

## Bite Size Training Tasters

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We appreciate how difficult it can be to release staff for full days, so we have put together a range of topics which will provide valuable development tips and techniques covered in half day or sometimes even two hour chunks.

By attending the sessions team members not used to the training environment will start to develop a taste for learning and can return for more in depth sessions later as appropriate

Examples of sessions available:

### Communication Development

**Giving and Receiving Feedback**

Covers the importance of feedback within the team and how to deliver it in a motivational, constructive manner

**A Snapshot of Assertiveness**

Explains what is assertiveness, the benefits and the steps and techniques needed to put it into practice

**Improving your Communication Skills**

Examines communication barriers and basic strategies for improving both individual and team communication

**Exploring the Myths of Body Language**

An interesting and useful insight into how communication can be improved and impaired by having a basic awareness of the impact it has on interpersonal relationships

### Making the most of your work-life

**Effective goal setting**

Illustrates the importance of having goals in both inside and outside of work and how to prepare and achieve those goals effectively

**Working Smarter**

A taster of time management showing delegates how recognising and assessing priorities and following a daily/ weekly plan can help maximise productivity and help minimise stress

**Achieving “Win-Win” at work**

A snapshot of negotiation designed to provide basic, common-sense strategies for individuals to use both in sales and non-sales environments

Programmes can be tailor-made to your specific requirements.

## Course Category

### Sales

- o Selling for the non-sales person
- o Pro-active Telephone Selling
- o Gaining Quality Telephone Appointments
- o Maximising Incoming Orders
- o The Principles of Selling
- o Managing and Growing Key Accounts
- o Sales Management
- o Effective Sales Negotiation

### Supervision and Management

- o The Effective Supervisor
- o The Motivational Manager
- o Team Leader Development

### Communication

- o A Guide to Assertiveness
- o Productive Communication
- o Chairing and Facilitation Techniques
- o Effective Presentation Techniques
- o Negotiation Skills

### Self and Team Development

- o Coaching for Success
- o Training the Trainer
- o Instructional Techniques
- o Managing Stress
- o The Power of the Team
- o Effective Goal Setting
- o Professional Customer Care

### Skills

- o Internal Customer Care
- o Problem Solving and Decision Making
- o Time Management
- o The Effective Appraisal

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