With The Impact Of Change**
Change is going to happen so it’s important you know how to deal with its impact. Here are 3 approaches to help you manage your team through change.
- **MLC3: Selling The Need For Change**
Sometimes your teams will resist change. This session covers 10 things that you and your teams will miss out on if you all fail to embrace change.
- **MLC4: Encouraging Engagement During Change**
70% of change fails because of the lack of buy-in from staff. Avoid this statistic by learning how to engage with your team throughout the change process.
- **MLC5: Showing Leadership During Change**
Discover the 5 different roles that you need to fulfil as a leader when change happens within your organisation.



Change Management Skills Continued

- **MLC6: 60 Seconds – Lewin’s Change Management Model**
Utilise Lewin’s change model to implement change or to manage it more effectively.
- **MLC7: 60 Seconds – Lewin’s Force Field Analysis**
Want to analyse a problem or the reasons for or against change? Use this Lewin model.
- **MLC8: 60 Seconds – The Change Curve**
Understand how change occurs and the emotions you face throughout it.
- **MLC9: 60 Seconds – Are Your Staff Resisting Change?**
When going through change, you may find some resistance from team members. Why does this happen? What can you do about it? Find out in this session.

Coaching Skills

- **MLCO1: When To Coach And When To Tell**
Understand when the correct time is to coach and when you need to go into tell mode
- **MLCO2: How To Coach A Perfect 10**
Discover a useful coaching tool to use when your staff don’t say too much or input into coaching sessions
- **MLCO3: Coaching High Performers**
Discover how to improve and coach top performers when they are at the top of their game
- **MLCO4: Coaching Techniques - Example, Effect, Change**
Learn how to use this valuable coaching technique from providing feedback.
- **MLCO5: Using The GROW Coaching Model**
Learn what GROW stands for and how to use the model when coaching others
- **MLCO6: Effective Questioning During Coaching**
Asking effective questions is a key skill of a coach. Learn how to improve yours with this session

Coaching Skills Continued

- **MLCO7: 60 Seconds – What Is Coaching & Are You Doing It?**
Some people think they are coaching when they are not! Do you know if you’re using the coaching style? Find out in this session.
- **MLCO8: 60 Seconds – The GROW Coaching Model**
Learn how to use the GROW coaching model.
- **MLCO9: 60 Seconds – How To Constructively Challenge In A Coaching Session**
Challenging your coachee can allow them to think more strategically, here are some ways to do it.
- **MLCO10: 60 Seconds – Great Coaching Questions To Use At Work**
Can’t think of any constructive questions to ask in a coaching session? Try some of these.



Communication Skills

- **MLCM1: Which Communication Style Do You Use**
When you communicate with someone, your style will depend on the purpose of the conversation, your intention behind it and what results you actually expect. Here we'll look at two styles that will have a big impact on the way you communicate.
- **MLCM2: Communication Technique - Pause, Think, Act**
It's very tempting as a manager to try to prove your expertise in every conversation. This technique will help you to think first before jumping to quick conclusions.
- **MLCM3: Active Listening - How To Really Do It**
Learn a useful acronym R.A.S.E to implement to demonstrate that you are actively listening and taking notice.
- **MLCM4: Are You Using Negative Language Patterns?**
The language that you use with others has a massive impact on the motivations and the reaction that you will get from your staff. Learn how to do it right with this session
- **MLCM5: How Managers Say No Without Crushing Morale**
Learn how to reject ideas and suggestions without devaluing the opinions of others.

Communication Skills Continued

- **MLCM6: How Managers Empower Their Staff Through Open Questions**
Understand the importance of asking open questions instead of closed to improve the engagement of your staff
- **MLCM7: Communication & Influence**
Learn four well-recognised styles of behaviour and how to communicate effectively with each.
- **MLCM8: Influencing Skills**
Understand the differences between persuasion and influencing and how to demonstrate each one effectively.
- **MLCM9: How To Ask For Help In The Right Way**
Discover word for word phrases to use to ask others for help without making it look like you don't know what you're doing.
- **MLCM10: Advanced Communication Skills - Big Picture v Detailed Thinking**
Tap into the way that people think and process information. Learn who needs the detail and who needs an overview.
- **MLCM11: Advanced Communication Skills - Internal & External References**
Understand how people make decisions. Learn which people make decisions by gut instinct and which people need the influence of others and information.

Communication Skills Continued

- **MLCM12: Advanced Communication Skills - Understanding Pain & Pleasure**
Some people are more motivated by avoiding things than actually gaining something positive. Learn how to use this to your advantage.
- **MLCM13: 60 Seconds - ABC's Of Effective Communications**
Make sure that all of your communications are A.B.C. A simple yet effective model to follow.
- **MLCM14: 60 Seconds - How We Are Convinced By Something**
Here's a very useful NLP technique to use. Learn how people become convinced by something.
- **MLCM15: 60 Seconds - Understanding People Towards V Away**
Here's a very useful NLP technique to use. People get what they want by "getting" or "avoiding" - learn how.
- **MLCM16: 60 Seconds - An Introduction To NLP**
Understand what NLP is and how to use it effectively with your communications.
- **MLCM17: 60 Seconds - Understanding People - Do You Match Or Mismatch?**
Here's a very useful NLP technique to use. Match or mismatching information in order to influence.



Communication Skills Continued

- **MLCM18: 60 Seconds – Understanding People - External V Internal Reference**
Here's a very useful NLP technique to use. Learn how people make decisions.
- **MLCM19: 60 Seconds – Understanding People - Where Is Your Attention?**
Here's a very useful NLP technique to use. Learn where and how someone spends their attention to communicate to them more effectively.
- **MLCM20: 60 Seconds – Understanding Representational Systems - VAK**
Understand how others re-present information you give to them in their minds..
- **MLCM21: 60 Seconds – Tips For Improving Active Listening**
Do you really listen? Or do you take it in turns to talk? Here are tips to become a better listener.
- **MLCM22: Why Having Difficult Conversations Can Be Beneficial**
Nobody likes having difficult conversations, however this session will show you how they can benefit you in a variety of ways.

Communication Skills Continued

- **MLCM23: 60 Seconds – How To Plan Out An Effective Communication**
For communication to be effective, it should be planned & prepared for. Here's a simple acronym to help you.
- **MLCM24: Creating Clear Communications**
In this session you will gain an understanding of why words are only a small part of how we communicate.

Delegation Skills

- **MLD1: A Delegation Framework**
Learn about the practical model for planning your delegation attempts and gain some tips on how to use this when delegating
- **MLD2: 7 Ways To Delegate Work**
If you're going to be an effective manager then you need to realise that you can't do all of the work yourself. Learn 7 different ways to delegate work in the right way.
- **MLD3: A Quick Delegation Audit Exercise**
Learn a method on how to analyse what tasks and work you should delegate and which ones you should keep.
- **MLD4: Delegation: Overcoming Resistance**
Discover how to overcome barriers/obstacles so that delegators will delegate and delegates are happy to be delegated to.
- **MLD5: 60 Seconds – The 7 Levels Of Delegation**
Want to know how to delegate the right task to the right person in the right way? This session introduces you to the 7 levels of delegation
- **MLD6: 60 Seconds – Level 1 – Managing Task & Person**
Want to know how to delegate the right task to the right person in the right way? This session covers level 1 of the 7 levels of delegation



Delegation Skills Continued

- **MLD7: 60 Seconds – Level 2 – Confirming Confidence**
Want to know how to delegate the right task to the right person in the right way? This session covers level 2 of the 7 levels of delegation
- **MLD8: 60 Seconds – Level 3 – Their Recommendations**
Want to know how to delegate the right task to the right person in the right way? This session covers level 3 of the 7 levels of delegation
- **MLD9: 60 Seconds – Level 4 – Freedom With Checkpoints**
Want to know how to delegate the right task to the right person in the right way? This session covers level 4 of the 7 levels of delegation
- **MLD10: 60 Seconds – Level 5 – High Autonomy**
Want to know how to delegate the right task to the right person in the right way? This session covers level 5 of the 7 levels of delegation
- **MLD11: 60 Seconds – Level 6 – Checking Results**
Want to know how to delegate the right task to the right person in the right way? This session covers level 6 of the 7 levels of delegation

Delegation Skills Continued

- **MLD12: 60 Seconds – Level 7 – Complete Control**
Want to know how to delegate the right task to the right person in the right way? This session covers level 7 of the 7 levels of delegation
- **MLD13: 60 Seconds – Allocating Tasks – The BALM Method**
Use this BALM method to allocate tasks to the right person with the right skills
- **MLD14: 60 Seconds – Do You Delegate Effectively**
Do you delegate any of your workload? Here are some tips to keep in mind to ensure you delegation is done effectively.
- **MLD15: 60 Seconds – How To Check In To Ensure Progress Is Made**
Learn some simple methods to ensure you can check in on your team member without

Effective Meetings

- **MLE1: The DNA Of A Successful Meeting**
Discover 4 mission critical steps to follow to ensure that your meetings are a success.
- **MLE2: How To Run MAGIC Meetings**
Use the acronym MAGIC to reduce the agony that you have when running a meeting. Follow this model to guarantee your success.
- **MLE3: How To Make Your Meetings More Effective**
Don't waste your time running pointless meetings. Instead, learn how to ensure that your meetings have a purpose and intended result with this session.
- **MLE4: How To Keep People On Task During Meetings**
Learn how to keep your meetings focused without going off on a tangent and if they do, how to bring them back on track.
- **MLE5: 60 Seconds – Running More Productive Meetings**
Are your meetings productive or a complete waste of time? Learn some techniques to make sure they are focused and result in action.



Effective Meetings Continued

- **MLE6 - How To Deal With Disruptive People In Meetings**
Disruptive people in meetings can be tough to deal with. Here are some methods that can help you deal with them respectfully & effectively.
- **MLE7 - Using The 6 Thinking Hats In A Meeting**
Use this simple technique to help you & your team get more out of your meetings.

Emotional Intelligence

- **MLEI1: Emotional Intelligence**
Discover what Emotional Intelligence is and why it's on so many business agenda's today.
- **MLEI2: What Is Emotional Intelligence?**
You've probably heard of IQ, but what about EQ? Learn an introduction to emotional intelligence and what it consists of.
- **MLEI3: Emotional Intelligence - Improving Your Social Skills**
As a manager, it's essential that you are regularly seen to be mixing with your team and as someone who is a generally social person. Learn how to achieve that within this session.
- **MLEI4: Emotional Intelligence - Improving Your Self-Motivation**
Self-motivated managers will have the highest possible standards when it comes to their work and will have goals in place that are ambitious. Learn how to improve in this area with this session.
- **MLEI5: Emotional Intelligence - Improving Your Self-Awareness**
Learn how to improve your self-awareness, so you will know how your emotions and the actions that stem from this affect your colleagues in the workplace.

Emotional Intelligence Continued

- **MLEI6: Emotional Intelligence - Improving Your Self Control**
Learn some methods on how to improve your self-control which involves regulating your own behaviour, the ability to resist certain emotions or temptations in the moment.
- **MLEI7: Emotional Intelligence - Improving Your Empathy**
Empathy is the ability to understand and share the feelings of others. Learn how to do it in this session.
- **MLEI8: 7 Ways To Improve Your Emotional Intelligence**
How emotionally intelligent are you? Discover 7 ways to improve the way you manage your own emotions and the emotions of others.
- **MLEI9: 60 Seconds - An Introduction To Emotional Intelligence**
How emotionally intelligent are you? Discover Understand what emotional intelligence is and how improving it can really help you.
- **MLEI10: 60 Seconds - How To Improve Your Empathy**
Improve your emotional intelligence. Here we look at how to improve your empathy.



Emotional Intelligence Continued

- **MLEI11: 60 Seconds – How To Improve Your Self-Awareness**
Improve your emotional intelligence. Here we look at how to improve your self awareness.
- **MLEI12: 60 Seconds – How To Improve Your Self-Control**
Improve your emotional intelligence. Here we look at how to improve your self control.
- **MLEI13: 60 Seconds – How To Improve Your Self-Motivation**
Improve your emotional intelligence. Here we look at how to improve your self motivation.
- **MLEI14: 60 Seconds – How To Improve Your Social Skills**
Improve your emotional intelligence. Here we look at how to improve your social skills.

Feedback Skills

- **MLF1: The Principles of Great Feedback**
What does it take to give feedback that is useful? Within this session you will cover the key factors you need to think of when giving feedback.
- **MLF2: Techniques To Use When Giving Feedback**
Within this session are different techniques that you can use to give feedback that is empowering and helpful.
- **MLF3: How People Feel When They Receive Feedback**
How do you feel when you receive feedback? In this session we go through the emotional rollercoaster of what emotions you go through.
- **MLF4: Giving Constructive Feedback**
Feedback should be constructive and helpful so the recipient leaves motivated. Find out how to achieve this in this session.
- **MLF5: Giving & Receiving Feedback**
How can you give feedback in the right way? And what does the recipient think when you do? Find out with this session.
- **MLF6: Delivering Negative Feedback**
We all have to give negative feedback from time to time. This session shows you the correct way to structure your conversation.

Handling Difficult Conversations

- **MLH1: Preparing For A Difficult Conversation**
Learn what you need to do so your conversations are well planned and that you are prepared to deliver the difficult message.
- **MLH2: How To Hold A Difficult Conversation**
Discover a four step process to use when holding a difficult conversation so you get your point across and feel comfortable with it at the same time.
- **MLH3: How To Handle Difficult People**
Learn an overall approach on how to deal with difficult people in any situation.
- **MLH4: How To Give Bad News In The Right Way**
No need to brush bad news under the carpet. With this technique you will learn exactly how to do it in the right way.
- **MLH5: How To Close A Difficult Conversation**
Learn why you need to really focus on the closing of your conversation to keep the relationship healthy going forwards.
- **MLH6: How To Assertively Deal With Aggression**
Dealing with aggression in an assertive way is a vital skill to develop, let's see how you can build your assertiveness in the face of aggressive behaviour.



Handling Difficult Conversations Continued

- **MLH7: How To Have Difficult Conversations With Poor Performers**
Having difficult conversations with poor performers can seem like a daunting task. This sessions will help you stay composed & focused on a positive outcome.
- **MLH8: Why Having Difficult Conversations Can Be Beneficial**
Nobody likes having difficult conversations, however this session will show you how they can benefit you in a variety of ways.

Leadership & Management Skills

- **MLL1: Leadership vs Management**
Discover the differences between leadership and management. What are you doing more of? Find out in this session.
- **MLL2: Understanding Managerial Styles**
Learn the six different types of managerial styles and what they mean to your team. Which one do you think you are?
- **MLL3: How Managers Build Trust Within Their Team**
Trust is imperative for any type of professional relationship to be productive. Discover how to build this within your own teams.
- **MLL4: Using Adair's Action Centred Leadership Model**
Learn how to achieve the task, build your team and motivate and develop the individual with Adair's model.
- **MLL5: Balancing Task, Team & Individuals - Adair's Leadership Models**
Use Adair's leadership model to work out where your energy and focus should go.
- **MLL6: 60 Seconds - Douglas McGregor's Theory X & Y**
McGregor stated there are two types of people when it comes to motivation. Find out what they are and what his motivational theory was

Leadership & Management Skills Continued

- **MLL7: 60 Seconds - Vroom For Improvement**
Build your team into a high performance unit by using these tips
- **MLL8: 60 Seconds - Maslow's Hierarchy - 21st Century**
This session covers what people are motivated by and what their needs are
- **MLL9: 60 Seconds - Dan Pinks New Model Of Motivation**
Ever heard of Dan Pink? He says there are 3 elements to being motivated. Find out what they are
- **MLL10: 60 Seconds - Herzberg's Motivation Theory**
Learn Herzberg's motivational theories and approach with this session
- **MLL11: 60 Seconds - The 5 Dysfunctions Of A Team**
Learn the 5 dysfunctions of a team courtesy of Lencioni and where to focus your attention
- **MLL12: 60 Seconds - Seven Habits Of Highly Effective People**
In this session you will learn the 7 things that make a person truly effective.



Leadership & Management Skills Continued

- **MLL13: 60 Seconds – How To Manage Former Peers**
Managing former peers can be a strange situation for many people. Keep these tips in mind to make it easier for you.
- **MLL14: 60 Seconds – Leadership Vs Management**
Managing & leading are two very different techniques. In this session you'll get an understanding of when you should use one over the other.
- **MLL15: 60 Seconds – Managing Absence In The Right Way**
Keep these points in mind when managing any form of absence.

Managing Conflict

- **MLM1: Identifying And Dealing With A Blame Culture**
It's important as a manager that you know how to identify a blame culture so it is nipped in the bud straight away and eradicated for good. Discover how with this session.
- **MLM2: The 5 Options Of Conflict Resolution**
Faced with a conflict situation there are five ways to deal with it. Using the Thomas-Kilmann model learn what they are and how productive each one is.
- **MLM3: Key Skills Required When Handling Conflict**
Do you have skills needed to handle conflict in the right way? Find out what those key skills are and why they are so important.
- **MLM4: Resolving Conflict Situations - Part 1**
Learn specific techniques on how to resolve conflict at work and at the same time retain strong relationships with those people. Part 1 of 2.
- **MLM5: Resolving Conflict Situations - Part 2**
Learn specific techniques on how to resolve conflict at work and at the same time retain strong relationships with those people. Part 2 of 2.

Managing Conflict Continued

- **MLM6: 5 Responses To Conflict**
In this session, learn 5 different options you can use when responding to a conflict situation.



Negotiation Skills

- **MLN1: Negotiating Styles**
This session identifies the 5 different negotiating styles, all you have to do is choose which one to use depending on your situation.
- **MLN2: Preparing To Negotiate**
How can you establish your objectives, plan your strategy, identify your upper and lower limits, know your WAP and your BATNA?
- **MLN3: How To Renegotiate Deadlines**
Do you have the skills to be able to renegotiate deadlines with your boss? Find out the best way to approach negotiating and put them into practice.
- **MLN4: How To Negotiate More Effectively**
Learn how to use negotiation techniques effectively in both your work and personal life too.

Performance Management Skills

- **MLP1: Managing Performance**
Learn about the performance management process and what is involved to deliver a high level of performance for each of your team members.
- **MLP2: Getting Action From Your One To One Meetings**
Make sure that your one to one meetings with your staff do not just fizzle out. Learn an approach to ensure that they end in the right way focused on action!
- **MLP3: How To Motivate Members Of Your Team**
One of the biggest challenges a manager faces is keeping their team motivated. Take a closer look at some theories of motivation and how they can be applied to your team.
- **MLP4: Tackling Poor Performance**
For many managers it can be an awkward experience dealing with a member of staff who is performing poorly. Use the AUCCC model to make it a lot easier for you.
- **MLP5: The Performance Management Chat**
There are many difficult conversations a manager will have, and one of those is the "performance management chat" Use the SCOPE model to give the conversation a structure.

Performance Management Skills Continued

- **MLP6: How To Run An Effective One To One Meeting**
Do you hold weekly, monthly or quarterly one to one meetings with your direct reports? You may not even hold them at all! Here are some tips on how to run them more effectively.
- **MLP7: How To Manage People Older Than Yourself**
Sometimes managing people with a lot more experience than you can be quite daunting at times. You might be the new person or indeed your team might be twice as old as you are. Here are some tips on how to command respect and at the same time get them onside.
- **MLP8: How To Handle Poor Performing Employees**
A poor-performing employee can bring down the whole morale of your department. Discover how to analyse what is going on and how to deal with it.
- **MLP9: How To Gain Commitment From Your Staff**
Here's a simple model that provides freedom and motivation for team members to achieve the goals that will drive performance.



Performance Management Skills Continued

- **MLP10: How To Deal With Consistent Lateness**
Is there a member of your team that's consistently late, even if it's just a couple of minutes each day? Learn how to handle this situation in the right way.
- **MLP11: 60 Seconds – The Poor Performance Chat**
Want to analyse a problem or the reasons for or against change? Use this Lewin model.
- **MLP12: 60 Seconds – The First Step Into Tackling Performance**
Got a poor performer? Here's what you should do next...

Personal Skills

- **MLPS1: Defining & Modelling Excellence**
We all want our team to be excellent right? But what does excellence look like? This session will help you to define what that is.
- **MLPS2: How Managers Can Build Their Self-Confidence**
Do you come across as a confident leader? Learn how to build your self-confidence so you project a confident outer image to your staff.
- **MLPS3: How Managers Fight Procrastination**
Procrastination is the enemy of productivity. Discover how to be proactive and get stuff done with the help of this session.
- **MLPS4: 60 Seconds – Managing Your State Through Focus, Body Language & Words**
Manage your focus, your body language and the words you use to manage your state.
- **MLPS5: How To Assertively Deal With Aggression**
Dealing with aggression in an assertive way is a vital skill to develop, let's see how you can build your assertiveness in the face of aggressive behaviour.
- **MLPS6: How To Be Assertive When Your Are Shy & Introvert**
How can you stand your ground with your boss? Here are some tips to show you how.

Personal Skills Continued

- **MLPS7: How To Be Assertive With Your Boss**
How can you stand your ground with your boss? Here are some tips to show you how.
- **MLPS8: 60 Seconds – Action Priority Matrix**
Here's a useful tool to help you prioritise your time & tasks.
- **MLPS9: 60 Seconds – Are Your Goals SMART?**
Setting & keeping track of your goals can be difficult, but by making them SMART, you can do it with ease. Let's find out what a SMART goal is.
- **MLPS10: 60 Seconds – How To Manage Those Emails**
Learn how to keep control of your emails, rather than them controlling you.
- **MLPS11: 60 Seconds – Seven Habits Of Highly Effective People**
In this session you will learn the 7 things that make a person truly effective.



Presentation Skills

- **MLPR1: Planning A Presentation**
Discover how to use the essential planning questions why, who, what and how to ensure your presentation is relevant and concise!
- **MLPR2: Structuring Your Presentation**
Learn the best practice for creating an effective structure, includes the INTRO, main body, conclusion, primacy and recency, signposting, and use of language.
- **MLPR3: Overcoming Your Presentation Nerves**
You know your content but nerves always seem to get the better of you when presenting to your team or peers. Use the tips provided to help improve your presenting confidence.
- **MLPR4: Overcoming Your Presentation Fears**
Public speaking isn't natural for everyone and can be a nerve racking time. This session will help you with overcoming your presentation nerves.

Problem Solving & Innovation

- **MLPI1: Effective Problem Solving - Asking The 5 Whys**
Discover how to use the "5 Why" approach to solve problems or how to analyse a specific situation.
- **MLPI2: How To Run A Brainstorming Session**
Learn how to run a session where you and your team need to come up with some ideas and suggestions.
- **MLPI3: Thinking Styles - Hermann's Whole Brain Modelling**
Do you find it difficult to think in a different way. Discover four different types of thinking and how to use them for problem solving.
- **MLPI4: Creative Thinking - De Bono's 6 Thinking Hats**
Learn how to see a problem from a different perspective with this session - 6 different perspectives in fact!
- **MLPI5: 60 Seconds - Kurt Lewin's Force Field Analysis**
Want to analyse a problem or the reasons for or against change? Use this Lewin model.
- **MLPI6: 60 Seconds - Using DeBono's 6 Thinking Hats**
Solve problems and be more creative by using DeBono's 6 thinking hats approach.

Problem Solving & Innovation

- **MLPI7: 60 Seconds - Applying Root-Cause Analysis To Solve Problems**
Learn this useful technique so you can get to the root of any problem quickly & effectively.
- **MLPI8: 60 Seconds - Running Action Learning Sets To Solve Problems**
Help your team create ideas & solutions to current problems by understanding how to run an action learning set.



Process Improvement

- **MLI1: Cycle Of Continuous Improvement**
Look at how you can use the cycle of continuous improvement during implementing or adjusting your daily and department processes.
- **MLI2: How To Review Your Current Processes**
Processes are the backbone of every organisation. So how do you review your processes to see how effective they are? Find out more during this session.
- **MLI3: Planning & Implementing Improvements To Your Processes**
Are the processes that your organisation currently has in place working? Where do you begin when planning to make improvements?
- **MLI4: Reducing Waste In The Process**
Learn the TIMWOOD model and how you can use this effectively to remove waste from the system or process.
- **MLI5: 60 Seconds – The Deming Cycle**
Learn how to implement and use the Plan, Do, Check, Act model to get things done.
- **MLI6: 60 Seconds – Using Brainstorming To Create Ideas**
Want to generate some ideas? Learn how to brainstorm with this session.

Process Improvement Continued

- **MLI7: 60 Seconds – Getting Into The Zone With The Flow Model**
How do you know when you're in "the zone". Find out how with the help of this session.
- **MLI8: 60 Seconds – Urgent v Important Tasks**
Learn how to take charge of your time using Covey's Urgency & Importance grid.

Storytelling For Business

- **MLS1: The DNA Of A Successful Story**
Discover a structure to follow so you can tell engaging stories.
- **MLS2: Why Tell Stories - What's The Pay Off**
So why should you learn this key skill? Find out why storyling is an essential modern day business skill
- **MLS3: Connecting And Engaging With The Audience When Telling Stories**
Great story tellers are able to capture the attention of their audience. Find out how to achieve this with this session.



Stress Management

- **MLSM1: Recognising & Dealing With Stress**
Stresses of the job can sometimes be overpowering. How can you as a manager recognise when stress is occurring and deal with the situation effectively with your team?
- **MLSM2: Defining Stress & its Effects**
What exactly is stress and its causes? What happens to people when they're stressed? This session identifies the difference between healthy and harmful stress.
- **MLSM3: Managing Your Own Stress Levels: Accepting What You Cannot Change**
Some sources of stress are unfortunately unavoidable. So how do we learn to accept things as they are and cope with stress?
- **MLSM4: Managing Your Own Stress Levels: Adapting To The Stressful Situation**
This session looks at how to change yourself when you can't change the stressful situation.
- **MLSM5: Managing Your Own Stress Levels: Altering the Situation**
If the stressful situation is unavoidable, how can we alter it? This session highlights achievable elements that can help any individual when faced with stress.

Stress Management Continued

- **MLSM6: Managing Your Own Stress Levels: Avoiding Unnecessary Stress**
When asked to name their worst fear, public speaking has consistently been in the number one position – beating death into second place! Learn how to overcome your fears in this session.
- **MLSM7: Managing Your Own Stress Levels: Coping Networks**
Procrastination is the enemy of productivity. Discover how to be proactive and get stuff done with the help of this session.
- **MLSM8: Personality Types & Stress**
Learn how to run a session where you and your team need to come up with some ideas and suggestions.

Time Management Skills

- **MLT1: Effective Time Management**
Knowing which task to focus on at a particular time can help you manage time effectively. So how do you do this? This session looks at the four areas to help maximize time.
- **MLT2: Time Stealers - How Do We Identify Them?**
So you need to run projects but it's not your "day job". Learn how to set up and construct a project with the help of this session.
- **MLT3: Left Brain & Right Brain Thinking**
How can we use our brains to time manage efficiently? This session looks at the impact of left and right brain thinking, and how to improve it.
- **MLT4: Setting Effective Goals**
You've identified that something could be done better. Just how can you plan out and implement the change. Discover how with this session.
- **MLT5: 60 Seconds – Allocating Tasks – The BALM Method**
Use this BALM method to allocate tasks to the right person with the right skills.
- **MLT6: 60 Seconds – How To Use A Time Log To Get More Done**
Understand where you are spending your time in order to improve your time management.



Cold Calling & Prospecting

- **SECA1: Pre Call Planning & Objective Setting**
If you fail to plan you're planning to fail. Make sure your calling sessions have focus and laser like objectives before you pick up the phone.
- **SECA2: Cold Calling - How to Open Your Call**
If you don't open your calls in the right way you'll never get to the close. Learn an unknown technique to grab the attention of the recipient straight away.
- **SECA3: How To Identify A Gatekeeper Screen**
Are your calls being screened? Are they always in "A meeting?" Learn how to identify excuses and real reasons within this session.
- **SECA4: How To Get Through A Gatekeeper Screen**
Are your calls being screened? Are they always in "A meeting?" Learn how to identify excuses and real reasons within this session.
- **SECA5: 6 Phrases To Avoid When Speaking With The Decision Maker**
There are certain phrases that are a real turn off for a decision maker. Learn what the main ones are with this session.
- **SECA6: How To Sell An Appointment**
Learn the key factors you need to take into consideration when setting up appointments over the telephone.

Cold Calling & Prospecting Continued

- **SECA7: On Your Way To The Telephone**
What planning and preparation do you need to do before you pick up the phone to make your calls? Discover the essentials within this session.
- **SECA8: Qualifying Decision Makers**
Not all decision makers are created equal! You need to ensure they have the authority, the need and the money. Learn how to qualify in the right way.
- **SECA9: Make Your Sales Scripts Sound Unrehearsed**
You don't want to sound like a robot especially if you are saying the same things over and over again. Learn how to sound unrehearsed even though you're working to a script.
- **SECA10: 3 Powerful Tips For Setting Appointments On The Telephone**
You don't sell your product you sell the appointment. Learn exactly how to do this within this session.
- **SECA11: 4 Quick Tips On Gaining More Referrals Than You Can Handle**
You don't sell your product you sell the appointment. Learn exactly how to do this within this session.
- **SECA12: 5 Prospecting Mistakes to Avoid**
A lot of tips focus on what to do, these five tips focus on what to avoid to ensure you have more success when prospecting. Are you already making any of these mistakes?

Cold Calling & Prospecting Continued

- **SECA13: 3 Useful Hints For Leaving Your Prospect A Voicemail**
Want to get more of your VM's returned? Here are three "Must have" tips to get those decision makers to call you back.
- **SECA14: How To Cement Your Appointments In Stone**
How do you ensure that the appointments that you set take place? The answer? You use the CEMENT model to make sure they happen.
- **SECA15: How To Close A Direct Sale**
Learn how to sell a product directly over the phone. It takes a different kind of approach than anything else.
- **SECA16: How to Get Your Voicemails Returned**
You get through to the decision maker but it goes to their voicemail. Learn what to say and how to say it so they return your call.
- **SECA17: How To Overcome Objections**
"Call me later" "We're not interested" "We use someone else" - Discover what to say and how to say it to overcome the resistance you face.
- **SECA18: Keeping Your Pipeline Full**
The number and quality of your prospects in your pipeline will be a big factor in your success. Learn how to do this within this session.



Cold Calling & Prospecting Continued

- **SECA19: Prospecting - Keeping In Touch Without Stalking**
Just how often should you communicate with your prospects and clients? You don't want to bug them but then again you want to always be in their thoughts.
- **SECA20: Prospecting - Why You Should Lose "Touching Base"**
A lot of sales professionals use "Touching Base" when they contact decision makers who don't return calls. Here's why you shouldn't use this term.
- **SECA21: We're Happy With Our Current Supplier... What Now**
Exactly what do you say next? It's not a time to say thanks and put the phone down. You can turn it around with these phrases and statements to use.
- **SECA22: Successful Follow Up Calls**
You need to follow up with prospects, quotes or proposals. Exactly what are the best practices for this? Discover some useful techniques in this session.

Consultative Selling Skills

- **SES1: Consultative Selling Skills - Why Use This Approach?**
The days of "show up and throw up" are over. Today's modern day buyer wants a good listening to rather than a good talking to.
- **SES2: Consultative Selling Skills - The PULSE Model**
Learn how to structure your sales interactions by using the PULSE consultative selling model.
- **SES3: Consultative Selling PULSE Model - Position**
Start your sales interactions off on the right foot by positioning the meeting, your company, your products/service and yourself in the right way.
- **SES4: Consultative Selling PULSE Model - Understand**
Learn how to fully understand your prospect/clients needs and requirements by asking quality, thought provoking questions.
- **SES5: Consultative Selling PULSE Model - Leverage**
Discover how to build pain and pleasure statements to create the urgency and need to act now.

Consultative Selling Skills Continued

- **SES6: Consultative Selling PULSE Model - Solution**
Learn how to persuasively present your product/solution in the right way relating them back to the decision makers needs and requirements.
- **SES7: Consultative Selling PULSE Model - Evolve**
Discover how to move the sale forward. Whether that be another meeting or for the close. Learn what to say and how to say it.
- **SES8: Consultative Selling Reminders**
This session covers some all-round basic consultative selling best practices to keep you focused when selling in this way.



Gaining An Unfair Advantage

- SEG1: 10 Customer Wants In Addition To Lowest Price**
 Is the price the only factor when making a decision? Here are ten other customer wants you need to think of when selling to them. Make sure you include them.
- SEG2: From Sales Person To Trusted Advisor**
 The holy grail for a sales person is when you are referred to as a trusted advisor. Learn how to attain this accolade and what it takes to become one.
- SEG3: How To Remove Existing Supplier Relationships**
 Another company has your dream client. Just how can you take their place when they have an existing relationship in place? Learn exactly how with this session.
- SEG4: How To Bash The Competition Without Bashing Them**
 You never want to bad mouth a competitor as it looks unprofessional. However, you can make the competition look inferior and sub-standard to your company if you know what to say!
- SEG5: How To Remove Your Competitors From The Equation**
 It's down to you and two other companies for the business. Just how can you remove your competitors from the decision making process? Learn how.

Gaining An Unfair Advantage Continued

- SEG6: Keeping Your Prospects Warm During The Sales Cycle**
 You're in the middle of a long sales cycle. You don't want to bug your prospect for an update every five minutes. Discover how to keep them warm without being a pest.
- SEG7: Understanding Your Numbers For Accelerated Results**
 Do you analyse your sales figures in great depth? Within this session you will learn how to do it in the right way so you will continue to improve.
- SEG8: Speed Wins**
 You will win some deals on that alone!

Handling Objections Skills

- SEH1: Handling Objections - "That Costs Too much"**
 We're always faced with price objections. Learn exactly the phrase to use when responding to this objection.
- SEH2: Handling Objections - Price Objection Or Price Shock**
 If your prospect gasps in disbelief when you reveal the price then you've basically got to start your sales interaction again. Learn why.
- SEH3: Handling Objections - There Are Only Two Types**
 You will receive all types of excuses but when all is said and done they can all be categorised into 2 types. Learn what they are and why.
- SEH4: When to Walk Away From Price Only Customers**
 Price only customers will drain your time, resources and motivation. Discover why at times you really need to fire them and not move ahead with the deal.



Negotiation Skills

- **SENS1: 5 Stages For A Successful Negotiation**
Depending on what you sell these stages could last anything between 5 minutes, 5 weeks, 5 months or even longer but the same principles will apply.
- **SENS2: Negotiation - A Vital Skill**
Closing the deal is one thing, but is it a good deal where your company makes enough margin? Learn why it's essential that you're a great negotiator.
- **SENS3: Negotiation - Bargaining For Outcomes**
The process of bargaining is when you and your prospect give and take. Discover the three key principles to do this in the right way without losing your shirt!
- **SENS4: Different Negotiation Styles**
Your prospects will have different personalities and different ways in which they negotiate. Learn the most common five negotiation styles and how to handle each one.
- **SENS5: Improving Your Negotiation Skills**
Discover a quick negotiation skills tactic to use. Know your LIMITS i.e what you would like LIKE, INTEND and MUST get out of the deal.

Negotiation Skills Continued

- **SENS6: Planning & Preparation**
Within a negotiation a lot of your success will be determined on how well you are prepared. Learn what to prepare and plan with this session.
- **SENS7: Managing The Discussion**
Find out what each party wants from the deal. Learn 3 specific objectives for this stage and example phrases to use.
- **SENS8: Proposing Solutions**
You will have completed your fact find and unearthed the needs of your customer, now is the time to make some proposed solutions and suggestions to move the negotiation forward.
- **SENS9: Summarising & Reaching An Agreement**
The end is in sight and it's time to get the deal over the line. Just how can you accomplish this? This session will tell you exactly how to achieve this.
- **SENS10: The 4 Possible Outcomes**
Do you understand what the 4 outcomes of a deal are? They each have pros and cons for you and your prospect. Learn what they are and what to strive for.

Planning & Mindset

- **SEPM1: What Is Your Sales Style?**
People talk about how to handle different types of buyer personalities. However, over the years sales people also have also developed some distinctive selling styles as well. Which one are you?
- **SEPM2: The Sales Mindset**
Are you mentally prepared to make the sale? Learn what it takes and what you need to do.
- **SEPM3: Successful Sales Habits**
How can you develop certain sales habits that result in your success becoming almost inevitable? Discover three simple habits that will make a massive difference to your sales.
- **SEPM4: Getting Organised**
Work smarter not harder! Work out what activities to focus on and which to avoid so you make the most of your selling day.
- **SEPM5: Know Your Stuff**
Without expert knowledge, you simply can't compete in today's marketplace. Discover the four main areas you need to have more knowledge in than anyone else.
- **SEPM6: Manage Your State**
Learn how management those negative thoughts that pp into your mind from time to time. It's time to manage your state rather than getting into a right state!



Planning & Mindset Continued

- **SEPM7: Changing Your Mindset & Approach Part 1**
No matter what you do in sales you need to develop the right mind-set to give yourself the best chance of success. Discover how within this session.
- **SEPM8: Changing Your Mindset & Approach Part 2**
No matter what you do in sales you need to develop the right mind-set to give yourself the best chance of success. Here's part 2 of this mini-series.
- **SEPM9: Mentally Preparing For The Sale**
Before a sales interaction you must be prepared and you must also make certain that your mind-set is in proper order as well. Learn how within this session.
- **SEPM10: Planning & Preparing For A Sales Meeting Part 1**
Many sales people fall down because they don't do enough planning and preparation. Instead, they just wing it. Learn three main areas in which to prepare.
- **SEPM11: Planning & Preparing For A Sales Meeting Part 2**
Many sales people fall down because they don't do enough planning and preparation. Instead, they just wing it. Learn three main areas in which to prepare.

Planning & Mindset Continued

- **SEPM12: The Pull Don't Push Attitude**
Learn why you need to pull out the problems of your prospects rather than just pushing benefits to them. Learn a method on how to ask the right questions to enable this.
- **SEPM13: Understanding The DNA of Sales**
The world of selling has changed, have you? Learn the five main reasons why today's modern buyer is a lot more savvy than ever before.
- **SEPM14: Understanding The Science of Your Selling**
Do you understand the numbers associated with your selling? Closing ratios, average deal size etc Discover what you need to know and why it is so important.
- **SEPM15: What It Takes To Be A Modern Day Sales Professional**
Are you someone who works in sales or are you a sales professional? Discover the difference between the two and what you need to do to become a true expert.
- **SEPM16: Overcome The Fear of Rejection**
A sales person with a fear of rejection is like a lifeguard with a fear of water. It is a serious problem. Discover how to get over this mental block.

Planning & Mindset Continued

- **SEPM17: 3 Ways On Gaining More Info Without Asking A Single Question**
Learn how to get the prospect to open up without it appearing to be an interrogation, here are three things you can do to achieve this.
- **SEPM18: Common Reasons Why Sales People Fail**
Learn the top 5 reasons why sales people fail. You'll want to avoid these common pitfalls like the plague.



Sales Interactions

- **SESI1: 10 Tips To Improve Your Listening Skills**

A true sales professional uses a consultative style with their prospects and clients. To achieve this you need to be an excellent listener. Find out how with this session.

- **SESI2: Asking Questions**

Your questions, whether open or closed, need to accomplish one of two things. Discover what they and examples for each.

- **SESI3: Dont Talk About Your Solutions Too Early On**

Learn when the right time is to reveal your solutions. Talk about them too early on and you'll lose the deal. There is an optimum time. Learn when with this session.

- **SESI4: Helping People To Buy**

Prospects and clients hate to be "sold" Instead they want to be in control and feel that they "made a purchase" rather than had it sold to them. Discover how to facilitate this.

- **SESI5: How To Front Load Objections**

You know objections are coming! So by frontloading them into your interactions you can cover them off up-stream and be in control of things. Learn exactly how.

Sales Interactions Continued

- **SESI6: How To Respond To Why Should I Buy From You**

Do you fall into the trap of going straight into your features and benefits? If you do, you're missing a trick. Learn how to answer this question properly with this session.

- **SESI7: How To Reduce Your price**

Offering a discount is a delicate issue and you should only use it as a last resort. However, when necessary, follow these three key steps to do it in the right way.

- **SESI8: How To Give Discounts Without Losing Your Shirt**

Learn how to give a discount without losing lots of margin. There is a correct way to do it and the wrong way!

- **SESI9: Listening Mistakes Sales People Make**

Sales people do not listen enough. At times they are too busy thinking what they are going to say next that they miss out on vital information that can actually help them.

- **SESI10: Preparing Your Small Talk**

Some call it "small talk". Others refer to it as the "warm up". Either way learn three essentials ways to prepare for your small talk and actually phrases to use.

Sales Interactions Continued

- **SESI11: The Top Questions To Uncover Needs, Wants & Pain**

You need to really understand the requirements of your prospect before you can position your products and services to help them. Learn how to do this with this session.

- **SESI12: Use This Word When Revealing The Price**

Learn how to condition the prospect in a positive way before mentioning the price and you'll see the acceptance of the value increase in their mind.

- **SESI13: Using Email During The Sales Cycle**

A lot of sales processes include some kind of email correspondence between buyer and seller. Discover how to do this successfully and the main issues you will face with this.

- **SESI14: Using Emotion & Logic To Influence Part 1**

Your buyers will make their purchasing decision based on emotion and will back their decision up with logic. Learn how to facilitate this within this session.

- **SESI15: Using Emotion and logic to influence Part 2**

Your buyers will make their purchasing decision based on emotion and will back their decision up with logic. Learn how to facilitate this within this session.



Sales Interactions Continued

- **SESI16: Keeping Control When The Customer Says Yes**
You've finally closed the deal and you want to jump from the rooftops. However you need to maintain your control in front of your new client. Learn why you need to do this and how.
- **SESI17: How To Respond When The Prospect Asks For A Discount**
What do you immediately say when someone asks for a discount? Do you immediately knock the price down? Discover how to respond and what to say.
- **SESI18: Ditch The Pitch Approach**
Prospects dislike the sales person who talks forever about themselves, their company and their products and services. It's time to ditch the pitch. Here's why and how.
- **SESI19: Closing - How To Move The Sale Forward**
Learn three ways to help you with the transition from your interaction to asking for the business. Word for word phrases to use.
- **SESI20: 7 Steps To Build And Maintain Connections**
Learn how to build, develop and maintain lasting relationships with your prospects and clients by using the CONNECT model.

Sales Interactions Continued

- **SESI21: 7 Ways To Make Your Sales Meeting Buzz**
Sales people want to sell rather than be stuck on meetings. Discover seven ways that will make everyone feel that the meeting is a worthwhile use of their time.
- **SESI22: Creating A Sense of Urgency In The Sale**
If there's no pressing need or no urgency then there will be no sale. Discover how to create a sense of urgency without the hard sell.
- **SESI23: Never Ask This Question When Closing**
You must under all circumstances avoid asking this question at the close. It will delay the deal and set everything back. Thing is, it's a commonly asked question by a lot of sales people.
- **SESI24: Objection Handling Masterclass**
Handling and overcoming objections is always an area that every sales person needs to improve upon. Use the CIS model to handle any objection that you face with ease.
- **SESI25: On Your Way To The Meeting**
It's time to get ready to meet with that prospect. This session will fire questions at you to make sure you are fully prepared. Are you ready?

Sales Interactions Continued

- **SESI26: Presenting With Impact**
Learn how to create compelling and impactful presentations that inspire your buyers to take action.
- **SESI27: Pull Vs Push Selling**
No one likes a pushy, "me, me, me" sales person. Instead, the top sales people pull out the problems of their prospects and then solve them with the products and services.
- **SESI28: Pre-Meeting Mindset & Objective Setting**
Before you meet with your prospect you need to have a solid plan in place. This will cover not only what you need to DO, but it will also cover what you need to THINK. Learn what within this session.
- **SESI29: Planned Not Canned Presentations**
Do you have a plan in place for your next sales presentation or interaction? Discover why you should have a plan rather than a canned script.



Understanding Buyers

- **SEUB1: Understanding Buyer Types**
Do you sell to everyone in the same way? If you do you are making a big mistake. Learn the main buyer types and how to adopt your approach for each.
- **SEUB2: Different Buyer Types Part 1 - Activist & Reflector**
Learn about the four different buyer types, what they need and how to sell to each of them. Part 1 of these series looks at the Activist and Reflector styles.
- **SEUB3: Different Buyer Types Part 2 - Theorist & Pragmatist**
Learn about the four different buyer types, what they need and how to sell to each of them. Part 2 of these series looks at the Theorist and Pragmatist styles.
- **SEUB4: Understanding How Your Buyers Think**
Is the way that you sell matched to how your buyers make their purchasing decision? Learn how to tap into their wavelength with this session.
- **SEUB5: How Your Buyers Think - Auditory & Kinesthetic**
Some buyers think in pictures, others think in sounds and others have a feeling. Learn how to identify this and how to use this to your advantage when influencing.

Understanding Buyers Continued

- **SEUB6: Understanding How Your Buyers Think - Visual**
Some buyers think in pictures, others think in sounds and others have a feeling. Learn how to identify this and how to use this to your advantage when influencing.
- **SEUB7: How To Build Rapport**
Rapport is a great skill for a sales consultant to build, and if you can do it with integrity then you can become the kind of person your clients will love to have around. Learn how with this session.
- **SEUB8: How To Use Emotion & Logic To Influence**
Buyers make their purchasing decisions based on emotion and they back up their decision with logic. Learn how to sell to match this.
- **SEUB9: How Your Buyers Process Information - Chunking**
Some buyers think in big, abstract ways and others are very detailed. Learn how to sell to each type of buyer in a different way
- **SEUB10: Understanding How Your Buyers Process Information**
Sell more effectively to your prospects by tapping into the way they process information. Get on their wavelength and you can influence them on a conscious and subconscious level.

Understanding Buyers Continued

- **SEUB11: Understanding The Modern Day Buyer Part 1**
The modern day buyer has changed. Have you? They are more advanced and sales savvy than ever before. Learn five reasons why this is so starting with reasons 1 and 2 in this session.
- **SEUB12: Understanding The Modern Day Buyer Part 2**
The modern day buyer has changed. Have you? They are more advanced and sales savvy than ever before. Learn five reasons why this is so starting with reasons 3, 4 and 5 in this session.



Equality & Diversity

- **ED1: An Introduction To Equality & Diversity**
Learn what equality and diversity is and why it is important
- **ED2: The Equality Act**
Discover what the equality act contains and how to apply it to what you do at work
- **ED3: The 4 Types Of Discrimination**
Understand what the 4 types of discrimination are and what it means to you
- **ED4: Age Discrimination**
Ensure that you do not discriminate by age with the help of this session
- **ED5: Race Discrimination**
Are you discriminating by race? Make sure you understand what is included so you are fair at all times
- **ED6: Sex & Sexual Orientation Discrimination**
Ensure that you do not discriminate by sex or sexual orientation with the help of this session
- **ED7: Gender Reassignment Discrimination**
You cannot discriminate if someone has had a gender reassignment. Learn why and what it entails with this session.

Equality & Diversity Continued

- **ED8: Disability Discrimination**
You shouldn't discriminate based on someone being less abled than another. This session explores the guidelines.
- **ED9: Religion Or Belief Discrimination**
Ensure that you do not discriminate by religion or beliefs with the help of this session
- **ED10: Marriage Or Civil Partnership Discrimination**
You cannot discriminate if someone is married or is in a civil partnership. Learn why and what it entails with this session.
- **ED11: Pregnancy & Maternity Discrimination**
Discriminating through or after pregnancy and also on maternity is a no no. Find out why and what it entails.
- **ED12: Bullying & Harassment**
Do you know what classes as bullying and harassment? Discover all within this session.
- **ED13: Stereotyping & Prejudice**
You cannot stereotype or be prejudiced at work. With this session you will find what is included under both



Human Resources

- **HR1: Alcohol & Drugs At Work**
Discover what to take into consideration when it comes to alcohol and drugs at work
- **HR2: Anti-Money Laundering**
If your role includes the potential for money laundering you're going to want to cover this session for the essentials
- **HR3: Email & The Internet**
Learn what to do and not what to do when it comes to using email and the internet
- **HR4: Environmental Awareness**
Are you an eco-warrior? Learn how to become more environmental friendly at the workplace
- **HR5: Freedom Of Information Act**
Want to know what information is readily available and "free" to get hold of? This session covers all
- **HR6: Health & Wellbeing**
Learn how to manage your health and wellbeing at work
- **HR7: Harassment & Bullying At Work**
Understand the differences between harassment and bullying and what you need to take into consideration with these sensitive topics

Human Resources Continued

- **HR8: Mental Health At Work**
Mental health issues are more common than you think in the workplace. This session covers the essentials to be aware of
- **HR9: Safeguarding Adults**
If your role includes safeguarding adults you'll want to cover this topic for the fundamentals
- **HR10: Safeguarding Children**
If your role includes safeguarding children you'll want to cover this topic for the fundamentals
- **HR11: Social Media Awareness**
Get it right and it can really boost your career, get it wrong and it can ruin your career. Learn the do's and don'ts
- **HR12: The Bribery Act**
What is classed as a bribe? You need to be aware of this when receiving "gifts" and giving them or you may fall foul to the law!
- **HR13: The Data Protection Act**
Understand what data protection is and what is included within the Act.
- **HR14: Understanding Cyber Security**
Ensure you are careful when it comes to cyber security and attacks by understanding the common threats

Human Resources Continued

- **HR15: Working Safely & Securely**
We all have a duty of working safely and securely in the workplace – learn what this entails with this session



Project Management

- **PM1: How To Estimate Work**
Learn how to accurately estimate work and how long it will take with these tips and techniques.
- **PM2: How To Manage Project Risks**
Each project has its own risks. Discover how to identify and manage these risks within a project.
- **PM3: How To Manage Resources**
A project needs different types of resources for it to take place. Discover how to manage them and control them with this session.
- **PM4: Managing Stakeholders**
Each of the key stakeholders invested in the project will have different requirements and needs. Learn how to manage them effectively.
- **PM5: Phase 1 - Project Initiation**
Do you kick off your projects in the right way? Learn the specific steps to take in this initial project phase.
- **PM6: Phase 2 - Project Planning**
You need to plan out your projects to include what is involved and who is completing each task. Discover how to achieve this with the help of this session.
- **PM7: Phase 3 - Project Execution & Control**
Learn how to implement your projects and how to keep control of them with these techniques and strategies.
- **PM8: Phase 4 - Project Closure**
All of your projects will end at some time. Learn how to close down your projects and how to evaluate the effectiveness of them.

Project Management Continued

- **PM9: Project Budgeting**
With the help of this session you will learn how to create a project budget and how to keep a close control of the finances.
- **PM10: Project Planning Tools**
There are many tools that you can use to help you plan out your projects. Learn what the most effective ones are with this session.
- **PM11: Setting Project Goals & Objectives**
To run a successful project you need to be very clear on your goals and objectives. Find out how to achieve this.
- **PM12: The Different Phases Of A Project**
A successful project can be broken down into 4 main phases. Discover what they are and what they entail.
- **PM13: The DNA Of A Project Plan**
What should a project plan include? Within this session you will find out the main ingredients that make up a successful project plan.
- **PM14: Tracking Progress Of Your Project**
You want to know how well the project is running so you can adjust and make amendments. Find out how to achieve that with this session.
- **PM15: Understanding Critical Path Analysis**
Work out the tasks that are the most essential to take place if the project is going to be carried out successfully.

Project Management Continued

- **PM16: Understanding The Key Characteristics Of All Projects**
Success leaves clues. Within this session we cover the key characteristics that all successful projects have. Make sure you include them in yours!
- **PM17: What Makes Up A Good Project Team?**
Projects don't run by themselves. They are run by people. Here you will discover what makes up a good project team.
- **PM18: How To Run An Effective Project**
What specifically contributes to a well-run project? This session will cover the RACING model that will help you to assess who should be taking on what responsibilities.
- **PM19: Project Management For Non-Project Managers**
Leading a project these days can be complicated. Put these check points into action when setting up and leading new projects.
- **PM20: 60 Seconds - Allocating Tasks - The BALM Method**
Use this BALM method to allocate tasks to the right person with the right skills.
- **PM21: 60 Seconds - So You've Got A New Project - Now What?**
Project landed on your lap? Use these essentials to get you started.



Finance For Non Finance

- **F1: Introduction To Accountancy & Finance**
Reveal the roles and actions that are being performed by the accounting and finance team.
- **F2: Understanding The 3 Main Accountancy Statements**
Not sure what people are discussing when they refer to “the accounts”? Understand here what they entail.
- **F3: The DNA Of A Profit & Loss Statement**
Investigate how the Profit and loss statement is build and what it reveals.
- **F4: The DNA Of A Balance Sheet**
Explore the structure of the balance sheet and find out how it balances.
- **F5: The DNA Of A Cash Flow Statement**
See how the accountants can show you where and why a company is spending cash, as well as where they receive it from.
- **F6: Why Cash Doesn't Equal Profit**
See why looking at only the profit of a company may not tell you the whole story.
- **F7: Understanding Working Capital: What Is It? How Can We Manage It?**
Ensure the day to day activities of your company are being managed appropriately. Explore the two key factors to consider.

Finance For Non Finance Continued

- **F8: Capital Expenditure v Revenue Expenditure**
Learn about the different classification of costs and why it is so important within the financial accounts.
- **F9: Cost Behaviour**
Knowing how your costs behave is crucial when making decisions. Investigate how your cost could behave and what it will mean for your decisions.
- **F10: How To Put Together A Budget**
Building a budget can be tough. Explore here some of the key questions which should be asked prior to starting the process.
- **F11: Variance Analysis & Reforecasting**
Learn how to ensure you review your company's performance appropriately and when expectations may need to change.
- **F12: The Effects Of Depreciation**
Heard the accountants discussing depreciation policies? See what they mean and how it impacts your financial performance.
- **F13: How Your Day To Day Decisions Impact Profit & Cash Flow**
Every decision you make is likely to impact the finances of a company. See what things you should be considering when making your decisions.

Finance For Non Finance Continued

- **F14: Understanding Ratio Analysis & How To Use It**
Learn how to read a set of financial statements and explore the story behind the figures.
- **F15: The Definitions Of Commonly Used Financial Terms**
Don't know your accrual from your expenditure? Improve your confidence when talking about the finances of your company.



Customer Service

- **CS1: Understanding your role as a customer service professional**
Discover what it actually means to be a customer service professional by understanding your role.
- **CS2: What does great Customer Service look and sound like?**
Would you know great customer service if you experienced it? Learn exactly what it is with this session.
- **CS3: What do our customers expect from us?**
Customers expect the earth from us! Discover exactly what their needs are.
- **CS4: Handling customer enquiries**
The way that you handle an enquiry can make or break your relationship with your customers. Learn how to do it right.
- **CS5: Best Practice Customer Service over the telephone**
Learn the skills and techniques to deliver customer service excellence over the telephone
- **CS6: Best Practice Customer Service face to face**
Learn the skills and techniques to deliver customer service excellence in a face to face environment.

Customer Service Continued

- **CS7: How to develop your questioning & listening skills**
Customer service professionals possess great listening and questioning skills. Develop yours with this session.
- **CS8: Dealing with difficult customers over the telephone**
Learn how to handle difficult customers and personality types over the telephone.
- **CS9: Dealing with difficult customers face to face**
Learn how to handle difficult customers and personality types in a face to face environment.
- **CS10: How to handle a complaint**
If you handle a complaint in the correct way you can actually build a lot of loyalty. Discover how with this session.



Communication Skills

- **CO1: Communication Technique - Pause, Think, Act**
It's very tempting as a manager to try to prove your expertise in every conversation. This technique will help you to think first before jumping to quick conclusions.
- **CO2: Which Communication Style Do You Use?**
When you communicate with someone, your style will depend on the purpose of the conversation, your intention behind it and what results you actually expect.
- **CO3: How To Say No?**
Saying no is never easy. This session looks at three techniques to use when no is the answer, without causing offense or risking upsetting morale.
- **CO4: Are You Using Negative Language Patterns?**
The language that you use with others has a massive impact on the motivations and the reaction that you will get from your staff. Learn how to do it right with this session.
- **CO5: Why Tell Stories - What's The Pay Off**
So why should you learn this key skill? Find out why storying is an essential modern day business skill

Communication Skills Continued

- **CO6: Preparing For A Difficult Conversation**
Learn what you need to do so your conversations are well planned and that you are prepared to deliver the difficult message.
- **CO7: Giving Constructive Feedback**
Feedback should be constructive and helpful so the recipient leaves motivated. Find out how to achieve this in this session.
- **CO8: Resolving Conflict Situations - Part 1**
Learn specific techniques on how to resolve conflict at work and at the same time retain strong relationships with those people. Part 1 of 2.
- **CO9: Resolving Conflict Situations - Part 2**
Learn specific techniques on how to resolve conflict at work and at the same time retain strong relationships with those people. Part 2 of 2.
- **CO10: The DNA Of A Successful Story**
Discover a structure to follow so you can tell engaging stories.
- **CO11: Preparing To Negotiate**
How can you establish your objectives, plan your strategy, identify your upper and lower limits, know your WAP and your BATNA?

Communication Skills Continued

- **CO12: Negotiating Styles**
This session Identifies the 5 different negotiating styles, all you have to do is choose which one to use depending on your situation.
- **CO13: Practical Assertive Techniques**
Basic, empathic, self-disclosure, discrepancy and consequence are all assertion techniques. This session covers how to apply them and advises of the correct time to use them.
- **CO14: Key Skills Required When Handling Conflict**
Do you have skills needed to handle conflict in the right way? Find out what those key skills are and why they are so important.
- **CO15: Connecting & Engaging - Telling Stories**
Great story tellers are able to capture the attention of their audience. Find out how to achieve this with this session.
- **CO16: Understanding Pain & Pleasure**
Some people are more motivated by avoiding things than actually gaining something positive. Learn how to use this to your advantage.
- **CO17: How To Renegotiate Deadlines**
Do you have the skills to be able to renegotiate deadlines with your boss? Find out the best way to approach negotiating and put them into practice.



Communication Skills Continued

- **CO18: Influencing Skills**
Understand the differences between persuasion and influencing and how to demonstrate each one effectively.
- **CO19: How To Negotiate More Effectively**
Learn how to use negotiation techniques effectively in both you work and personal life too.
- **CO20: The 5 Options Of Conflict Resolution**
Faced with a conflict situation there are five ways to deal with it. Using the Thomas-Kilmann model learn what they are and how productive each one is.
- **CO21: Identifying & Dealing With A Blame Culture**
It's important as a manager that you know how to identify a blame culture so it is nipped in the bud straight away and eradicated for good. Discover how with this session.
- **CO22: How To Handle Difficult People**
Learn an overall approach on how to deal with difficult people in any situation.
- **CO23: How To Hold A Difficult Conversation**
Discover a four step process to use when holding a difficult conversation so you get your point across and feel comfortable with it at the same time.

Communication Skills Continued

- **CO24: How To Give Bad News In The Right Way**
No need to brush bad news under the carpet. With this technique you will learn exactly how to do it in the right way.
- **CO25: How To Close A Difficult Conversation**
Learn why you need to really focus on the closing of your conversation to keep the relationship healthy going forwards.
- **CO26: The Principles of Great Feedback**
What does it take to give feedback that is useful? Within this session you will cover the key factors you need to think of when giving feedback.
- **CO27: Delivering Negative Feedback**
We all have to give negative feedback from time to time. This session shows you the correct way to structure your conversation.
- **CO28: Big Picture v Detailed Thinking**
Tap into the way that people think and process information. Learn who needs the detail and who needs an overview.
- **CO29: Internal & External Stakeholders**
Understand how people make decisions. Learn which people make decisions by gut instinct and which people need the influence of others and information.

Communication Skills Continued

- **CO30: How To Ask For Help In The Right Way**
Discover word for word phrases to use to ask others for help without making it look like you don't know what you're doing.
- **CO31: Communication & Influence**
Learn four well-recognised styles of behaviour and how to communicate effectively with each.
- **CO32: Giving & Receiving Feedback**
How can you give feedback in the right way? And what does the recipient think when you do? Find out with this session.
- **CO33: How People Feel When They Receive Feedback**
How do you feel when you receive feedback? In this session we go through the emotional rollercoaster of what emotions you go through.
- **CO34: Techniques To Use When Giving Feedback**
Within this session are different techniques that you can use to give feedback that is empowering and helpful.
- **CO35: Using Assertiveness To Deal With Negativity**
Negativity in the workplace can easily grow from one individual to bringing down a full team. This session looks at ways to turn negativity into positivity.



Communication Skills Continued

- **CO36: Active Listening - How To Really Do It**
Learn a useful acronym R.A.S.E to implement to demonstrate that you are actively listening and taking notice.
- **CO37: 60 Seconds – The ABC's Of Effective Communication**
Make sure that all of your communications are A.B.C. A simple yet effective model to follow.
- **CO38: 60 Seconds – Understanding People - How We Are Convinced By Something**
Here's a very useful NLP technique to use. Learn how people become convinced by something.
- **CO39: 60 Seconds – Understanding People - Move Towards V Move Away**
Here's a very useful NLP technique to use. People get what they want by "getting" or "avoiding" - learn how.
- **CO40: 60 Seconds – An Introduction To NLP**
Understand what NLP is and how to use it effectively with your communications.
- **CO41: 60 Seconds – Understanding People - Do You Match Or Mismatch?**
Here's a very useful NLP technique to use. Match or mismatching information in order to influence.

Communication Skills Continued

- **CO42: 60 Seconds – Understanding People - External V Internal Reference**
Here's a very useful NLP technique to use. Learn how people make decisions.
- **CO43: 60 Seconds – Understanding People - Where Is Your Attention?**
Here's a very useful NLP technique to use. Learn where and how someone spends their attention to communicate to them more effectively.
- **CO44: Why Having Difficult Conversations Can Be Beneficial**
Nobody likes having difficult conversations, however this session will show you how they can benefit you in a variety of ways.



Personal Skills

- **PS1: Improving Your Social Skills**
As a manager, it's essential that you are regularly seen to be mixing with your team and as someone who is a generally social person. Learn how to achieve that within this session.
- **PS2: Cycle Of Continuous Improvement**
Look at how you can use the cycle of continuous improvement during implementing or adjusting your daily and department processes.
- **PS3: Recognising & Dealing With Stress**
Stresses of the job can sometimes be overpowering. How can you as a manager recognise when stress is occurring and deal with the situation effectively with your team?
- **PS4: Personality Types & Stress**
Learn how to run a session where you and your team need to come up with some ideas and suggestions.
- **PS5: Defining Stress & Its Effects**
What exactly is stress and its causes? What happens to people when they're stressed? This session identifies the difference between healthy and harmful stress.
- **PS6: Stress Levels: Altering The Situation**
If the stressful situation is unavoidable, how can we alter it? This session highlights achievable elements that can help any individual when faced with stress.

Personal Skills Continued

- **PS7: Stress Levels: Avoiding Unnecessary Stress**
When asked to name their worst fear, public speaking has consistently been in the number one position – beating death into second place! Learn how to overcome your fears in this session.
- **PS8: Stress Levels: Accepting What You Cannot Change**
Some sources of stress are unfortunately unavoidable. So how do we learn to accept things as they are and cope with stress?
- **PS9: Stress Levels: Adapting To The Stressful Situation**
This session looks at how to change yourself when you can't change the stressful situation.
- **PS10: Stress Levels: Coping Networks**
Procrastination is the enemy of productivity. Discover how to be proactive and get stuff done with the help of this session.
- **PS11: Left Brain & Right Brain Thinking**
How can we use our brains to time manage efficiently? This session looks at the impact of left and right brain thinking, and how to improve it.

Personal Skills Continued

- **PS12: Reducing Waste In The Process**
Learn the TIMWOOD model and how you can use this effectively to remove waste from the system or process.
- **PS13: Improving Your Self-Motivation**
Self-motivated managers will have the highest possible standards when it comes to their work and will have goals in place that are ambitious. Learn how to improve in this area with this session.
- **PS14: Improving Your Self-Awareness**
Learn how to improve your self-awareness, so you will know how your emotions and the actions that stem from this affect your colleagues in the workplace.
- **PS15: Defining & Modelling Excellence**
We all want our team to be excellent right? But what does excellence look like? This session will help you to define what that is.
- **PS16: Implementing Improvements To Your Processes**
Are the processes that your organisation currently has in place working? Where do you begin when planning to make improvements?
- **PS17: Time Stealers - How Do We Identify Them?**
So you need to run projects but it's not your "day job". Learn how to set up and construct a project with the help of this session.



Personal Skills Continued

- **PS18: Setting Effective Goals**
You've identified that something could be done better. Just how can you plan out and implement the change. Discover how with this session.
- **PS19: How To Review Your Current Processes**
Processes are the backbone of every organisation. So how do you review your processes to see how effective they are? Find out more during this session.
- **PS20: Effective Time Management**
Knowing which task to focus on at a particular time can help you manage time effectively. So how do you do this? This session looks at the four areas to help maximize time.
- **PS21: Emotional Intelligence**
Discover what Emotional Intelligence is and why it's on so many business agenda's today.
- **PS22: What Is Emotional Intelligence?**
You've probably heard of IQ, but what about EQ? Learn an introduction to emotional intelligence and what it consists of.
- **PS23: 7 Ways To Improve Your Emotional Intelligence**
How emotionally intelligent are you? Discover 7 ways to improve the way you manage your own emotions and the emotions of others.

Personal Skills Continued

- **PS24: Improving Your Self Control**
Learn some methods on how to improve your self-control which involves regulating your own behaviour, the ability to resist certain emotions or temptations in the moment.
- **PS25: Improving Your Empathy**
Empathy is the ability to understand and share the feelings of others. Learn how to do it in this session.
- **PS26: How Managers Can Build Their Self-Confidence**
Do you come across as a confident leader? Learn how to build your self-confidence so you project a confident outer image to your staff.
- **PS27: How To Make Your Meetings More Effective**
Don't waste your time running pointless meetings. Instead, learn how to ensure that your meetings have a purpose and intended result with this session.
- **PS28: Planning A Presentation**
Discover how to use the essential planning questions why, who, what and how to ensure your presentation is relevant and concise!

Personal Skills Continued

- **PS29: Structuring Your Presentation**
Learn the best practice for creating an effective structure, includes the INTRO, main body, conclusion, primacy and recency, signposting, and use of language.
- **PS30: Overcoming Your Presentation Fears**
Public speaking isnt natural for everyone and can be a nerve racking time. This session will help you with overcoming your presentation nerves.
- **PS31: Overcoming Your Presentation Nerves**
You know your content but nerves always seem to get the better of you when presenting to your team or peers. Use the tips provided to help improve your presenting confidence.
- **PS32: The DNA Of A Successful Meeting**
Discover 4 mission critical steps to follow to ensure that your meetings are a success.
- **PS33: How To Run MAGIC Meetings**
Use the acronym MAGIC to reduce the agony that you have when running a meeting. Follow this model to guarantee your success.
- **PS34: How To Keep People On Task During Meetings**
Learn how to keep your meetings focused without going off on a tangent and if they do, how to bring them back on track.



At A Glance - Content Library

Personal Skills

Personal Skills Continued

- **PS35: How Managers Fight Procrastination**
Procrastination is the enemy of productivity. Discover how to be proactive and get stuff done with the help of this session.
- **PS36: How To Run A Brainstorming Session**
Learn how to run a session where you and your team need to come up with some ideas and suggestions.
- **PS37: Creative Thinking - De Bono's 6 Thinking Hats**
Learn how to see a problem from a different perspective with this session – 6 different perspectives in fact!
- **PS38: Thinking Styles - Hermann's Whole Brain Modelling**
Do you find it difficult to think in a different way. Discover four different types of thinking and how to use them for problem solving.
- **PS39: Effective Problem Solving - Asking The 5 Whys**
Discover how to use the "5 Why" approach to solve problems or how to analyse a specific situation.
- **PS40: 60 Seconds – Getting Into The Zone With The Flow Model**
How do you know when you're in "the zone". Find out how with the help of this session.

Personal Skills Continued

- **PS41: 60 Seconds – An Introduction To Emotional Intelligence**
Understand what emotional intelligence is and how improving it can really help you.
- **PS42: 60 Seconds – How To Improve Your Self-Awareness**
Improve your emotional intelligence. Here we look at how to improve your self awareness.
- **PS43: 60 Seconds – How To Improve Employee Engagement**
Learn how to bring out more enthusiasm & passion from your team members.
- **PS44: 60 Seconds – How To Improve Your Empathy**
Improve your emotional intelligence. Here we look at how to improve your empathy.
- **PS45: 60 Seconds – How To Improve Your Self-Control**
Improve your emotional intelligence. Here we look at how to improve your self control.
- **PS46: 60 Seconds – How To Improve Your Self-Motivation**
Improve your emotional intelligence. Here we look at how to improve your self motivation.

Personal Skills Continued

- **PS47: 60 Seconds – How To Use A Time Log To Get More Done**
Understand where you are spending your time in order to improve your time management.
- **PS48: 60 Seconds – Managing Your State Through Focus, Body Language & Words**
Manage your focus, your body language and the words you use to manage your state.
- **PS49: 60 Seconds – Tips For Improving Active Listening**
Do you really listen? Or do you take it in turns to talk? Here are tips to become a better listener.
- **PS50: 60 Seconds – Understanding Representational Systems - VAK**
Understand how others re-present information you give to them in their minds.
- **PS51: 60 Seconds – Urgent v Important Tasks**
Learn how to take charge of your time using Covey's Urgency & Importance grid.
- **PS52: 60 Seconds – How To Improve Your Social Skills**
Improve your emotional intelligence. Here we look at how to improve your social skills.



Personal Skills Continued

- **PS53: How To Assertively Deal With Aggression**
Dealing with aggression in an assertive way is a vital skill to develop, let's see how you can build your assertiveness in the face of aggressive behaviour.
- **PS54: How To Be Assertive When You Are Shy & Introvert**
For those of us who are shy & introvert, being assertive can feel like unfamiliar territory. In this session, discover how to bring out your assertive side when necessary.
- **PS55: How To Be Assertive With Your Boss**
How can you stand your ground with your boss? Here are some tips to show you how.
- **PS56: 60 Seconds – How To Manage Those Emails**
Learn how to keep control of your emails, rather than them controlling you.
- **PS57: 60 Seconds – Action Priority Matrix**
Here's a useful tool to help you prioritise your time & tasks.
- **PS58: 60 Seconds – Are Your Goals SMART?**
Setting & keeping track of your goals can be difficult, but by making them SMART, you do it with ease. Let's find out what a SMART goal is.



At A Glance - Content Library

All Of Our Sessions Come With:

- ✓ An **engaging** microlearning video
- ✓ **3 specific actions** to take back in the workplace
- ✓ A **cheat sheet** image covering the main points
- ✓ **Session notes** to act as a recap and refresher
- ✓ A **coaching blueprint** to help embed the actions
- ✓ All of our sessions are **CPD Certified**



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