



MANAGEMENT COURSES

Confident influencing and negotiation

Few people enjoy conflict. The good news is that our 'fight or flight' response can be limited to create a more helpful reaction. Deal with highly stressful situations and improve your chances of negotiating successfully.

If you are to negotiate successfully, you must have a plan and you must know what you are prepared to leave the negotiations with. Just as importantly you must know what you have that the other party might want and how valuable this is to them.

Using questioning to understand more about what is valued by other people is the key to making a win-win negotiation work. This workshop helps you to experience good negotiating by giving you some tools that will improve your confidence and focus you on a successful outcome.

Outcomes

- experience of getting to know what people really want and why they want it
- a plan to help you decide what you really want and develop key messages
- development of your listening and questioning skills and other tools to build relationships
- more confidence when dealing with people or situations you are uncomfortable with
- a personal development plan to continue developing your skills



Exceptional communication and presentations

Need to communicate messages to individuals and deliver key messages to large audiences? This training investigates how to communicate a simple message for the most effective response and builds your confidence in front of others.

Depending upon where delegates are comfortable starting, the diagram below shows a full list of content, some very simple and more complex ideas that can be explored.

Each workshop will use a combination of the 'how to' and 'what to' principles to allow everyone to make significant progress and focus on how each individual will commit to improving.

Outcomes

- improved confidence in front of audiences
- time to reflect on what will make a difference to you and enable you to change your approach to 'standard' presentations
- an appreciation of how to develop key messages that get people's interest
- gain some simple tips to engage an audience
- a personal development plan for continuously improving communication and presentation skills



Inspirational management and leadership

There are many challenges as a manager and leader of people, none more testing than knowing how best to motivate your staff to the highest levels of performance. Using simple coaching techniques, this workshop will enable you to manage people for astonishing results.

Managing people is often regarded as a small part of a wider role and this often means that managers do not have time to invest in day-to-day management responsibilities. So, how can you devote less time to get the right results?

Defining your skills as an inspirational leader and an effective manager will help. We will discuss how best to play to your strengths and use coaching as an additional style to deal with the challenge of management.

Outcomes

- know when to lead and when to manage and know the difference!
- an understanding of what coaching is and how you plan to use it
- time to reflect on your own development and make some decisions about how to make real progress
- a personal development plan that will improve your own efficiency and performance