

Course Description

The course has been designed to cover the essential elements of business correspondence and improve the effectiveness of planning, structuring, writing and proof-reading a wide range of written communication. The emphasis is placed on the clarity, accuracy, and impact of the written word.

Course Objectives

By the end of the course, participants should be able to:

- plan and structure business writing
- write clear and concise business correspondence
- review and improve what you have written with confidence

Course Outline

The course focuses on:

- Why is business writing important?
- Different types of business writing
- Planning and purpose
- Understanding the company needs, the reader and you
- Writing business documents
- Using the right language - KISS
- Using the correct grammar and punctuation
- Getting it right – proof-reading and editing
- Action Planning

Course Methodology

The course will be:

- interactive and challenging, using a wide range of activities, such as discussions, role-plays, simulations
- practical and productive, using 'live' case studies
- creative and fun, both in design and delivery
- supportive in the tools and models selected as input
- reflective as participants will be expected to incorporate the content into their everyday work situations

Course Description

We communicate all the time. Successful communication depends on understanding others, being understood and interacting well together. This course focuses on the factors involved in communicating our messages, both verbal and non-verbal. The starting point is an understanding of the communication process itself, followed by an understanding of “other” messages. The focus then shifts to an understanding of others, an awareness of self and the importance of assertive language. With this in place, you will be able to communicate more effectively and with more impact.

Course Objectives

By the end of the course, participants will be able to:

- understand the fundamental aspects of communication, both verbal and non-verbal
- be aware of sending and receiving messages
- have a clear understanding of the importance of self-management in dealing with others

Course Outline

The course focuses on:

- The Communication process
- Creating positive relationships
- Building rapport
- Active listening
- Assertiveness
- Managing yourself
- Setting SMART goals
- Exploration of “live” issues
- Action Planning

Course Methodology

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- reflective as participants will be expected to incorporate the content into their everyday work situations

Course Description

Understanding your company culture is essential for anyone who wants to make a meaningful contribution at work. Finding your own role in a busy workplace can be a difficult task. This course aims to give an understanding of what corporate culture actually means, how it works and then, in turn, how an individual can influence it.

Course Objectives

By the end of the course, participants should be able to:

- understand what corporate culture is
- understand how it works
- use this knowledge to facilitate career development

Course Outline

The course focuses on:

- The corporate view
- The power of culture
- The role of management
- Setting targets
- Improving performance
- Working more effectively
- Networking
- Measuring change
- Exploration of “live” issues
- Action Planning

Course Methodology

The course will be:

- interactive and challenging, using a wide range of activities, such as discussions, role-plays, simulations
- practical and productive, using ‘live’ case studies
- creative and fun, both in design and delivery
- supportive in the tools and models selected as input
- reflective as participants will be expected to incorporate the content into their everyday work situations

Course Description

Change is a constant factor in the modern world. Yet, it seems increasingly difficult to win people's support and commitment for meaningful change. This course focuses on participants gaining an understanding of the need for change, assessing the company's readiness to change and then implementing what can realistically be achieved.

Course Objectives

By the end of the course, participants will be able to:

- identify the need for change
- assess the organisation's readiness for change
- collaborate with others to implement and monitor planned changes
- manage resistance to the change process

Course Outline

The course focuses on:

- Organisational culture
- Evaluating corporate values
- The nature and meaning of change
- Assessing the need for change
- Developing a change programme
- Managing change
- Dealing with behavioural implications of change
- Establishing the change mindset
- Exploration of "live" issues
- Action Planning

Course Methodology

The course will be:

- interactive and challenging, using a wide range of activities, such as discussions, role-plays, simulations
- practical and productive, using 'live' case studies
- creative and fun, both in design and delivery
- supportive in the tools and models selected as input
- reflective as participants will be expected to incorporate the content into their everyday work situations

Course Description

The course aims to give you the skills and practical tools you need to gain the commitment and co-operation of others in order to reach your own targets or those of the company. In this way, this will help you to increase your effectiveness, impact and personal credibility.

Course Objectives

By the end of the course, participants will be able to:

- understand the ways to influence people
- choose the most effective personal style
- use appropriate assertiveness techniques
- have a clear understanding of selling your ideas

Course Outline

The course focuses on:

- The communication process
- Rapport building
- Active listening
- Assertiveness models and techniques
- Understanding behaviour in personal transactions
- Positive influencing – push and pull factors
- Sources of power
- Exploration of “live” issues
- Action Planning

Course Methodology

The course will be:

- interactive and challenging, using a wide range of activities, such as discussions, role-plays, simulations
- practical and productive, using ‘live’ case studies
- creative and fun, both in design and delivery
- supportive in the tools and models selected as input
- reflective as participants will be expected to incorporate the content into their everyday work situations

Course Description

Working with others is part of everyday working life and is critical in the success of any organisation. This course focuses on setting up or establishing relationships built on respect and trust and aims to provide a framework within which to maintain effective team spirit. We then look at conflict situations and highlight practical techniques to best resolve these potentially damaging consequences.

Course Objectives

By the end of the course, participants should be able to:

- understand the fundamental aspects of working in teams, team dynamics, team roles and the importance of diversity
- introduce core skills for effective interpersonal relations
- develop confidence in practising these core skills
- improve handling of difficult situations, involving motivating others, co-operating with others, giving feedback & conflict resolution

Course Outline

The course focuses on:

- Working in diverse teams
- Team dynamics
- Communication process: active, passive and assertive
- Creating successful working relationships
- Understanding motivation
- Team roles
- Giving and receiving feedback
- Resolving conflicts
- Exploration of “live” issues
- Action Planning

Course Methodology

The course will be:

- interactive and challenging, using a wide range of activities, such as discussions, role-plays, simulations
- practical and productive, using ‘live’ case studies
- creative and fun, both in design and delivery
- supportive in the tools and models selected as input
- reflective as participants will be expected to incorporate the content into their everyday work situations