

How To Become More Assertive As A Leader

Consultative Selling Skills – The PULSE Model

How To Manage Resources

Coaching Blueprint

FUEL Your Session

Frame the conversation



Set the context and the focus for the conversation

Understand the current state



Help the coachee to gain awareness about themselves and what is currently happening

Explore the desired state



Help the coachee to identify and to think about the desired outcome. What's the end game?

Lay out a success plan



Help the coachee to explore the options and to create an action plan and next steps which will achieve the end goal

Lay out a success plan



Help the coachee to explore the options and to create an action plan and next steps which will achieve the end goal

Power Questions

- 1 How would you define 'resource management'?
- 2 How would you address a lack of skill within the team? Probe for examples.
- 3 Which resources are included under the 'machinery' banner?
- 4 What does resource management have to do with running a project?
- 5 What could you do if it's the will that's lacking from a project team member?
- 6 Give me some examples of the methods which could operate within the project team.
- 7 What are the 5 M's?
- 8 To motivate the team, selling the benefits of the project for them is a good idea. Give some examples of benefits.
- 9 Describe what a directive leadership style looks like. What about eyes on, hands off?
- 10 Tell me about 'the skill and the will'?
- 11 What are the two types of feedback?
- 12 What is the most useful and versatile resource of them all?

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Session: PM3

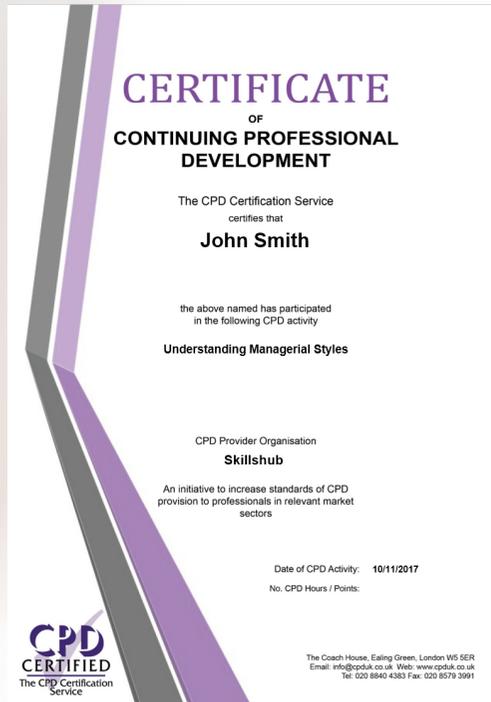


At A Glance Content Library
Coaching Blueprints



At A Glance – Coaching Blueprints

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Martin Rowe | Head of Operations | The CPD Certification Service



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The Coaching Blueprints are accessible to Managers only. If you don't have access and feel you should, please contact your line manager.



At A Glance – Coaching Blueprints

BL1: Appraisals Skills

- MLA1: The DNA Of A Successful Appraisal
- MLA2: Preparing For An Appraisal
- MLA3: How To Structure The Appraisal Discussion
- MLA4: How To Appraise Challenging Staff Members
- MLA5: Following Up On An Appraisal
- MLA6: How To Avoid Common Errors In Appraisals
- MLA7: How To Have Difficult Conversations With Poor Performers
- MLA8: Why Having Difficult Conversations Can Be Beneficial
- MLA9: 60 Seconds – How To Hold An Effective Appraisal

BL2: Assertiveness Skills

- MLAS1: Practical Assertive Techniques
- MLAS2: How To Become More Assertive As A Leader
- MLAS3: Using Assertiveness To Deal With Negativity
- MLAS4: How To Say No
- MLAS5: How To Assertively Deal With Aggression
- MLAS6: How To Be Assertive When You Are Shy & Introvert
- MLAS7: How To Be Assertive With Your Boss

BL3: Building High Performing Teams

- MLB1: Understanding The Basic Needs of Your Team
- MLB2: Developing Your Team
- MLB3: Dealing With A Team That Is Underachieving
- MLB4: Taking A Proactive Approach With Teambuilding
- MLB5: Implementing Team Values, Norms & Behaviours
- MLB6: How To Create A High Performance Team Culture
- MLB7: How To Conduct A Team Self-Evaluation
- MLB8: 60 Seconds – Balancing Task, Team & Individuals - Adair's Leadership M...
- MLB9: 60 Seconds – Douglas McGregor's Theory X & Y
- MLB10: How To Give Your Team Some Vroom For Improvement
- MLB11: 60 Seconds – Maslow's Hierarchy – 21st Century
- MLB12: Dan Pinks New Model Of Motivation
- MLB13: 60 Seconds – Herzberg's Motivation Theory
- MLB14: 60 Seconds – The 5 Dysfunctions Of A Team
- MLB15: 60 Seconds – How To Improve Employee Engagement
- MLB16: 60 Seconds – Balancing Control & Freedom With Your Team
- MLB17: 60 Seconds - How To Boost Team Morale
- MLB18: 60 Seconds - What Stage Is Your Team At?

BL4: Change Management Skills

- MLC1: Understanding The Change Management Process
- MLC2: Dealing With The Impact Of Change
- MLC3: Selling The Need For Change
- MLC4: Encouraging Engagement During Change
- MLC5: Showing Leadership During Change
- MLC6: 60 Seconds – Lewin's Change Management Model
- MLC7: 60 Seconds – Lewin's Force Field Analysis
- MLC8: 60 Seconds – The Change Curve
- MLC9: 60 Seconds – Are Your Staff Resisting Change?

BL5: Coaching Skills

- MLCO1: When To Coach And When To Tell
- MLCO2: How To Coach A Perfect 10
- MLCO3: Coaching High Performers
- MLCO4: Coaching Techniques - Example, Effect, Change
- MLCO5: Using The GROW Coaching Model
- MLCO6: Effective Questioning During Coaching
- MLCO7: 60 Seconds – What Is Coaching & Are You Doing It?
- MLCO8: 60 Seconds – The GROW Coaching Model
- MLCO9: 60 Seconds – How To Constructively Challenge In A Coaching Session
- MLCO10: 60 Seconds – Great Coaching Questions To Use At Work



At A Glance – Coaching Blueprints

BL6: Communication Skills

- MLCM1: Which Communication Style Do You Use
- MLCM2: Communication Technique - Pause, Think, Act
- MLCM3: Active Listening - How To Really Do It
- MLCM4: Are You Using Negative Language Patterns?
- MLCM5: How Managers Say No Without Crushing Morale
- MLCM6: How Managers Empower Their Staff Through Open Questions
- MLCM7: Communication & Influence
- MLCM8: Influencing Skills
- MLCM9: How To Ask For Help In The Right Way
- MLCM10: Advanced Communication Skills - Big Picture v Detailed Thinking
- MLCM11: Advanced Communication Skills - Internal & External References
- MLCM12: Advanced Communication Skills - Understanding Pain & Pleasure
- MLCM13: 60 Seconds – ABC's Of Effective Communications
- MLCM14: 60 Seconds – How We Are Convinced By Something
- MLCM15: 60 Seconds – Understanding People Towards V Away
- MLCM16: 60 Seconds – An Introduction To NLP
- MLCM17: 60 Seconds – Understanding People - Do You Match Or Mismatch?
- MLCM18: 60 Seconds – Understanding People - External V Internal Reference
- MLCM19: 60 Seconds – Understanding People - Where Is Your Attention?
- MLCM20: 60 Seconds – Understanding Representational Systems - VAK

- MLCM21: 60 Seconds – Tips For Improving Active Listening
- MLCM22: Why Having Difficult Conversations Can Be Beneficial
- MLCM23: 60 Seconds – How To Plan Out An Effective Communication
- MLCM24: Creating Clear Communications

BL7: Delegation Skills

- MLD1: A Delegation Framework
- MLD2: 7 Ways To Delegate Work
- MLD3: A Quick Delegation Audit Exercise
- MLD4: Delegation: Overcoming Resistance
- MLD5: 60 Seconds – The 7 Levels Of Delegation
- MLD6: 60 Seconds – Level 1 – Managing Task & Person
- MLD7: 60 Seconds – Level 2 – Confirming Confidence
- MLD8: 60 Seconds – Level 3 – Their Recommendations
- MLD9: 60 Seconds – Level 4 – Freedom With Checkpoints
- MLD10: 60 Seconds – Level 5 – High Autonomy
- MLD11: 60 Seconds – Level 6 – Checking Results
- MLD12: 60 Seconds – Level 7 – Complete Control
- MLD13: 60 Seconds – Allocating Tasks – The BALM Method
- MLD14: 60 Seconds – Do You Delegate Effectively
- MLD15: 60 Seconds – How To Check In To Ensure Progress Is Made

BL8: Effective Meetings Skills

- MLE1: The DNA Of A Successful Meeting
- MLE2: How To Run MAGIC Meetings
- MLE3: How To Make Your Meetings More Effective
- MLE4: How To Keep People On Task During Meetings
- MLE5: 60 Seconds – Running More Productive Meetings
- MLE6 - How To Deal With Disruptive People In Meetings
- MLE7 - Using The 6 Thinking Hats In A Meeting

BL9: Emotional Intelligence

- MLEI1: Emotional Intelligence
- MLEI2: What Is Emotional Intelligence?
- MLEI3: Emotional Intelligence - Improving Your Social Skills
- MLEI4: Emotional Intelligence - Improving Your Self-Motivation
- MLEI5: Emotional Intelligence - Improving Your Self-Awareness
- MLEI6: Emotional Intelligence - Improving Your Self Control
- MLEI7: Emotional Intelligence - Improving Your Empathy
- MLEI8: 7 Ways To Improve Your Emotional Intelligence
- MLEI9: 60 Seconds – An Introduction To Emotional Intelligence
- MLEI10: 60 Seconds – How To Improve Your Empathy
- MLEI11: 60 Seconds – How To Improve Your Self-Awareness



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Management & Leadership

- MLE12: 60 Seconds – How To Improve Your Self-Control
- MLE13: 60 Seconds – How To Improve Your Self-Motivation
- MLE14: 60 Seconds – How To Improve Your Social Skills

BL10: Feedback Skills

- MLF1: The Principles of Great Feedback
- MLF2: Techniques To Use When Giving Feedback
- MLF3: How People Feel When They Receive Feedback
- MLF4: Giving Constructive Feedback
- MLF5: Giving & Receiving Feedback
- MLF6: Delivering Negative Feedback

BL11: Handling Difficult Conversations

- MLH1: Preparing For A Difficult Conversation
- MLH2: How To Hold A Difficult Conversation
- MLH3: How To Handle Difficult People
- MLH4: How To Give Bad News In The Right Way
- MLH5: How To Close A Difficult Conversation
- MLH6: How To Assertively Deal With Aggression
- MLH7: How To Have Difficult Conversations With Poor Performers
- MLH8: Why Having Difficult Conversations Can Be Beneficial

BL12: Leadership & Management Skills

- MLL1: Leadership vs Management
- MLL2: Understanding Managerial Styles
- MLL3: How Managers Build Trust Within Their Team
- MLL4: Using Adair's Action Centred Leadership Model
- MLL5: 60 Seconds – Adair's Leadership Models
- MLL6: 60 Seconds – Douglas McGregor's Theory X & Y
- MLL7: 60 Seconds – Vroom For Improvement
- MLL8: 60 Seconds – Maslow's Hierarchy – 21st Century
- MLL9: 60 Seconds – Dan Pinks New Model Of Motivation
- MLL10: 60 Seconds – Herzberg's Motivation Theory
- MLL11: 60 Seconds – The 5 Dysfunctions Of A Team
- MLL12: 60 Seconds – Seven Habits Of Highly Effective People
- MLL13: 60 Seconds – How To Manage Former Peers
- MLL14: 60 Seconds – Leadership Vs Management
- MLL15: 60 Seconds – Managing Absence In The Right Way

BL13: Managing Conflict

- MLM1: Identifying And Dealing With A Blame Culture
- MLM2: The 5 Options Of Conflict Resolution
- MLM3: Key Skills Required When Handling Conflict
- MLM4: Resolving Conflict Situations - Part 1
- MLM5: Resolving Conflict Situations - Part 2
- MLM6: 5 Responses To Conflict

BL14: Negotiation Skills

- MLN1: Negotiating Styles
- MLN2: Preparing To Negotiate
- MLN3: How To Renegotiate Deadlines
- MLN4: How To Negotiate More Effectively

BL15: Performance Management Skills

- MLP1: Managing Performance
- MLP2: Getting Action From Your One To One Meetings
- MLP3: How To Motivate Members Of Your Team
- MLP4: Tackling Poor Performance
- MLP5: The Performance Management Chat
- MLP6: How To Run An Effective One To One Meeting
- MLP7: How To Manage People Older Than Yourself
- MLP8: How To Handle Poor Performing Employees
- MLP9: How To Gain Commitment From Your Staff
- MLP10: How To Deal With Consistent Lateness
- MLP11: 60 Seconds – The Poor Performance Chat
- MLP12: 60 Seconds – The First Step Into Tackling Performance



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BL16: Personal Skills

- MLPS1: Defining & Modelling Excellence
- MLPS2: How Managers Can Build Their Self-Confidence
- MLPS3: How Managers Fight Procrastination
- MLPS4: 60 Seconds – Managing Your State Through Focus, Body Language & Words
- MLPS5: How To Assertively Deal With Aggression
- MLPS6: How To Be Assertive When Your Are Shy & Introvert
- MLPS7: How To Be Assertive With Your Boss
- MLPS8: 60 Seconds – Action Priority Matrix
- MLPS9: 60 Seconds – Are Your Goals SMART?
- MLPS10: 60 Seconds – How To Manage Those Emails
- MLPS11: 60 Seconds – Seven Habits Of Highly Effective People

BL17: Presentation Skills

- MLPR1: Planning A Presentation
- MLPR2: Structuring Your Presentation
- MLPR3: Overcoming Your Presentation Nerves
- MLPR4: Overcoming Your Presentation Fears

BL18: Problem Solving & Innovation

- MLPI1: Effective Problem Solving - Asking The 5 Whys
- MLPI2: How To Run A Brainstorming Session
- MLPI3: Thinking Styles - Hermann's Whole Brain Modelling
- MLPI4: Creative Thinking - De Bono's 6 Thinking Hats

- MLPI5: 60 Seconds – Kurt Lewin's Force Field Analysis
- MLPI6: 60 Seconds – Using DeBono's 6 Thinking Hats
- MLPI7: 60 Seconds – Applying Root-Cause Analysis To Solve Problems
- MLPI8: 60 Seconds – Running Action Learning Sets To Solve Problems

BL19: Process Improvement

- MLI1: Cycle Of Continuous Improvement
- MLI2: How To Review Your Current Processes
- MLI3: Planning & Implementing Improvements To Your Processes
- MLI4: Reducing Waste In The Process
- MLI5: 60 Seconds – The Deming Cycle
- MLI6: 60 Seconds – Using Brainstorming To Create Ideas
- MLI7: 60 Seconds – Getting Into The Zone With The Flow Model
- MLI8: 60 Seconds – Urgent v Important Tasks

BL20: Storytelling For Business

- MLS1: The DNA Of A Successful Story
- MLS2: Why Tell Stories - What's The Pay Off
- MLS3: Connecting And Engaging With The Audience When Telling Stories

BL21: Stress Management Skills

- MLSM1: Recognising & Dealing With Stress
- MLSM2: Defining Stress & its Effects
- MLSM3: Managing Your Own Stress Levels: Accepting What You Cannot Change
- MLSM4: Managing Your Own Stress Levels: Adapting To The Stressful Situation
- MLSM5: Managing Your Own Stress Levels: Altering the Situation
- MLSM6: Managing Your Own Stress Levels: Avoiding Unnecessary Stress
- MLSM7: Managing Your Own Stress Levels: Coping Networks
- MLSM8: Personality Types & Stress

BL22: Time Management Skills

- MLT1: Effective Time Management
- MLT2: Time Stealers - How Do We Identify Them?
- MLT3: Left Brain & Right Brain Thinking
- MLT4: Setting Effective Goals
- MLT5: 60 Seconds – Allocating Tasks – The BALM Method
- MLT6: 60 Seconds – How To Use A Time Log To Get More Done



At A Glance – Coaching Blueprints

BL23: Cold Calling & Prospecting

- SECA1: Pre Call Planning & Objective Setting
- SECA2: Cold Calling – How to Open Your Call
- SECA3: How To Identify A Gatekeeper Screen
- SECA4: How To Get Through A Gatekeeper Screen
- SECA5: 6 Phrases You Must Avoid When Speaking With The Decision Maker
- SECA6: How To Sell An Appointment
- SECA7: On Your Way To The Telephone
- SECA8: Qualifying Decision Makers
- SECA9: Make Your Sales Scripts Sound Unrehearsed
- SECA10: 3 Powerful Tips For Setting Appointments On The Telephone
- SECA11: 4 Quick Tips On Gaining More Referrals Than You Can Handle
- SECA12: 5 Prospecting Mistakes to Avoid
- SECA13: 3 Useful Hints For Leaving Your Prospect A Voicemail
- SECA14: How To Cement Your Appointments In Stone
- SECA15: How To Close A Direct Sale
- SECA16: How to Get Your Voicemails Returned
- SECA17: How To Overcome Objections
- SECA18: Keeping Your Pipeline Full
- SECA19: Keeping In Touch Without Stalking
- SECA20: Prospecting – Why You Should Lose “Touching Base”
- SECA21: We’re Happy With Our Current Supplier... What Next?
- SECA22: Successful Follow Up Calls

BL24: Consultative Selling Skills

- SES1: Why Use The Consultative Selling Approach
- SES2: Consultative Selling Skills – The PULSE Model
- SES3: Consultative Selling PULSE Model – Position
- SES4: Consultative Selling PULSE Model – Understand
- SES5: Consultative Selling PULSE Model – Leverage
- SES6: Consultative Selling PULSE Model – Solution
- SES7: Consultative Selling PULSE Model – Evolve
- SES8: Consultative Selling Reminders

BL25: Gaining An Unfair Advantage

- SEG1: 10 Customer Wants In Addition To Lowest Price
- SEG2: From Sales Person To Trusted Advisor
- SEG3: How To Remove Existing Supplier Relationships
- SEG4: How To Bash The Competition Without Bashing Them
- SEG5: How To Remove Your Competitors From The Equation
- SEG6: Keeping Your Prospects Warm During The Sales Cycle
- SEG7: Understanding Your Numbers For Accelerated Results
- SEG8: Why Speed Wins In Sales

BL26: Handling Objections Skills

- SEH1: How To Respond To “That Costs Too Much”
- SEH2: Price Objection or Price Shock?
- SEH3: There Are Only Two Types Of Objections
- SEH4: When to Walk Away From Price Only Customers

BL27: Negotiation Skills

- SENS1: The 5 Stages For A Successful Negotiation
- SENS2: Negotiation Skills – A Vital Skill
- SENS3: Negotiation – Bargaining For Outcomes
- SENS4: Different Negotiation Styles
- SENS5: Improving Your Negotiation Skills
- SENS6: Negotiation – Planning & Preparation
- SENS7: Negotiation – Managing The Discussion
- SENS8: Negotiation – Proposing Solutions
- SENS9: Negotiation – Summarising & Reaching An Agreement
- SENS10: The 4 Possible Outcomes Of A Negotiation



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BL28: Planning & Mindset

- SEPM1: What Is Your Sales Style?
- SEPM2: The Sales Mindset
- SEPM3: Successful Sales Habits
- SEPM4: Getting Organised
- SEPM5: Know Your Stuff
- SEPM6: Manage Your State
- SEPM7: Changing Your Mindset & Approach Part 1
- SEPM8: Changing Your Mindset & Approach Part 2
- SEPM9: Mentally Preparing For The Sale
- SEPM10: Planning & Preparing For A Sales Meeting Part 1
- SEPM11: Planning & Preparing For A Sales Meeting Part 2
- SEPM12: The Pull Don't Push Attitude
- SEPM13: Understanding The DNA of Sales
- SEPM14: Understanding The Science of Your Selling
- SEPM15: What It Takes To Be A Modern Day Sales Professional
- SEPM16: Overcome The Fear of Rejection
- SEPM17: 3 Ways On Gaining More Info Without Asking A Single Question
- SEPM18: Common Reasons Why Sales People Fail

BL29: Sales Interactions

- SESI1: 10 Quick Tips On How Sales People Can Improve Their Listening Skills
- SESI2: Asking Questions
- SESI3: Don't Talk About Your Solutions Too Early On
- SESI4: Helping People To Buy
- SESI5: How To Front Load Objections
- SESI6: How To Respond To Why Should I Buy From You
- SESI7: How To Reduce Your Price
- SESI8: How To Give Discounts Without Losing Your Shirt
- SESI9: Listening Mistakes Sales People Make
- SESI10: Preparing Your Small Talk
- SESI11: The Top Questions To Uncover Needs, Wants & Pain
- SESI12: Use This Word When Revealing The Price To Your Prospect
- SESI13: Using Email During The Sales Cycle
- SESI14: Using Emotion & Logic To Influence Part 1
- SESI15: Using Emotion and logic to influence Part 2
- SESI16: Keeping Control When The Customer Says "Yes"
- SESI17: How To Respond When The Prospect Asks For A Discount
- SESI18: Ditch The Pitch Approach
- SESI19: Closing – How To Move The Sale Forward
- SESI20: 7 Steps To Build And Maintain Connections With Your Clients
- SESI21: 7 Ways To Make Your Sales Meeting Buzz

- SESI22: Creating A Sense of Urgency In The Sale
- SESI23: Never Ask This Question When Closing
- SESI24: Objection Handling Masterclass
- SESI25: On Your Way To The Meeting
- SESI26: Presenting With Impact
- SESI27: Pull V Push Selling
- SESI28: Pre-Meeting Mindset & Objective Setting
- SESI29: Planned Not Canned Presentations

BL30: Understanding Buyers

- SEUB1: Understanding Buyer Types
- SEUB2: Understanding Different Buyer Types Part 1 – Activist & Reflector
- SEUB3: Understanding Different Buyer Types Part 2 – Theorist & Pragmatist
- SEUB4: Understanding How Your Buyers Think
- SEUB5: Understanding How Your Buyers Think – Auditory & Kinaesthetic
- SEUB6: Understanding How Your Buyers Think – Visual Preferences
- SEUB7: How To Build Rapport
- SEUB8: How To Use Emotion & Logic To Influence
- SEUB9: How Your Buyers Process Information - Chunking
- SEUB10: Understanding How Your Buyers Process Information
- SEUB: Understanding The Modern Day Buyer Part 1
- SEUB: Understanding The Modern Day Buyer Part 2



At A Glance – Coaching Blueprints

Equality & Diversity

BL31: Equality & Diversity

- ED1: An Introduction to Equality & Diversity Law
- ED2: The Equality Act
- ED3: The 4 Types Of Discrimination
- ED4: Age Discrimination
- ED5: Race Discrimination
- ED6: Sex & Sexual Orientation Discrimination
- ED7: Gender Reassignment Discrimination
- ED8: Disability Discrimination
- ED9: Religion Or Belief Discrimination
- ED10: Marriage Or Civil Partnership Discrimination
- ED11: Pregnancy & Maternity Discrimination
- ED12: Bullying & Harassment
- ED13: Stereotyping & Prejudice

Human Resources

BL37: Human Resources

- HR1: Alcohol and Drugs at Work
- HR2: Anti-Money Laundering
- HR3: Email & The Internet
- HR4: Environmental Awareness
- HR5: Freedom of Information Act
- HR6: Health & Wellbeing
- HR7: Harassment & Bullying at Work
- HR8: Mental Health at Work
- HR9: Safeguarding Adults
- HR10: Safeguarding Children
- HR11: Social Media Awareness
- HR12: Bribery Act
- HR13: Data Protection Act
- HR14: Understanding Cyber Security
- HR15: Working Safely and Securely



At A Glance – Coaching Blueprints

Project Management

BL32: Project Management

- PM1: How To Estimate Work
- PM2: How To Manage Project Risks
- PM3: How To Manage Resources
- PM4: Managing Stakeholders
- PM5: Phase 1 – Project Initiation
- PM6: Phase 2 – Project Planning
- PM7: Phase 3 – Project Execution & Control
- PM8: Phase 4 – Project Closure
- PM9: Project Budgeting
- PM10: Project Planning Tools
- PM11: Setting Project Goals & Objectives
- PM12: The Different Phases Of A Project
- PM13: The DNA Of A Project Plan
- PM14: Tracking Progress Of Your Project
- PM15: Understanding Critical Path Analysis
- PM16: Understanding The Key Characteristics Of All Projects
- PM17: What Makes Up A Good Project Team?
- PM18: How To Run An Effective Project
- PM19: Project Management For Non-Project Managers
- PM20: 60 Seconds – Allocating Tasks – The BALM Method
- PM21: 60 Seconds – So You've Got A New Project - Now What?

Finance For Non Finance

BL33: Finance For Non-Finance

- F1: An Introduction To Accountancy & Finance
- F2: Understanding The 3 Main Accountancy Statements
- F3: The DNA Of A Profit & Loss Statement
- F4: The DNA Of A Balance Sheet
- F5: The DNA Of A Cash Flow Statement
- F6: Why Cash Doesn't Equal Profit
- F7: Understanding Working Capital: What Is It? How Can We Manage It?
- F8: Capital Expenditure v Revenue (Operating) Expenditure
- F9: Cost Behaviour (Fixed, Variable, Semi-Variable)
- F10: How To Put Together A Budget
- F11: Assessing Variances & Reforecasting The Budget
- F12: The Effects Of Depreciation
- F13: How Your Day To Day Decisions Impact Profit & Cash Flow
- F14: Financial Analysis – Understanding Ratio Analysis & How To Use It
- F15: The Definitions Of Commonly Used Financial Terms



BL34: Customer Service

- CS1: Understanding Your Role As A Customer Service Professional
- CS2: What Does Great Customer Service Look & Sound Like?
- CS3: What Do Our Customers Expect From Us?
- CS4: Handling Customer Enquiries
- CS5: Best Practice Customer Service Over The Telephone
- CS6: Best Practice Customer Service Face To Face
- CS7: How To Develop Your Questioning & Listening Skills
- CS8: Dealing With Difficult Customers – Over The Telephone
- CS9: Dealing With Difficult Customers – Face To Face
- CS10: How To Handle A Complaint



BL35: Communication Skills

- CO1: Communication Technique - Pause, Think, Act
- CO2: Which Communication Style Do You Use?
- CO3: How To Say No?
- CO4: HR: Are You Using Negative Language Patterns?
- CO5: Why Tell Stories - What's The Pay Off
- CO6: Preparing For A Difficult Conversation
- CO7: Giving Constructive Feedback
- CO8: Resolving Conflict Situations - Part 1
- CO9: Resolving Conflict Situations - Part 2
- CO10: The DNA Of A Successful Story
- CO11: Preparing To Negotiate
- CO12: Negotiating Styles
- CO13: Practical Assertive Techniques
- CO14: Key Skills Required When Handling Conflict
- CO15: Connecting & Engaging - Telling Stories
- CO16: Understanding Pain & Pleasure
- CO17: How To Renegotiate Deadlines
- CO18: Influencing Skills
- CO19: How To Negotiate More Effectively
- CO20: The 5 Options Of Conflict Resolution
- CO21: Identifying & Dealing With A Blame Culture
- CO22: How To Handle Difficult People
- CO23: How To Hold A Difficult Conversation
- CO24: How To Give Bad News In The Right Way
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- CO33: How People Feel When They Receive Feedback
- CO34: Techniques To Use When Giving Feedback
- CO35: Using Assertiveness To Deal With Negativity
- CO36: Active Listening - How To Really Do It
- CO37: 60 Seconds – The ABC's Of Effective Communication
- CO38: 60 Seconds – Understanding People - How We Are Convinced By Something
- CO39: 60 Seconds – Understanding People - Move Towards V Move Away



At A Glance – Coaching Blueprints

Personal Skills

BL37: Personal Skills

- PS1: Improving Your Social Skills
- PS2: Cycle Of Continuous Improvement
- PS3: Recognising & Dealing With Stress
- PS4: Personality Types & Stress
- PS5: Defining Stress & Its Effects
- PS6: Stress Levels: Altering The Situation
- PS7: Stress Levels: Avoiding Unnecessary Stress
- PS8: Stress Levels: Accepting What You Cannot Change
- PS9: Stress Levels: Adapting To The Stressful Situation
- PS10: Stress Levels: Coping Networks
- PS11: Left Brain & Right Brain Thinking
- PS12: Reducing Waste In The Process
- PS13: Improving Your Self-Motivation
- PS14: Improving Your Self-Awarenesse
- PS15: Defining & Modelling Excellence
- PS16: Implementing Improvements To Your Processes
- PS17: Time Stealers - How Do We Identify Them?
- PS18: Setting Effective Goals
- PS19: How To Review Your Current Processes
- PS20: Effective Time Management
- PS21: Emotional Intelligence
- PS22: What Is Emotional Intelligence?
- PS23: 7 Ways To Improve Your Emotional Intelligence
- PS24: Improving Your Self Control
- PS25: Improving Your Empathy
- PS26: How Managers Can Build Their Self-Confidence

- PS27: How To Make Your Meetings More Effective
- PS28: Planning A Presentation
- PS29: Structuring Your Presentation
- PS30: Overcoming Your Presentation Fears
- PS31: Overcoming Your Presentation Nerves
- PS32: The DNA Of A Successful Meeting
- PS33: How To Run MAGIC Meetings
- PS34: How To Keep People On Task During Meetings
- PS35: How Managers Fight Procrastination
- PS36: How To Run A Brainstorming Session
- PS37: Creative Thinking - De Bono's 6 Thinking Hats
- PS38: Thinking Styles - Hermann's Whole Brain Modelling
- PS39: Effective Problem Solving - Asking The 5 Whys
- PS40: Getting Into The Zone With The Flow Model

All Of Our Sessions Come With:

- ✓ An **engaging** digital learning session
- ✓ **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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