



Certificated Training Courses

The emphasis on all of these courses is improved communication leading to greater effectiveness, higher productivity, less mistakes, better customer care and improved business results

[Advanced selling skills](#)

[Appraisal skills](#)

[Assertiveness at work](#)

[Communicating well at work \(for those who deal with colleagues\)](#)

[Dealing with difficult people and situations](#)

[Essential management skills](#)

[Enhancing customer care \(for those who deal with external customers\)](#)

[Letter and report writing skills](#)

[Making meetings work](#)

[Managing absence](#)

[Managing change](#)

[Managing performance](#)

[Motivating your workforce](#)

[Presentation skills](#)

[Recruitment and selection](#)

[Successful selling skills](#)

[Team building](#)

[Time management, planning and delegation](#)

[Training and coaching skills](#)

[Writing effective letters and emails](#)

PROFESSIONAL MANAGEMENT COURSE (I.L.M)

[Level Three Award in First Line Management](#)

[Level Two Award in Team Leading](#)

To book any of the above courses, please contact abc recruitment services on:

T: 01387 270718

E: enquiries@abcrecruitment.net

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Essential Management Skills

Objective

Using a mixture of theory, discussion and practical exercises, key members of staff will cover some of the concepts, tools and techniques of management in order to become more effective and confident when managing their team.

This course is suitable for experienced **and** inexperienced managers who have little or no formal training or who would like refresher.

Agenda

Management definitions and the role of a manager

Understanding your role as a manager

Styles of management

Time management

Planning

Delegation

Enhancing Customer Care **(for those who deal with external customers)**

Objective

This workshop will increase all delegates understanding of the importance of every single interaction with a customer in order that they may represent their company with warmth in a professional way. Whether it is face to face or over the phone, this workshop will help to raise standards.

This workshop is suitable for delegates at all levels who want to raise their levels of customer care.

Using a mixture of theory, practical exercises and discussion this training will give delegates the skills to be able to deal with customers confidently, professionally and with warmth.

Agenda

What is customer care?

Some facts about customer care

So what do customers expect?

The difference between face to face and telephone communication

Guidelines for excellent telephone behaviour

Building relationships with customers

Developing your questioning and listening skills

Taking messages

Handling complaints

[Back to training course list](#)

Writing Effective Letters and Emails

Objective

Every letter makes an impact – good, bad or average. Letters tell the reader not just their content but also about the writer themselves. We can judge (and sometimes misjudge) not only the letter writer but also the whole organisation by a single letter.

An email is often just a fast letter, yet a lot of misunderstandings are caused with email. Confusion and hurt feelings often needlessly arise and communication can be poor.

This course is suitable for anyone who regularly writes letters and uses email but feels that the quality of their message(s) could be improved.

Agenda

The session will be a mixture of theory, practical exercises and discussion and the course content will include the following:-

Keeping it short and simple

Punctuation and grammar

Basic layouts and guidelines for letters

Letter writing exercise

Checking the readability of written communications

Hints and tips for effective business letters

Writing in a clear style

Communicating well via email

What is a poor email? What is a good email?

Hints and tips

[Back to training course list](#)

Communicating Well at Work **(for those who deal with colleagues)**

Objective

This workshop will increase all delegates' understanding of the importance of every single interaction with a work colleague.

Using a mixture of theory, practical exercises and discussion this training will give delegates the skills to be able to deal with colleagues confidently, professionally and with warmth.

This will suit anyone who wants to work more accurately and professionally whilst building good relationships at work.

Agenda

What do you expect from your colleagues?

So what do your colleagues expect?

The difference between face to face and telephone communication

Guidelines for excellent telephone behaviour

Building relationships with your colleagues

Developing your questioning and listening skills

Managing your time

Writing emails

Taking messages

Hints and tips

[Back to training course list](#)

Dealing with Difficult People and Situations

Objective

The purpose of this workshop is to enable delegates to become more assertive in the workplace. The tools and techniques covered will enable delegates to deal with situations in a confident and diplomatic way and will improve their communication skills.

The day will be a mixture of theory, discussion and practical exercises and is suitable for anyone who wants to increase their levels of skills and confidence when dealing with life's inevitable difficulties.

Agenda

Understanding behavioural types

The seven rights of the assertive person

Five step approach to basic assertiveness

Behaviour inventory

Using appropriate body language

Effective listening

Broken record technique

Fogging technique

Handling complaints

Constructive criticism

Presentation Skills

Objective

The purpose of this workshop is to enable you to undertake presentations in a more professional, effective and confident manner.

This course is suitable for both experienced and inexperienced delegates who have had no formal training.

The day will be a mixture of theory, practical exercises and discussion and the course content will include the following:-

Agenda

Feelings about presentations

Attention curves

Retention levels

10 steps to planning your presentation

15 ways not to present

Hints and tips

Activities

Use of the flip chart

Use of the overhead projector

Planning a presentation

Presentations and feedback



Successful Selling Skills

Objective

The purpose of this workshop is to enable you to approach your sales calls in a more professional manner so that you are able to sell more of your product or service.

Agenda

The day will be a mixture of theory, practical exercises and discussion and the course content will include the following:-

Opening the sale

Establishing customer needs

Selling the benefits of your product/service

Closing the sale

[Back to training course list](#)

Motivating Your Workforce

Objective

The purpose of this workshop is to give managers and supervisors an understanding of the importance of motivating their staff together with some tools and techniques to enable them to do this.

Agenda

What is motivation?

What motivates you and de-motivates you?

Theories of motivation

Discussing motivation

Warning signs of de-motivated staff

The three types of worker

The four big motivators

The A-Z of motivating your team



Team Building

Objective

The objective of this course is to unite team members and to give all delegates an understanding of how their team functions and what they can do to make a positive contribution.

Agenda

Using a mixture of discussion, theory and practical exercises designed to improve teamwork, the course content will cover the following: -

What is a team?

Characteristics of teams

Team roles

Positive and negative team behaviours

The development of teams

Tower building

Task and social aspects

Communication and planning in teams

Summary team exercise

[Back to training course list](#)

Time Management, Planning and Delegation

Objective

The purpose of this course is to give delegates an awareness of the importance of managing their time effectively together with the tools and techniques to do this.

The day will be a mixture of theory, exercises and discussion and will equip delegates with the skills to manage their time more proactively in order to achieve more.

Agenda

Considering time management

Time management questionnaire

The benefits of good time management

How do you manage time now?

Take a step back

Do I demand a perfect job every time?

What is the purpose of your job?

Top tips for time management

Setting goals and objectives

Prioritising tasks

Planning structure

Why do people fail to delegate?

Guidelines for delegation

[Back to training course list](#)

Recruitment and Selection

Objective

One of the most important decisions a manager can make is who to employ. This one day course will guide participants through the key aspects of recruitment. Using a mixture of theory, discussion and practical exercises, delegates will tackle the process of recruitment in a very logical way in order to build their confidence, knowledge and skills.

Agenda

Before you start the interview

- Job description
- Employee specification
- Assessment plan

Setting up the interview

- How many interviewers?
- The interview room
- General administration
- Inviting the candidates

Interview Strategies

- 3 different strategies
- Questioning techniques
- Listening and evaluating

After the interview

- Making your decision
- Appointing the successful candidate
- Reviewing the process

Managing Change

Objective

The purpose of this workshop is to enable you to understand and manage change in a more professional, effective and confident manner.

The day will be a mixture of theory, practical exercises and discussion and the course content will include the following: -

Agenda

Defining change

Discussing change

Questionnaire

The skills involved in managing a process

Scenarios for change

The change process

Force field analysis

Three steps to manage change

Checklist for managing change

Styles of managing change

Appraisal Skills

Objective

The purpose of this workshop is to enable you to undertake appraisals so that you and your team can both review past performance and plan for future success in order to perform even more effectively.

By the end of the workshop delegates will understand the culture and management of appraisals and will have completed an appraisal using the forms provided.

Agenda

The day will be a mixture of theory, practical exercises and discussion and the course content will include the following: -

What is an appraisal?

Defining the purpose of appraisals

Preparing for appraisals

Do's and don'ts

Structure of appraisals

Handling difficult areas

Delivering praise and criticism

Development

Closing the interview

Writing up the forms

Following up the objectives

Action planning for appraisals

[Back to training course list](#)

Assertiveness at Work

Objective

The purpose of this workshop is to enable delegates to become more assertive in the workplace. The tools and techniques covered will enable delegates to deal with situations in a confident and diplomatic way and will improve their communication skills.

The day will be a mixture of theory, discussion and practical exercises.

Agenda

Understanding behavioural types

The seven rights of the assertive person

Five step approach to basic assertiveness

Behaviour inventory

Using appropriate body language

Effective listening

Broken record technique

Fogging technique

Handling complaints

Constructive criticism

Letter and Report Writing Skills

Objective

The purpose of this workshop is to enable you to present your written communication in a more professional, effective and concise manner.

Agenda

The day will be a mixture of theory, practical exercises and discussion and the course content will include the following: -

Keeping it short and simple

Punctuation

Basic layouts and guidelines for letters

Guidelines for writing more complicated letters

Checking the readability of written communications

Improving the readability of written communications

Common mistakes in letter writing

Hints and tips for effective business letters

The purpose of report writing

A formal structure for writing reports

Other hints and tips for compiling reports

Report writing exercise

Training and Coaching Skills

Objective

The purpose of this workshop is to enable you to train your team in a more professional, effective and confident manner.

Agenda

The day will be a mixture of theory, practical exercises and discussion and the course content will include the following: -

What is training?

Systematic training cycle

Why train?

Attention curves

Training styles

Retention levels

Ten steps to planning your training session : Fifteen ways not to present

Hints and tips

Activities

Use of the flip chart

Controlling the group

Coaching techniques and feedback

Use of the OHP

Planning and delivering a training session

[Back to training course list](#)

Making Meetings Work

Objective

The purpose of this workshop is to enable you to perform more effectively and confidently in meetings.

Agenda

The day will be a mixture of theory, practical exercises and discussion and the course content will include the following: -

Some thoughts on meetings

The purpose of meetings

The functions of meetings

The dynamics of meetings

Hidden agendas

Increasing the effectiveness of meetings

Key reasons why meetings don't work

Behaviour in meetings

The skills of the chair

Assertiveness in meetings

Presenting your ideas

Managing Absence

Objective

Managing absence will significantly reduce it. This course will improve your skills, confidence and knowledge in relation to the costs of absence, the importance of managing absence and the return to work interview.

Agenda

Using a mixture of discussion, theory and practical exercises the course will include:

An introduction to absence management covering:

- The causes
- Statistics and the cost
- Other implications
- The importance of managing the process
- Ways to reduce absenteeism

Background

- What is a return to work interview?
- Management style
- Interview skills
- During the absence

The return to work interview covering:

- The welcome back
- The cause
- The impact
- The next steps

The follow up

- When to follow up
- The paperwork

Managing Performance

Objective

This course is designed to develop the skill, knowledge and confidence of those managers who are responsible for maintaining standards in their team.

This practical course will cover some of the main issues of managing performance in a positive way. Key areas covered will include motivation, dealing with difficult situations and praise. There will be an emphasis on problem solving by asking questions and listening.

Often the best way to deal with problems like lateness, low work standards and other work related issues is by a structured yet informal conversation. If this is successful then the manager and member of staff will not need to take the matter further as standards will have improved.

Agenda

Using a mixture of theory, discussion and practical exercises, with the opportunity to practice these skills in the afternoon - this course will cover the following:

Managing performance – the key issues

Motivating your staff

Behavioral types

Dealing with situations assertively

What is informal action?

Best practice for conducting informal action

A summary of the stages of informal action



Advanced Selling Skills

Objective

This course is designed for sales people who are already comfortable with the structure of a sale. Its ultimate aim is to help delegates sell more of their product or service in a structured, friendly, professional way.

Agenda

Using a mixture of discussion, theory and practical exercises the content will include the following:

Revision on the structure of a sale (opening, establishing needs, presenting benefits, closing)

Why do customers object?

Handling an objection

Maximising your calls and being organised

[Back to training course list](#)



ILM (Institute of Leadership and Management) Qualifications

We are also able to offer ILM accredited qualifications.

The Level Two Award in Team Leading

This qualification is designed to give practising or aspiring team leaders a solid foundation in their formal development as a leader.

Delivered over three days, this is a concise qualification designed to give learners a basic knowledge of the various roles, functions and responsibilities of a team leader.

Content includes:

Developing yourself as a team leader
Workplace communication
Motivating the team to perform

This content is flexible and other areas are available

The Level Three Award in First Line Management

This qualification is designed to give practising or aspiring first line managers a solid foundation in their development as a manager.

Delivered over five days, this qualification gives an introduction to the skills, knowledge and understanding required by today's managers.

Content includes:

Solving problems and making decisions
Achieving objectives through time management
Organising and delegating
Communicating one to one at work
This content is flexible and other areas are available

[Back to training course list](#)

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