



**EQV (UK) Ltd**

# Esse Quam Videri






Established in 1992 and we are a national training provider in Management, Soft Skills and IT. We are renowned for our flexible, innovative and excellent training programmes.

## New Courses for This Year

- 365 Collaboration Apps – Page 78
- Power BI – Page 82
- Google Slides, Sheets, Docs, Forms – Page 105
- Project Web Access / Professional Intro – Page 88
- Mentoring Apprentices – Page 55
- Inbound Sales Skills – Page 28

Virtual Delegates – We understand the challenges placed on everyone through demanding workloads and crammed schedules, so we are proud to introduce our new “Virtual Delegate” experience. The Virtual Delegate offers a fully immersed classroom experience without having to travel. Using a webcam and headset, delegates can ask questions and engage with the class as though they were in the training room.

Webinars – Based on great feedback from our customers regarding needing a flexible and very cost effective way to deliver focused bite sized learning into the workplace we have an extensive library of training via Webinars available.

COURSE PROFILES	PAGES
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 Sales and Customer Service	25 - 35
 Management	36 - 63
 Finance	64 - 66
 IT Skills for Professionals	67 - 112



At EQV We offer closed group courses at your location as well as Closed group or Public scheduled courses at one of our national locations. Our ILM programmes expand from first line supervisors (level 2) to board director (level 7) allowing for progression up the qualification ladder.



We provide a suite of self study modules for you to compliment the tutor led delivery programmes. Join our ILM learning forum to share best practice, pose questions and enhance your learning journey!

Look out for the ILM symbols throughout the brochure to see where our standard courses can count towards achieving an ILM qualification.

<b>Level</b>	<b>Title</b>	<b>Award</b>	<b>Certificate</b>	<b>Diploma</b>
<b>Supervisory</b> <b>2</b>	Leadership & Team skills	✓	✓	
<b>First Line Managers</b> <b>3</b>	Leadership & Management	✓	✓	✓
	Coaching	✓	✓	
<b>Moving up to Middle Management</b> <b>4</b>	Leadership & Management	✓	✓	✓
<b>Middle Managers</b> <b>5</b>	Leadership & Management	✓	✓	✓
	Coaching & Mentoring		✓	✓
<b>Moving up to Senior Management</b> <b>6</b>	Leadership & Management	✓		✓
<b>Senior Management</b> <b>7</b>	Developing Leadership & Management	✓	✓	✓



# ASSERTIVENESS



## Business Benefit

How managers come across to staff and how staff come across to customers can have a big impact on business results. Our behaviour in the workplace can impact on sales, productivity, staff retention, absenteeism and managing change. The skills of assertiveness can unlock the true potential of an organisation.



## Who Should Attend?

Those who need to act in a more assertive manner.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand what Assertiveness is
- Understand other Behaviour Styles
- Demonstrate the skills of Assertiveness



## Course Content

- What is assertiveness?
- Rights and responsibilities in Assertiveness
- Assertion and you
- Behaviour styles
- Non-Assertive Behaviour
- Aggressive Behaviour
- Assertive Behaviour
- The “Risks” of Confrontation
- Degrees of Confrontation Risk
- Constructive Conflict
- Making and refusing Requests
- Giving and Receiving Praise and Compliments
- Changing a Negative Self Image
- Positive Statements
- A Checklist for Speaking Up

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day  
Measured £1200 + VAT per group of up to 12 per day



# BASIC READING & WRITTEN COMMUNICATION



## Business Benefit

Reading and writing are skills most of us take for granted, but often our jobs require us to read or write documents which are more complex or technical than our day to day correspondence. Other times we may need to read a very lengthy document and have very little time in which to understand its content. This course is designed to help delegates deal with such challenges.



## Who Should Attend?

Anyone who wishes to ensure good reading and communication skills.



## Learning Objectives

*By the end of this course you will be able to...*

- Identify your own reading type
- Demonstrate different ways of reading text
- Explore scanning and skimming
- Describe the stages in analytical reading
- Write in a constructive and disciplined way
- Identify and correct misused words
- Understand how to construct clear sentences
- Demonstrate how to use punctuation effectively
- Explain common mistakes



## Course Content

- The benefits
- Ways of reading texts
- Reviewing and recall
- Structures of text
- Message construction
- Punctuation
- Spelling
- Style

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Measured £1200 + VAT per group of up to 12 per day



**Credits 6** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

# COACHING & MENTORING



## Business Benefit

The modern business environment demands that organisations constantly re-examine their business practises. The need for change is becoming almost a daily factor in keeping up with the ‘competition’ and satisfying ever-increasing customer expectations. Organisations need to be able to support their staff through this process of ‘constant change’ and Coaching and Mentoring plays a crucial role in providing that support.



## Who Should Attend?

Ideal for directors, managers and supervisors who are responsible for the performance of others. HR Professionals seeking to develop these skills within an organisation will also benefit from this course.



## Learning Objectives

*By the end of this course you will be able to...*

- Understanding the context for effective workplace coaching and mentoring
- Understanding the process and content of effective workplace coaching and mentoring



## Course Content

- Nature and role of Coaching & Mentoring in the workplace
- Behaviours required by a workplace coach or mentor
- Skills, abilities and characteristics of an effective workplace Coach or Mentor
- Development goals that can be met through Coaching & Mentoring
- GROW, OSCAR, ARROW
- Exploration of the coach and line manager responsibilities
- Contracting – purpose and content
- The importance of confidentiality in Coaching & Mentoring practice
- Record Keeping, Coaching plans, progress reviews
- Assessment techniques and purpose
- Range and value of different learning resources and facilities
- Assessment tools (VAK, Belbin)
- Job descriptions, behaviours, competency frameworks
- Concept of learning styles
- Personal factors which can inhibit responsiveness to coaching
- Strategies to overcome personal barriers to Coaching & Mentoring

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**Duration:** 1 day



**Price:** Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day  
Measured £1200 + VAT per group of up to 12 per day



# COMMUNICATION, ASSERTIVENESS & CONFIDENCE BUILDING



## Business Benefit

Assertive communication is often the difference between achieving a productive outcome and ending up with disagreement. Relationships between managers and staff and staff and customers rely on communication. Assertive behaviour holds the keys to effective communication. Organisations can save vast amounts of time, effort and money by getting communication right...first time...every time.



## Who Should Attend?

Anyone who wishes to communicate more effectively in difficult situations or with 'difficult people'. Anyone who needs to persuade other people to take action or make decisions. Anyone who would like to manage people more effectively.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand what assertive communication is and how to recognise it
- Demonstrate the key skills of assertive communication
- Highlight how to deal with difficult situations and people
- Understand the importance of effective communication
- Understand methods of communication
- Understand the importance of maintaining accurate records of communication



## Course Content

- A model of human behaviour
- Four common behaviours
- Dealing with difficult situations and people
- Stages in the communication process
- Consideration of the recipient's needs
- Barriers to communication and how to overcome them
- A range of direct communication methods relevant to the team and their relative advantages and disadvantages
- A range of direct communication methods relevant to people outside own area of responsibility, including written, telephone, e-mail and face-to-face discussions
- Aspects of face-to-face communication, including appearance, impact, body language
- The importance of succinct and accurate records of one-to-one oral communication
- Reasons for maintaining records of one-to-one communication
- Creating a Personal Development Plan

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 2 days



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day  
Measured £1200 + VAT per group of up to 12 per day





# CONDUCTING SUCCESSFUL MEETINGS



## Business Benefit

The amount of time that is wasted attending badly planned and badly run meetings has now reached epic proportions in many organisations. Understanding when meetings are absolutely necessary and how to make them run effectively in the shortest possible time is what this course is all about. It aims to give delegates the skills to organise meetings that actually are worth attending and the insight to know when a meeting is not necessary.



## Who Should Attend?

Anyone who attends or runs meetings on a regular basis.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the concept and purpose of meetings
- Demonstrate the methodology for planning an effective meeting
- Describe the roles people adopt in meetings
- Demonstrate the skills for dealing with 'difficult' attendees
- Explain the role of chairperson
- Create a personal implementation plan



## Course Content

- Understanding the concept of a meeting
- What is the worth & cost of the meeting?
- Planning your meeting
- Roles within meetings
- Opening Address
- Assertiveness
- Control of the group
- Being constructive
- Getting a decision
- When to defer Active Listening
- Conclusions
- Taking Minutes
- Problems with meetings
- Turning negative actions into positive results

Attend a public course or choose your own dates at your location



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Duration: 1 day



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# CREATIVE THINKING



## Business Benefit

The complexities of business in the 21st century require ever more creative ways of solving problems and developing new ideas. The need to be able to 'think outside the box' has never been greater.

This course addresses that need and looks at ways of 'thinking the unthinkable'.



## Who Should Attend?

People who would benefit from a more creative approach to those problems and issues where the solutions are not always obvious.



## Learning Objectives

*By the end of this course you will be able to...*

- Demonstrate methods used to define the real problem
- Describe how the 'left brain' and 'right brain' work and what the 'Intelligences' are
- Use an array of problem solving tools



## Course Content

- Defining the real problem – the 8-sector wheel
- What are the 'intelligences'?
- Using the left and right brain
- Space, time and laughter – The Reframing Matrix
- Getting creativity from a team
- Problem solving models and methods
- Action plans

Attend a public course or choose your own dates at your location



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Duration: 1 day



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# CV WRITING & ATTENDING AN INTERVIEW



## Business Benefit

Sometimes essential re-structuring results in losing staff and most organisations wish to afford those staff every assistance they can in gaining alternative employment.

This course addresses the issue of CV writing and gives delegates some top tips in putting together a CV that will open doors for them.

The course also looks at the skill of reading and interpreting CVs.



## Who Should Attend?

Anyone who needs to create a CV or whose job entails them reading and interpreting other peoples CVs.



## Learning Objectives

*By the end of this course you will be able to...*

- Describe the contents of a dynamic CV
- Demonstrate the skill of writing positive statements
- Create a CV using Microsoft Word
- Prepare for an Interview
- Understand Competencies
- Carry out Experiential Questioning using the STAR technique
- Understand the importance of Impact and Presence
- Communication
- Make a presentation
- The Interview
- The Process
  - Skills required
  - Questioning
  - Practice session

Attend a public course or choose your own dates at your location



## Course Content

- Content, length and presentation of a CV
- How best to describe education, work experience, interests and activities, etc.
- Making positive statements
- Dealing with 'gaps' and 'job durations'
- Creating a CV with MS Word
- Questions you want to ask at the interview
- Appearance & Attitude check
- Evidence of past achievements
- Knowledge, Skills, Abilities, Experience and Behaviours
- What the interviewer(s) is looking for
- Your Personal Qualities and Attributes (PQAs)
- The STAR Technique – Situation Task Approach Result
- Impact and Presence Why we need to pay attention to our image
- Communication do's and don't
- The interview - Short listing, Skills of a good interviewer, 10 interviewer errors, Questioning techniques and question types



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Duration: 1 day



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# DEALING WITH NEGATIVITY



## Business Benefit

In these days of constantly changing working practises, restructuring and redundancies this kind of statement is all too common in the workplace. The problem with negativity is – it’s infectious!

This course can help managers deal with negativity, stop it spreading and help staff to regain their enthusiasm and motivation.



## Who Should Attend?

Managers who may have to deal with negativity in the workplace.



## Learning Objectives

*By the end of this course you will be able to...*

- Help staff to come to terms with change and confront the challenges of the modern working environment
- Understand the different types of negativity and develop strategies for dealing with them
- Demonstrate practical techniques for managing negative behaviour
- Help staff re-discover their motivation
- Create a post course action plan for dealing with negativity



## Course Content

- The causes of negativity
- ‘Situational’ and ‘Habitual’ negativity
- The effect of negativity on behaviour
- How to manage behaviour in the workplace
- Motivation – re-energising your people
- Personal Implementation Plans

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# EFFECTIVE MINUTE TAKING



## Business Benefit

Making meetings productive and time effective is a big challenge and effective minute taking forms part of the solution to that challenge.

This course looks at minute taking in both formal and informal meetings and provides the skills needed to take accurate minutes.



## Who Should Attend?

Those who are responsible for taking minutes at any kind of group meeting.



## Learning Objectives

*By the end of this course you will be able to...*

- Explore layouts and appropriate styles
- Structure and produce agendas
- Demonstrate effective minute taking
- Describe the various roles and responsibilities in meetings
- Create a post course implementation plan



## Course Content

- The need to take minutes
- Planning and preparation
- Layout and appropriate styles
- Using correct language, grammar and punctuation
- Structuring and producing an agenda to ensure a productive meeting
- Defining and practising minute taking skills
- Speed writing
- Establishing roles and responsibilities in a meeting

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# FACILITATION SKILLS



## Business Benefit

Understanding what makes facilitation successful is key to making an event a stunning success.

Whether you run meetings, perform training events or group discussions you can benefit from this course.



## Who Should Attend?

Anyone who is involved in facilitating events or, is responsible for running meetings..



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the role of a facilitator
- Demonstrate the key skills of facilitation
- Managing an audience or group of delegates
- Creating a planning tool for preparing meetings and discussions and training sessions
- Understanding the challenges when facilitating a group
- Demonstrate the skills of dealing with 'Difficult People'



## Course Content

- The role of the facilitator
- The key skills of facilitation
- Handling challenging behaviours and managing the audience
- Planning the meeting
- Running effective meetings

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# IMPROVING THE MEMORY THROUGH MIND-MAPPING



## Business Benefit

Time can be lost, frustration felt and general performance levels can be impacted if memory is not optimised.

This course focuses on the skills required to improve the memory by appreciating what memory is and the mind mapping technique available to improve it.



## Who Should Attend?

This course is invaluable for anyone who needs to improve their memory.



## Learning Objectives

*By the end of this course you will be able to...*

- Examine the various approaches to improving the memory
- Understand the significance of 'learning styles' on improving memory
- Increased confidence and ability to recall information
- Ability to use mind-mapping technique.



## Course Content

- Improving the memory process
- Concentration, Focus, Observation
- Learning Style
- Associations
- Grouping
- Imagination and Senses
- Focus on the Basics
- Mnemonic devices
- Organising Information
- Repetition
- Making the Time
- Positive Mental Attitude
- The purpose and benefits of using mind-mapping
- Constructing personal Mind-Maps

Attend a public course or choose your own dates at your location



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# MINDFULNESS IN THE WORK PLACE



## Business Benefit

Mindfulness is about being aware of what's happening inside and outside of ourselves, moment by moment. The course is an introduction to the principles of mindfulness for the workplace and is structured to help enable individuals to improve performance in their job roles by enhancing their ability to focus attention on tasks and achieve effective time management. The techniques offered by the simple mindfulness based practices included in the course are also designed to support increases in levels of self-awareness and awareness of others, raise levels of emotional intelligence and resilience and support decision making processes.



## Who Should Attend?

The course is suitable for those in all types of job roles and at all levels in an organisation.



## Learning Objectives

*By the end of this course you will be able to...*

- Listen more attentively
- Be more emotionally alert
- Communicate more clearly
- Focus thoughts more appropriately
- Manage time more effectively
- Self-manage levels of motivation



## Course Content

- Understanding mindfulness at work
- Working mind and body together
- Mindful communication techniques
- Mindfully working with people
- Managing strong emotions in self and others
- Mindfulness, acceptance and change
- Working in the present and time management
- Making mindfulness work in organisations

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# PRESENTATION SKILLS



## Business Benefit

There are numerous occasions when a professional, well prepared and delivered presentation can boost an organisations image and have a positive impact on the bottom line. This course enables delegates to plan, prepare and deliver motivating and persuasive presentations to a wide range of audiences.



## Who Should Attend?

Anyone who may be required to present information.



## Learning Objectives

*By the end of this course you will be able to...*

- Demonstrate a process for planning and preparing a professional presentation
- Examine the essential techniques for delivering the presentation
- Understand the importance of visual aids and how to use them
- Demonstrate the basic skills of 'public speaking'
- Understand the importance of Body Language
- Explore the basic skills of 'managing an audience'



## Course Content

- Planning, preparing and structuring a presentation
- Delivery Skills – essential 'do's and don'ts'
- Using visual aids
- Basic 'public speaking' skills
- Body Language – avoid sending the wrong message
- Working with the audience
- Skills practise and action plans

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# PRESENTATION SKILLS ADVANCED



## Business Benefit

Advanced presentation skills will often add a credible dimension to the customer-client relationship. Talented presenters not only carry a group or audience but positively influence them.



## Who Should Attend?

This course is aimed at individuals who already present but who would like to increase their skills further.



## Learning Objectives

*By the end of this course you will be able to...*

- Maximise your delivery style to create maximum impact
- Develop a more persuasive and impressive speaking style
- Increase your presence to gain rapport and influence your audience
- Apply pace and structure to add power
- Use creative language to present a more powerful message



## Course Content

- Creating greater impact through voice control
- Engaging with the audience visually
- Establishing the key message
- Applying structure and style effectively
- Using language to clarify and influence
- Thinking on your feet
- Developing greater command of your audience
- Gaining your audience's attention and interest

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Measured £1200 + VAT per group of up to 12 per day



# PUBLIC SPEAKING



## Business Benefit

A major presentation may employ all of the latest technology and have wonderful visual effects and supporting material, but then be let down by a speaker who lacks the skills of Public Speaking. This course is designed to give the speaker impact, flair, competence and confidence whilst projecting a very positive image of the organisation they represent.



## Who Should Attend?

Anyone whose job involves speaking formally to groups.



## Learning Objectives

*By the end of this course you will be able to...*

- Explain the principles of voice control
- Understand the impact of body language
- Know how to project a positive non-verbal message
- Deliver a speech that has impact and projects a professional image
- Create a personal implementation plan



## Course Content

- Pre speech considerations
- Classical patterns of arguments
- Verbal delivery style
- Behavioural delivery style
- Creating the right mood

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# DEVELOPING RESILIENCE



## Business Benefit

Understanding how to effectively manage our emotional state we can build our personal resilience and improve our positivity at work and our performance.



## Who Should Attend?

This course is suitable for business professionals that would like to improve their personal resilience and work more positively.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand what resilience is
- Understand the impact of the language we use
- Develop techniques to stay positive
- Understand pressure



## Course Content

- What is resilience?
- Using Positive statements and language
- Understanding your existing resilience and resourcefulness
- Staying Positive
- Building Agility
- Practical tools for managing emotional state and remaining positive, including: Perceptual Positioning and Mindfulness
- Managing Pressure positively
- The advantages and disadvantages of 'pressure' at work

Attend a public course or choose your own dates at your location



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Duration: 1 day



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Measured £1200 + VAT per group of up to 12 per day.



# TIME MANAGEMENT IN TODAY'S ENVIRONMENT



## Business Benefit

Time is the most precious commodity any individual or organisation has. This session aims to give delegates ideas of how to manage their time using various tools including Microsoft Outlook.



## Who Should Attend?

The course is aimed at anyone who needs an introduction to the basic ideas and practices of effective modern time management, including those managing other people.



## Learning Objectives

*By the end of this course you will be able to...*

- State the cost of failing to manage time effectively
- List three of the main 'stealers of time'
- Demonstrate methods for dealing with interruptions
- How to handle email communication
- Demonstrate methods for planning the use of your time
- Use Outlook To-Do Lists
- Understand the importance of delegation
- Use Outlook Calendars to organise meetings
- Improve the time-effectiveness of meetings



## Course Content

- Time – the most precious resource
- Properties of time and the cost of failing to manage it effectively
- The three most common 'time thieves'
- Dealing with interruptions
- Handling Emails – Prioritising
- Planning the use of your time
- Outlook To-Do lists
- Delegation – why and how
- Calendars – Appointments and Meeting requests
- Maximising the time-effectiveness of meetings
- Time management tips

Attend a public course or choose your own dates at your location



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Duration: 1 day



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# TRAIN THE TRAINER EXPERT



## Business Benefit

Training skills are no longer solely the requirement of full time training staff; there is a growing requirement for staff at all levels to be able to deliver punchy, effective training and coaching sessions to their colleagues. This three day programme will equip delegates with all of the skills they need to deliver effective training, from analysing training needs, all the way through to delivery and evaluation.

All attendees qualify for free Studying ILM Membership. Designed to help candidates get the most from their course and advance their management career, members can get a range of benefits including: Harvard Business Publishing online books, Career Development Advice, information on networking events around the UK, Edge Online a management magazine.



## Who Should Attend?

Full time trainers and coaches or anyone who needs to train staff as part of their job.



## Learning Objectives

*By the end of this course you will be able to...*

- Identify training needs and different ways people learn
- Understand the main training styles and approaches – tutor led / coaching
- Demonstrate the most effective structure for a training course
- Describe the importance of visual aids, hand-out's and courseware
- Demonstrate basic presentation skills and the skills of dealing with a group of delegates
- Prepare for and deliver a training session

Attend a public course or choose your own dates at your location



## Course Content

- 'Learning Styles' – the different ways people learn best
- Conducting a 'Training Needs Analysis'
- Setting 'Training Objectives'
- Selecting the right 'Training Approach' and 'Style'
- Room layouts and administration
- Using an effective structure to prepare the training session
- Essential Presentation Skills
- 'Working with the Delegates' – effective facilitation skills
- Practise sessions – preparation and delivery
- Evaluating the effectiveness of the training
- Personal implementation plans



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 3 days



Price: Public £445.00 + VAT per person per day  
Group £975.00 + VAT per group of up to 12 per day.



# WRITING FOR BUSINESS – REPORT WRITING



## Business Benefit

Producing effective written communication has always been important in a well-run organisation. The opportunities opened up by word processor software mean that more and more staff are expected to be able to produce high quality written communication..



## Who Should Attend?

Managers or staff who wish to improve their written communication skills and report writing.



## Learning Objectives

*By the end of this course you will be able to...*

- Produce a piece of business writing for a defined purpose
- Produce a piece of business writing that satisfies an organisation's business writing conventions
- Use effective and appropriate tone, language and level of formality to meet specified standards when writing for a business purpose
- Incorporate basic statistics and visual material in the content or in an appendix



## Course Content

- The value of the written word in avoiding errors and providing permanent records
- Image, structure, layout conventions including “house styles”
- The purpose and conventions of letters, memos, reports and e-mails in use within the organisation
- Planning for writing, including use of available information and the needs of the recipient
- The importance of objectives and the reader
- Report structures – to meet standard and specific requirements
- Incorporation of statistics and visual materials, and the use of appendices to enhance understanding
- Effective and appropriate use of tone, language, level of formality in a range of cases

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



# ACCOUNT MANAGEMENT



## Business Benefit

China Eggs. No matter how long you nurture them...they never hatch!

This course enables Account Managers and Corporate Sales Executives to differentiate between real prospects and “china eggs”. Focusing on the skills of qualifying prospective clients throughout the sales process, this course enables Account Managers to concentrate their time on prospects with whom they have the greatest chance of success. This in turn leads to more accurate Sales Forecasts and improves the likelihood of achieving sales targets. Improves the likelihood of achieving sales targets.



## Who Should Attend?

Account Managers and Sales Executives who wish to make the best use of their time and optimise their sales efforts



## Learning Objectives

*By the end of this course you will be able to...*

- Accurately ‘qualify’ prospects
- Demonstrate how ‘qualification’ continues throughout the sales process
- Describe the 15 key aspects of a potential order
- Demonstrate the skills required to close a challenging business order



## Course Content

- Defining the skills of “Qualification”
- Identifying ‘real’ prospects and eliminating “China Eggs”
- Effectively dealing with budgets, time-scales and the competition
- Identifying the decision maker
- Demonstrating the ‘net gain’ of dealing with your company
- Keeping control of the sales process
- Closing the deal

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.





**Credits 2** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

# CUSTOMER SERVICE



## Business Benefit

Lost clients, lack of referrals, poor repeat business, complaints, and bad publicity...the costly results of poor customer service seem to go on and on. Every day, as consumers we seem to encounter rudeness, indifference, ignorance and a level of service that we can only describe as “poor”. This course aims to create the kind of Customer Service people talk about...for all the right reasons!



## Who Should Attend?

This course is essential for anyone who manages customer service and individuals with customer facing role, whether on the telephone or in person



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the legal and organisational requirement for managing customer service
- Understand customer service standards
- Know how to monitor customer service performance



## Course Content

- The legal rights of customers (law of contract, sale of goods and services, trade descriptions, etc.)
- Organisational commitments to customers (contract terms, warranties and guarantees, service standards etc.)
- Methods of identifying customer requirements and expectations
- Standards and benchmarks
- Manager’s responsibilities and authority in relation to customer service
- How to identify the internal customer chain, external customers, and potential customers
- Methods of establishing relevant customer care standards and procedures
- Methods to establish and maintain effective relationships with customers at all stages
- Techniques for identifying customer needs
- Use of appropriate planning and quality systems to monitor and fulfil customer care standards

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



**Duration:** 1 day



**Price:** Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



# ESSENTIAL RECEPTIONIST SKILLS



## Business Benefit

First impressions count and an organisation's reception staff are the 'face and voice' of that organisation. In today's competitive environment those first impressions might mean the difference between winning or losing the deal.

Building the essential skills of a receptionist including creating the right professional image is the focus of this course.



## Who Should Attend?

People who need to project a professional image whilst managing the reception area of an organisation.



## Learning Objectives

*By the end of this course you will be able to...*

- Describe the role and responsibilities of a receptionist
- Demonstrate effective questioning and listening skills
- Describe how to project a professional image
- Demonstrate the essential skills of taking messages, dealing with calls and receiving visitors
- Manage your time effectively



## Course Content

- Understanding your role in representing your company
- Defining your customers and your responsibilities to them
- Projecting a professional image
- Questioning and listening skills
- Essential reception skills
- Dealing with difficult situations - remaining calm under pressure
- Managing your time effectively

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



# INBOUND SALES SKILLS



## Business Benefit

Experiencing a competent, professional on the telephone who has the correct respect for the customer on the phone is an essential skill. This course explores the relationship between the interested party and the correct response to ensure the maximum sales benefit to the business.



## Who Should Attend?

Sales staff that want to maximise their sales capability.



## Learning Objectives

*By the end of this course you will be able to...*

- Demonstrate telephone competence and confidence
- Listening Skills
- Upselling
- Gaining trust
- Closing



## Course Content

- The reasons for losing customers
- Setting the correct first impression
- Building customer rapport
  - Matching the customer
  - Identifying customer type
  - Fulfilling buying needs
- Building your structure
  - Listening Skills
  - Identifying customer needs
  - Questioning skills
  - Building and supporting needs
- Up-selling
  - Using the benefit concept
  - Increasing the need awareness
  - The stages of the buying process
- The power of empathy
- Gaining trust and providing reassurance
- Dealing with questions
- Closing the sale and securing the business
- Ending the call positively

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



# INFLUENCING & PERSUADING



## Business Benefit

It is not just sales people who need to be able to influence and persuade others. Practically everyone in an organisation needs to be able to use these skills from time to time. For some employees they are a vital tool to doing their job effectively.

Good influencing and persuading skills lead to greater co-operation between employees and reduce conflict and stress. This course is designed to develop those skills and achieve 'win/win' outcomes as a result.



## Who Should Attend?

Anyone who would benefit from a greater ability to influence and persuade at all levels in the workplace.



## Learning Objectives

*By the end of this course you will be able to...*

- Describe the differences between persuasion, influence and manipulation
- Demonstrate the essential skills of persuasion
- Describe the importance of trust and credibility
- Demonstrate effective questioning and listening skills
- Describe the three tiers of influencing
- Plan your negotiation and create 'win/win' outcomes
- Create a personal implementation plan



## Course Content

- Persuasion versus Manipulation
- 'The Persuasion Structure'
- Demonstrating confidence in expression
- The skills of assertiveness
- Influencing techniques
- Defensive positions – the hidden agenda
- Managing objections
- Action plans

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
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Measured £1200 + VAT per group of up to 12 per day.



# NEGOTIATION SKILLS



## Business Benefit

One of the major 'critical success factors' for many organisations is the ability to complete successful negotiations. This course focuses on this involved and challenging process, highlighting the key skills and strategies needed to negotiate a winning outcome.



## Who Should Attend?

Sales people, buyers, managers and anyone who is involved in negotiation at any level.



## Learning Objectives

*By the end of this course you will be able to...*

- Define negotiation and the myths around negotiation
- Identify the 3 criteria for negotiating
- Examine why we negotiate and the alternatives to negotiation
- Define the skills of a negotiator
- Identify the four different phases in the negotiation process
- Examine two negotiation models
- Practice negotiation



## Course Content

- What is negotiation
- The myths of negotiation
- The 3 criteria of negotiation
- When do we normally negotiate?
- The alternatives to negotiation
- Power and costs - the Ideal and the Limit bargaining model
- The skills of negotiation
- How well do you negotiate
- The four phases of negotiation
- The Close and Agreement
- Negotiating Challenges
- The BATNA Model
- The negotiation exercise
- Personal Development Plans

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



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Measured £1200 + VAT per group of up to 12 per day.



# PROFESSIONAL TELEPHONE SKILLS



## Business Benefit

Telephones play a huge part in communication, both internally and externally for any organisation. They also play a big part in the image people form about an organisation. Good telephone skills make an organisation either a pleasure to deal with or a nightmare. This course looks at building Professional Telephone Skills that can help your organisation become a pleasure to deal with.



## Who Should Attend?

Any member of staff who regularly uses a telephone.



## Learning Objectives

*By the end of this course you will be able to...*

- Demonstrate telephone competence and confidence
- Understand the do's and don'ts of taking and making calls
- Demonstrate the skills of dealing with difficult calls
- Create a personal implementation plan



## Course Content

- Building an image over the phone
- Being an ambassador of the company
- Understanding tone and pitch of voice
- Developing telephone confidence
- Handling the key stages of the call
- Handling complaints over the phone
- Dealing with abusive and aggressive behaviour

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day.  
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# SALES & MARKETING



## Business Benefit

For any organisations Sales and Marketing is essential and need to sharpen these skills in order to effectively promote their services and fend off competition. And due to the reduction in budgets and pressure from central government this now includes more and more 'not for profit organisations' who need to create new revenue streams.



## Who Should Attend?

Anyone involved in promoting the organisations services to members and clients.



## Learning Objectives

*By the end of this course you will be able to...*

- Describe the organisations Market and how its services meet that market's needs
- Understand the organisation's Market Mix
- Describe the role of Marketing in ensuring the organisations continuing success
- Demonstrate an ethical and professional approach to selling the organisations services.



## Course Content

- 'What Marketing is' – a definition
- What is our Market?
- What are this market's needs?
- How do our services meet those needs?
- The 7P market mix for services
- The role of Marketing in the 'Not for Profit' sector
- The role of Marketing in our organisation
- Using promotional material effectively
- 'Selling to Needs' – an ethical approach to sales
- The four step system to professional selling.

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



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# SOCIAL MEDIA STRATEGY TRAINING



## Business Benefit

You'll learn why it's so important to understand about the depth and breadth of social media and its drivers; what they can do for you, and how to use them for your own social media marketing success.

You will understand how and why other businesses, organisations and brands are using Long Tail Marketing techniques in social media, and how to use best practices to react to problems when they arise.



## Who Should Attend?

**This course is for those tasked with:**

- Developing a Social Media Strategy.
- Using various techniques for engaging their readers.
- Positioning their organisation as an expert in its field.
- Individuals who are looking to develop a structured social media plan that integrates with rest of their marketing plan.



## Learning Objectives

*By the end of this course you will be able to...*

- Social Media Overview
- Principles of Social Media
- Legality & Ethics behind using Social Media
- Types of Social Media:
- Twitter, LinkedIn and Facebook, Blogging
- Creating a Social Media strategy for your brand



## Course Content

- Current marketplace
- Trends and latest developments
- Basic principles behind using Social Media
- How to create a dialogue & relationships through Social Media
- Delivering trust and the Importance of honesty and integrity
- Communication forums – blogs and discussion groups
- Ethics - the laws behind Social Media and best practice guidance
- Introduction to Twitter for Business:
- Discover how other businesses use it and how you can copy their successes
- Find out how best to navigate the platform, quickly and easily, for the biggest success
- Learn the do's and don'ts
- Introduction to Linked In:
- Find out how to boost your credibility, reach, leads, traffic, sales and grow your network
- Introduction to Facebook
- Business page vs. a personal profile
- How to set up a Facebook Page and gain fans
- How to use Facebook apps – Photos, Tags, Events, Groups
- Introduction to Blogging

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



**Duration:** 1 day



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Measured £1200 + VAT per group of up to 12 per day.





# TELESALES



## Business Benefit

Telesales can be a very profitable source of business for many organisations, but for the telesales operative it is a tough job requiring skill, determination and resilience.

This course starts with the basics and covers every aspect of telesales.



## Who Should Attend?

New telesales staff or experienced people who would benefit from some 'refresher' training.



## Learning Objectives

*By the end of this course you will be able to...*

- Demonstrate the correct breathing and voice style techniques
- Demonstrate how to handle both positive and negative responses
- Stay in control when dealing with 'difficult' situations
- Describe the key telesales concepts
- Demonstrate the correct methods for making follow up calls
- Demonstrate effective closing techniques
- Create a personal implementation plan



## Course Content

- Overcoming 'telephone nerves'
- Telesales knowledge, attitude and ability
- Defining the telesales professional
- Dealing with 'difficult people'
- Breathing and voice control
- Working with the receptionist
- Key telesales concepts
- Useful techniques for handling negative and positive responses
- Avoiding the common mistakes of follow up calls
- Getting attention and staying in control
- Closing techniques

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day,  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



# UPSELLING



## Business Benefit

The cost of acquiring new customers far outweighs the cost of maximising the business potential of existing customers. Upselling is a vital skill in increasing the profitability of a sales force. This course gives account managers the skills to use upselling to optimise the use of their time.



## Who Should Attend?

Anyone in a sales role who needs to increase the effective use of their time, maximise profits and beat their sales targets.



## Learning Objectives

*By the end of this course you will be able to...*

- Describe the benefits of creating a positive impression
- Demonstrate the skills of acquiring customer knowledge
- Recognise and react to 'buying signals'
- Differentiate between 'cross selling' and 'upselling'
- Demonstrate effective closing techniques



## Course Content

- What is 'upselling' and 'cross selling'?
- How to increase your sales revenue and profitability
- Identifying 'buying signals'
- Building products and services
- Developing listening skills
- Presenting further and added value
- Action plans

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



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Measured £1200 + VAT per group of up to 12 per day.



## THE BRILLIANT MANAGER



### Business Benefit

Most organisations recognise that 'First Line Management' is a pivotal role in the success of a business or project. Without a sound understanding of the manager's role and a good grasp of the basic skills, many may struggle, flounder and possibly fail. This course provides that understanding and kick-starts the development of those skills.



### Who Should Attend?

This Course is invaluable for everybody involved in working with people, projects or information. Those new to management who need to acquire and develop management skills. Also experienced managers who would benefit from re-acquainting themselves with the basics.



### Learning Objectives

*By the end of this course you will be able to...*

- Define the purpose and objectives of the management role
- Understand the different ways people manage and identify the most successful management behaviours
- Describe the basic principles of Team Building
- Demonstrate how to manage the performance of individuals and teams
- Understand what motivates people and how to develop that motivation
- Demonstrate the key skills of Coaching
- Produce a Personal Development Plan that will help you implement the learning



### Course Content

- Understand Management and Leadership
- Establish how to build an effective team
- Establish where your team is in line with Tuckman theory
- Establish your leadership style
- Learn your Belbin type
- Understand the importance of performance management and setting objectives
- Understand ways to manage your time, examine your job role and work smarter
- Learn how to motivate your team
- Consider your thoughts on change and how to manage change
- Feel increased confidence to enable you to be a Brilliant Manager.

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
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Measured £1200 + VAT per group of up to 12 per day.



# CHAIRING MEETINGS



## Business Benefit

Running a meeting is more than simply sitting down at the head of the table and telling people what you want. Structuring the meeting to get the most from the allocated time and allowing all participants to be involved takes knowledge and practice.



## Who Should Attend?

Anyone who intends running meetings with members of their staff.



## Learning Objectives

*By the end of this course you will be able to...*

- Pre-meeting essentials
- Qualities of a good chair
- Running a Meeting



## Course Content

- Roles and responsibilities of a chair person
- Ideal characteristics of a strong chair person
- Setting and distributing the agenda
- Opening
- Chairing & facilitating
- Controlling the meeting and keeping to the agenda
- Time management
- Making decisions
- Running a review
- Meeting evaluations

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



**Credits 2** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

# DEVELOPING AND LEADING TEAMS



## Business Benefit

Developing and leading teams to achieve organisational goals and objectives, is key for any leader to achieve, this course gives you the skills and techniques to achieve your individual and organisational goals.



## Who Should Attend?

Anyone wanting to become a more effective leader of a team.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the importance of leading teams to achieve organisational goals and objectives
- Be able to develop and lead teams



## Course Content

- Concepts of authority and power; responsibility and accountability
- Differences between managing in public, private and voluntary sectors
- Processes of delegation and empowerment
- Factors influencing behaviour at work; theories of motivation and their application to individuals, including incentives and rewards
- Strategies to encourage managed risk-taking and to learn from failure
- The characteristics and behaviours associated with initiative, leadership, creativity and innovation, and how to foster them
- Need for performance assessment, and provision of development and/or counselling where necessary
- Relationship between team performance and organisational goals and objectives
- The Balanced Scorecard
- Quality initiatives such as TQM
- Techniques to evaluate team performance
- Feedback, recognition and reward techniques to support, motivate and monitor
- Characteristics of groups and teams, team membership and leadership
- Methods to promote trust and respect within the team

Attend a public course or choose your own dates at your location



Duration: 2 days



Price Public: £395 + VAT per person per day  
Group: £845 + VAT per group of up to 10 per day



# DISCIPLINARY, GRIEVANCE & CAPABILITY PROCEDURES



## Business Benefit

To have an understanding of employment law and the organisations HR procedures is important for managers. Not only to protect the organisation from litigation, but also to ensure that staff will be treated fairly and impartially should these procedures be brought into play.

This course provides that understanding and helps to build a managers confidence when dealing with difficult situations. If we manage to use our organisations Disciplinary, Grievance and Capability procedures effectively it can enhance the workforce and support employees back to performance.



## Who Should Attend?

Anyone who may have to deal with disciplinary procedures or needs to understand when to use capability to raise employee performance.



## Learning Objectives

*By the end of this course you will be able to...*

- Describe the organisations employment policies and procedures
- Explain the disciplinary procedure
- Maintain disciplinary records
- Recognise and address team attitudes and behaviours
- Create a post course implementation plan
- Effectively use Capability



## Course Content

- Organisational employment policies
- Discipline procedures
- Keeping supporting records and monitoring the disciplinary process
- Understanding the staff grievance procedure
- Legal aspects of disciplinary and grievance processes
- Interpersonal behaviour and support skills to maintain discipline at work
- Supporting individuals to meet requirements
- When should you put someone on capability?
- How to use capability to reach a successful outcome
- How to review, monitor and evaluate the success of the capability process

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1.5 days



Price Public: £395 + VAT per person per day  
Group: £1590 + VAT per group of up to 12 per day



## EFFECTIVE DELEGATION



### Business Benefit

Most organisations recognise the enormous benefits to be gained through creating a culture of Delegation and Empowerment. Despite this many managers fail to fully realise these benefits. The misuse of delegation can lead to a 'Blame Culture' which leads to high staff turnover and poor productivity, putting even more pressure on the beleaguered manager. This course equips managers to delegate effectively and begin the process of building a culture of empowerment and growth.



### Who Should Attend?

Any manager who is new to the skills of delegation or is not fully utilising it's potential.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand and clearly identify what delegation is
- See the benefits & risks of delegation
- Develop the confidence & competence of individuals in your team
- Understand how to create an empowered workforce
- Deliver meaningful & motivational feedback
- Set achievable & measurable objectives

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
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Measured £1200 + VAT per group of up to 12 per day.



# EMOTIONAL INTELLIGENCE



## Business Benefit

Understanding Emotional Intelligence can make the difference between average and excellent performance within people.



## Who Should Attend?

Managers and supervisors who wish to develop their skills and abilities and anyone who wants to understand more about emotional intelligence and how it can benefit the workplace.



## Learning Objectives

*By the end of this course you will be able to...*

- Defining and using Emotional Intelligence
- Identify what is Emotional Intelligence (EI)?
- Be able to use and develop EI in the workplace
- Describe the business benefits of using EI in the workplace



## Course Content

- Defining Emotional Intelligence
- Assessing your own Emotional Intelligence
- Understanding your emotional responses and the impact on others
- Managing and engaging emotions within your work groups or teams
- Understanding the difference between reaction and response
- Developing empathy
- Improving task efficiency and relational effectiveness

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
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Measured £1200 + VAT per group of up to 12 per day.





# EQUALITY & DIVERSITY



## Business Benefit

Both legal and moral imperatives make Equality and Diversity in the workplace a prerequisite for any organisation working in today's multi-cultural society. This course not only highlights the legal requirements but also looks at how organisations can embrace diversity and unlock the vast amounts of talent and creativity within the workforce.



## Who Should Attend?

Anyone and everyone who works with other people.



## Learning Objectives

*By the end of this course you will be able to...*

- Demonstrate an understanding of the key elements of equal opportunities legislation
- Understand the difference between prejudice and discrimination
- Describe the difference between direct and indirect discrimination
- Describe the dangers of stereotyping
- Appreciate the benefits of integration and inclusion



## Course Content

- The key elements of Equal Opportunities Legislation
- Prejudice and Discrimination – not the same thin
- Direct and Indirect discrimination
- Stereotyping
- The benefits of integration and inclusion

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
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Measured £1200 + VAT per group of up to 12 per day.



# ESSENTIAL PA SKILLS



## Business Benefit

'Behind every successful executive there is an effective PA'. The demands on senior managers have never been greater and the support of a pro-active and capable PA is, for many, invaluable.

This course focuses on the skills and qualities of successful Personal Assistants and Executive Secretaries who want to be more pro-active and manage multiple responsibilities more effectively.



## Who Should Attend?

Personal Assistants, Executive Secretaries and Office Professionals who wish to develop their skills and abilities.



## Learning Objectives

*By the end of this course you will be able to...*

- Identify the qualities of a successful PA.
- Communicate assertively with managers and staff at all levels
- Gain co-operation and commitment from colleagues and outside business contacts.
- Explore ways to broaden the scope of your role.
- Deal effectively and positively with difficult situations.



## Course Content

- Providing pro-active support.
- Managing the manager.
- Contributing to the team's success.
- Managing your own and your manager's time.
- Handling difficult situations.
- Taking greater control and responsibility.
- Practical time management.

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
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Measured £1200 + VAT per group of up to 12 per day.



**Credits 1** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment.

## UNDERSTANDING CONFLICT MANAGEMENT IN THE WORKPLACE



### Business Benefit

Conflict can be inevitable no matter how well a company is run, and providing people have the skills in place, positive benefits can result from conflict situations.

This course examines how conflict can arise, the various techniques for dealing with it and provides an opportunity for delegates to practice new skills.



### Who Should Attend?

Anyone who is or could be involved in conflict situations and who need the confidence to bring about a positive resolution



### Learning Objectives

*By the end of this course you will be able to...*

- Understand the root causes and nature of conflict
- Better understand of how personalities can have a bearing on conflict escalation and resolution
- How to recognise and anticipate emerging conflict
- Manage and resolve conflict
- Resolve conflict to produce more positive outcomes
- Identify and deal with behaviours which trigger conflict



### Course Content

- Possible causes of internal conflict, e.g. personal versus business objectives/values
- Causes of interpersonal friction at work, including bullying and harassment
- The effects of conflict on performance and the individual at work
- Stages in development of conflict
- The manager's responsibility in minimising and resolving conflict, and techniques to achieve this
- Ways to create harmony at work and engender a positive atmosphere

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 3 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



Credits 4 – These credits will give you an ILM level 3 Qualification upon completion of work based assignments

## LEVEL 3 AWARD IN

# LEADERSHIP & MANAGEMENT



### Business Benefit

This programme aims to give practising or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills.

All attendees qualify for Studying membership with a range of benefits including: Harvard Business Publishing online books, Career development Advice, Information on networking events around the UK, Edge Online a regular management magazine and discounts on a range of lifestyle services.



### Who Should Attend?

Attendees will normally be either practising or aspiring first line managers.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand leadership
- Understand performance management

Each of the above has an associated assessment associated to prove learning has taken place.

Each Award programme is run over a 2-month period.



### Course Content

- The qualities of leadership
- The leader – roles and responsibilities
- Differences and similarities between leadership and management
- Leadership models and their significance for task performance, culture and relationships
- Leadership behaviours and the sources of power
- Identification, development and appropriate choice of personal leadership styles and behaviours
- The role of trust and respect in effective team leadership
- The purpose and value of formal and informal performance assessment at work (formal assessment includes performance review/appraisal)
- Ways to ensure fair and objective assessment (including objectives and on-going monitoring)
- Preparations necessary for effective, valid and reliable assessments
- Roles and responsibilities of individuals in the performance assessment process
- Appropriate assessment records
- How to conduct formal appraisals
- The relevance of SMART objectives, and how to set them
- How to set performance standards
- How to measure performance against agreed standards
- A range of methods for measuring performance and how to select the ideal one
- Techniques for performance monitoring and evaluation
- Range of performance improvement methods available to the manager
- The importance of feedback to improve performance
- Principles for giving effective feedback on performance

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 2 day



Price Public: £445 + VAT per person per day



**Credits 7** – These credits will give you an ILM level 5 Qualification upon completion of work based assignments

## LEVEL 5 AWARD IN

# LEADERSHIP & MANAGEMENT



## Business Benefit

The Level 5 Award in Management aims to give practising or potential middle managers the foundation for their formal development in this role. The programme has two primary objectives. To assist participants in gaining the knowledge required by a middle manager and to develop middle management skills

All attendees qualify for free ILM Membership. Designed to help candidates get the most from their course and advance their management career, studying members can get a range of benefits including - Harvard Business Publishing online books, Career development Advice, Information on networking events around the UK, Edge Online a management magazine.



## Who Should Attend?

Attendees will be either aspiring or practising Middle Managers.



## Learning Objectives

*By the end of this course you will be able to...*

- Understanding Organisational Culture and Ethics (1 Day)
- Managing Projects in the Organisation (2 Days)

Each of the above has an associated assessment to prove learning has taken place.

Each Award programme is run over a 3-month period.



## Course Content

- Resource analysis, and re-scheduling
- Project communication methods
- Links to change management
- Information technology solutions
- Benefits of project management
- Key project management terminology
- Characteristics of project managers
- Organisational structures to support projects
- Types of project; the project life cycle,
- Feasibility studies; risk management techniques
- Project team roles; critical relationships
- Procedures for project closure
- Using feedback from others to critically evaluate own performance
- The importance of governance in shaping the ethics and values of the organisation
- Corporate social responsibility
- Legislation and social attitudes, and their effect on organisational policies and procedures in relation to diversity and equal opportunities
- Issues of human rights, harassment, bullying and “whistle-blowing” legislation
- Own organisation’s policies and procedures to deal with legal and moral obligations
- Alternative perceptions about right and wrong, value judgements
- Definition of ethics in the work context including cultures, beliefs and value systems
- Personal and business ethics
- Ethical considerations for investment, trading, competition, manufacturing, employment, etc.
- Ethics and stakeholders
- Social responsibilities of organisations and the resource implications and financial costs and returns of using an ethical and equitable approach
- Project sponsors, stakeholders and scope
- Work breakdown and product breakdown structure
- Gantt and bar charts, critical path analysis
- Methods of reducing project times and costs

**Attend a public course or choose your own dates at your location**



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



**Duration:** 3 days



**Price** Public £445 + VAT per person per day



**Credits 2** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

## UNDERSTANDING LEADERSHIP



### Business Benefit

Are great leaders born or can everyone learn Leadership Skills and become a great leader? It is often said that the difference between an organisation that does well and one that achieves remarkable results is Leadership. This course is designed to instil the fundamental principles and skills involved in developing a person from a good manager to a great leader.



### Who Should Attend?

Managers and supervisors who wish to develop their skills and abilities and become Leaders.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand leadership styles
- Understand leadership qualities
- Review own leadership qualities and potential



### Course Content

- The qualities of leadership
- The leader – roles and responsibilities
- Differences and similarities between leadership and management
- Leadership models and their significance for task performance, culture and relationships
- Leadership behaviours and the sources of power
- Identification, development and appropriate choice of personal leadership styles and behaviours
- The role of trust and respect in effective team leadership

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



**Credits 12** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

:: PROJECT ::

## LEADING PROJECT IMPLEMENTATION



### Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed, or projects fail to meet their objectives.

This course focuses on the role of the Sponsor and gives them an understanding of the process of project planning, risk analysis and monitoring the plan. This enables them to better manage a Project manager(s).



### Who Should Attend?

Project Sponsors and anyone who may be responsible for overseeing future projects and Project Managers.



### Learning Objectives

*By the end of this course you will be able to...*

- Determine the feasibility and risks associated with a proposed project
- Agree the goals and success criteria for the project
- Plan the project and identify the financial and other resources required, using a standard method and appropriate project management tools
- Select an appropriate project team
- Lead the project team to achieve project milestones and goals
- Monitor progress and take action to rectify problems or recover failure
- Manage the project budget
- Ensure full engagement of stakeholders with the project
- Reflect on and learn from the outcomes of a project

Attend a public course or choose your own dates at your location



### Course Content

- The nature and purpose of projects
- Project planning and management approaches (e.g. use of CPA, Gantt charts)
- Feasibility and risk assessment techniques
- Project constraints (e.g. scope, time, and cost or finance, time and human resources) – their implications for project management
- Project management and leadership skills
- Identification and communication with stakeholders
- Monitoring and reporting on project progress and achievement of milestones and goals
- Budget management and variance analysis and reporting skills
- Project evaluation and reporting
- Using project evaluation to reflect on own performance and skills



Duration: 3 days



Price **Public: £395** + VAT per person per day  
**Group: £845** + VAT per group of up to 12 per day



**Credits 4** – These credits can be counted towards an ILM level 5 Qualification upon completion of a work based assignment

## :: PROJECT ::

# MANAGING PROJECTS IN THE ORGANISATION



## Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it, budgets may over-run, deadlines missed or projects fail to meet their objectives.

This course focuses on the process of project planning, risk analysis and monitoring the plan.



## Who Should Attend?

This is aimed at practising Project Managers.



## Learning Objectives

*By the end of this course you will be able to...*

- Overview of the roles within project management
- Create a project plan
- Demonstrate how to monitor a project plan
- Describe the process for managing a project to completion
- Measure the success of a project and ascertain the lessons to be learned
- Be able to evaluate own ability to manage a project



## Course Content

- Project sponsors, stakeholders and scope
- Work breakdown and product breakdown structure
- Gantt and bar charts, critical path analysis
- Methods of reducing project times and costs
- Resource analysis, and re-scheduling
- Project communication methods
- Links to change management
- Information technology solutions
- Benefits of project management
- Key project management terminology
- Characteristics of project managers
- Organisational structures to support projects
- Types of project; the project life cycle,
- Feasibility studies; risk management techniques
- Project team roles; critical relationships
- Procedures for project closure
- Using feedback from others to critically evaluate own performance

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



**Duration:** 2 days



**Price:** Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.





**Credits 2** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

:: PROJECT ::

## MANAGING WORKPLACE PROJECTS



### Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed, or projects fail to meet their objectives.

This course looks at simple projects and their management and is ideal for people who need understand project management terms and methods but may not lead a project.



### Course Content

- Basic project design principles
- Simple tools for financial appraisal of projects
- Project planning techniques (Gantt charts, Flow charts, Network planning)
- Use of objectives and targets/milestones to monitor performance and review plans
- Project evaluation and review techniques
- Non-financial costs and benefits of change (social, environmental and human elements)



### Who Should Attend?

Project personal, Team Leaders and others who are new to projects.



### Learning Objectives

*By the end of this course you will be able to...*

- Know how to manage a simple workplace project
- Understand the financial and non-financial implications of a workplace project

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



:: PROJECT ::

## PRINCE2® Foundation & Practitioner & ITIL® Foundation



### Business Benefit

PRINCE2® provides a Method for managing projects within a clearly defined framework. PRINCE2® describes procedures to coordinate people and activities in a project, how to design and supervise the project, and what to do if the project has to be adjusted if it doesn't develop as planned. There are two recognised qualifications to prove knowledge of the methodology.

You can either attend training courses with the exams included or learn via e-Learning and take the exams at a PRINCE2® Open exam centre.

Please contact us for the latest pricing and availability of the courses.

### Foundation (3 Days)

This level is aimed at Project Managers, Project Consultants, Project Planners, Project Estimators, Resource Managers, Team Managers, Supervisors, Project Support Staff, Project Assurance Staff or anyone requiring more than a basic knowledge of PRINCE2®

and will measure whether a candidate would be able to act as an informed member of a project management team using the PRINCE2® method within a project environment supporting PRINCE2®. To this end they need to show they understand the principles and terminology of the method.

### Practitioner (5 Days) – includes Foundation

This course will provide delegates with a complete and practical understanding of how to apply the PRINCE2® methodology in any number of different scenarios. It includes the preparation for, and the sitting of, the examination leading to the PRINCE2® Practitioner Certificate. The course objectives include the practical implementation of the method and attention is paid as to how the method can be varied to suit many different types of project. Care is also taken to show delegates how to ensure the administration of the method is at a level appropriate to the project. The target audience for this course is Project Managers, Project Consultants, Team Managers, Project Planners, Project Estimators, Project Support Staff, Project Assurance Staff or anyone with an interest in the practical management of a PRINCE2® project.

### ITIL Foundation (2 Days)

The ITIL® Foundation Certificate is a three day course in which delegates will gain a comprehensive grounding in the aspects of ITIL® service management. Delegates will prepare for and sit the one hour, multiple-choice ITIL® Foundation certificate in service management exam. The course will cover the follow topics areas, Service management as a practice, The Service Lifecycle, Key Concepts and Definitions, Service Strategy, Service Design

Please contact us for the latest pricing and availability of the courses.

Attend a public course or choose your own dates at your location



Duration: as above



:: PROJECT ::

# APM Project Management Qualification (PMQ)



## Business Benefit

The Project Management Qualification (PMQ) (IPMA Level D, SCQF Level 7) is a knowledge-based qualification developed by APM, the chartered body for the project profession, that allows candidates to demonstrate understanding of all elements of project management.

PMQ is an internationally recognised qualification, which can be carried from one job to another, or from one industry to another.



## Who Should Attend?

The qualification is aimed at those wishing to achieve a broad level of project management knowledge sufficient to participate in projects from individual assignments through to large capital projects. Applicants typically have some pre-existing project management knowledge



## Learning Objectives

*By the end of this course you will be able to...*

- Apply the principles of good project management to your projects
- Sit the APM PMQ exam understanding what is required to pass.
- Justify the benefits of good project management practice to others in your organisation



## Course Content

- Structure of organisations and projects
- Project life cycle
- Project contexts and environments
- Governance and structured methodologies
- Communication
- Leadership and teamwork
- Planning for success
- Scope management
- Schedule and resource management
- Procurement
- Project risk management and issue management
- Project quality management
- Sit the PMQ Exam on last day

### Note

Attendees would be expected to carry out potentially several hours of evening work between days 1 - 3 to enhance the knowledge development, and revision in the evening of day 4.



## You may also be interested in

- PRINCE2 Practitioner

Have the course run at your location



Duration: 5 days



Price Public: £2595 + VAT per person incl. the exam  
Group: £845 + VAT per day plus exam £300 + VAT per person



:: PROJECT ::

## PROJECT MANAGEMENT



### Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed or projects fail to meet their objectives.

This two day course focuses on the process of project management and in particular making the best possible use of budget and resources.



### Who Should Attend?

Project managers and anyone who may be responsible for overseeing future projects.



### Learning Objectives

*By the end of this course you will be able to...*

- Define the roles within project management
- Create a project plan
- Demonstrate how to monitor a project plan
- Describe the process for managing a project to completion
- Measure the success of a project and ascertain the lessons to be learned



### Course Content

- Definitions of project management
- Project management roles
- Defining the business purpose
- Cost analysis and benefits
- Risk analysis and management
- Creating the project plan
- Contingencies and estimating task duration
- Monitoring the plan
- Managing the project to completion
- Project completion and lessons learned



Duration: 2 day



Price Public: £790 + VAT per person per day  
Group: POA

Attend a public course or choose your own dates at your location

# MANAGING CHANGE



## Business Benefit

No longer an occasional necessity, change has become almost an everyday feature of business life. The ever-increasing pace of technological change and constantly increasing customer expectations means that organisations have to be ready to Embrace change. They also have to be able to manage its impact on both the Business and its employees.



## Who Should Attend?

This course is for managers and project sponsors who lead the introduction of Change initiatives into a department or business unit or who have the responsibility To implement changes initiated by senior managers.



## Learning Objectives

*By the end of this course you will be able to...*

- Describe the main principles of change Management
- Understand the human aspects of change
- Describe the main barriers to change
- Create a plan to manage the impact of change on staff
- Outlines how that plan would be implemented



## Course Content

- Understanding why change is necessary
- The human aspects of change (including the 'Change Curve')
- The barriers to change
- Planning change
- Leading people through change - the manager's role
- Dealing with negativity

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



# MENTORING APPRENTICES



## Business Benefit

Organisations need to be able to support their Apprentices through the programme and Mentoring plays a crucial role in providing the support these apprentices to succeed with their programmes.



## Who Should Attend?

Managers and supervisors who are responsible for the mentoring of apprentices and HR Professionals seeking to develop these skills, will also benefit from this course.



## Learning Objectives

*By the end of this course you will be able to...*

- Understanding the context for effective workplace mentoring
- Using key processes to achieve the best results from your apprentice group.



## Course Content

- What is mentoring?
- Why candidates need a mentor.
- Benefits of mentoring for the Apprentice and the Manager.
- Understanding the Apprenticeship programme.
- The process of mentoring.
- The skills of mentoring - creating psychological engagement.
- Keeping your candidate on track - inspire, motivate, action.
- Ask or tell? The best approach.
- The importance of regular monitoring.
- Dealing with excuses, lack of candidate commitment, falling behind.
- Stepping back and ensuring candidate takes responsibility.
- Making time for mentoring.

Attend a public course or choose your own dates at your location



Duration: 1 day



Price Group: £845.00 + VAT per group of up to 12 per day



Credits 2 – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

# HOW TO MANAGE REMOTE WORKERS



## Business Benefit

Many of the skills involved in effectively managing staff rely upon close contact, observation and continuous communication, so special skills are required to manage remotely. This course focuses on the skills of remote management and overcoming the difficulties that many organisations face when operating from a number of locations.



## Who Should Attend?

Anyone involved in remote management.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the nature of remote working
- Know how to lead a remote working team
- Know how to provide support for remote workers



## Course Content

- Developments in flexible working practices
- The business case for remote working - costs and benefits
- Selecting the right people for remote working – nature of the job role, personal characteristics, availability of technical resources and suitable working environments
- Managing people remotely – communication, trust, motivating, creating a sense of belonging, skills development
- Developing skills for remote working – time management, planning and prioritising work, problem solving and decision making, IT
- Remote working policy
- Health and safety in relation to remote working
- Types of technology and technical available to support remote working

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



Credits 1 – These credits can be counted towards an ILM level 4 Qualification upon completion of a work based assignment

## DEVELOPING INDIVIDUAL MENTAL TOUGHNESS



### Business Benefit

The workplace is a demanding environment, with deadlines, targets, KPI's, and with everything due yesterday. Staying in control in such situations and having the skills and mental toughness to perform is a needed business skill



### Who Should Attend?

People who wish to control and pro-actively use their mental toughness within the working environment



### Learning Objectives

*By the end of this course you will be able to...*

- Be able to assess own mental toughness
- Understand how to mental toughness can be developed
- Be able to plan to improve own mental toughness



### Course Content

- Importance and implications of mental toughness
- Where mental toughness makes a difference – performance, wellbeing, positive behaviours and aspiration
- MTQ48 (Model that measures control, challenge, commitment, confidence)
- Benefits (Work to demanding goals and targets, handle several things at once, respond to sudden change and demand, achieve despite setbacks and interruptions)
- Consequences (under-performance, stress related problems etc.)
  - Developing attentional control
  - Developing anxiety control
  - Developing positive thinking and visualisation
  - Effective goals setting
  - Variety of tools for developing mental toughness
- Developing an action plan (current behaviours, goal setting, implementation practice, identification of what the difference in performance would be)
- Monitoring and evaluation
- Benefits of implementing an action plan

Attend a public course or choose your own dates at your location



Duration: 1 day



Price Delegate £75 + VAT – Questionnaire  
Public £450 + VAT per person per day  
Group £845 + VAT per group of up to 12 per day





# MOTIVATION



## Business Benefit

One of the most important factors in determining the success of an operation is the level of motivation within the people involved. Highly motivated individuals demonstrate extraordinary levels of effort and commitment, whereas de-motivated staff will drag down productivity and create a negative working environment. This course is designed to create an environment where individual motivation blooms and staff become re-energised, focused and keen to get the best result possible.



## Who Should Attend?

Managers or supervisors who would like to understand how to create a working environment where staff become highly motivated and achieve real job satisfaction.



## Learning Objectives

*By the end of this course you will be able to...*

- Dispel the common myths associated with motivation
- Understand the impact a manager's beliefs and actions have on motivation
- Outline the main principles of human motivation as described by McGregor, Hertzberg and Maslow
- Demonstrate a strategy for applying these principles
- Describe the basic management skills that engender motivation
- Create an action plan to improve motivation in the workplace



## Course Content

- The common myths of motivation
- McGregor's "Theory X and Theory Y" approach to management
- Herzberg's "Hygiene Theory"
- Maslow's "Hierarchy of Needs"
- Putting the theories into practise
- Encouraging motivation through actions
- Post course implementation plans

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.

# ORGANISING A SUCCESSFUL CONFERENCE



## Business Benefit

Organising a conference can be a rewarding but stressful undertaking. This course will equip you with the knowledge and skills to conduct your own conference from beginning to end.



## Who Should Attend?

Anyone who gets involved with organising and managing a conference.



## Learning Objectives

*By the end of this course you will be able to...*

- Preparation
- On the Day
- Post Conference Activities



## Course Content

- Choose a Date
  - Do not clash with other events(spreadsheet)
- Creating the Agenda
  - Hot topics on the agenda
- Speakers
  - Prominent speaker confirmed + backup
- Funding & Sponsorship
  - Account ready to receive funding
  - Budgeting Done
  - Sponsors Contracted + contracts in place
- Venue
  - Suitable location, size and cost
  - IT, Audio Equipment & support
- Catering
  - In-house or External
  - Special Dietary Requirements
- Recruiting Delegates
  - Endorsement/Accreditation Professional Bodies
  - Recording attendee details
- Invitations & reminders
  - Delegates Packs
  - Additional personnel to help
  - Press & Marketing
  - On the Day Contingencies
  - Post Conference Feedback & Thank You's

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



**Credits 2** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

## UNDERSTANDING PERFORMANCE MANAGEMENT



### Business Benefit

Performance Management plays a key role in ensuring that those all important business goals are met. This course enables managers to break down organisational goals and create meaningful targets for their teams and departments. It then goes on to equip them with the tools and skills to monitor progress against those targets and ensure that the desired results are delivered.



### Who Should Attend?

Managers or supervisors who are responsible for delivering results to pre-set targets.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand the value of assessing performance to meet organisational and individual needs
- Know how to manage performance of individuals in the team
- Understand the value of feedback in the workplace



### Course Content

- The purpose and value of formal and informal performance assessment at work (formal assessment includes performance review/appraisal)
- Ways to ensure fair and objective assessment (including objectives and on-going monitoring)
- Preparations necessary for effective, valid and reliable assessments
- Roles and responsibilities of individuals in the performance assessment process
- Appropriate assessment records
- How to conduct formal appraisals
- The relevance of SMART objectives, and how to set them
- How to set performance standards
- How to measure performance against agreed standards
- A range of methods for measuring performance and how to select the ideal one
- Techniques for performance monitoring and evaluation
- Range of performance improvement methods available to the manager
- The importance of feedback to improve performance
- Principles for giving

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



**Duration:** 1 day



**Price:** Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



**Credits 2** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment

## PROBLEM SOLVING & DECISION MAKING



### Business Benefit

“Problems and progress go hand in hand.”

So goes the old adage and it seems just as relevant in today’s business environment as it ever did. New technology, a changing market place, increasing customer expectations; all these things can throw up problem after problem, all of which require answers if the organisation is to succeed.

This course looks at Problem Solving as a skill and aims to equip delegates with a framework on which to develop that skill.



### Who Should Attend?

Anyone who is involved with problem solving on a regular basis.



### You may also be interested in

- Know how to describe a problem, its nature, scope and impact.
- Know how to gather and interpret information to solve a problem
- Know how to evaluate options to make a decision
- Know how to plan, monitor and review the implementation and communication of decisions



### Course Content

- Ways to recognise, define, investigate and analyse problems
- Objective setting in relation to problem
- Brainstorming, problem solving and creative thinking techniques
- Difference between data and information
- How to calculate and use simple averages and basic summary statistics
- How to prepare and use grouped data and tables
- Interpretation of charts and diagrams
- Methods of indexing, referencing and structuring qualitative information
- How to evaluate options
- The importance of adequate and relevant information for effective decision-making
- Identification of what information is relevant to specific decisions
- Decision making techniques
- The use of simple planning techniques
- Effective presentation of a case
- Monitoring and review techniques to evaluate outcomes of problem solving activities

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



**Duration:** 1 day



**Price:** Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



# RECRUITING & INTERVIEWING SKILLS



## Business Benefit

When it comes to recruiting new staff, the cost of 'getting it wrong' can be enormous for the organisation and the individual concerned. This course is aimed at attracting and selecting the 'right' candidate for the job. The course is designed to help all of those who are involved in the recruitment and selection process to 'get it right' – first time and every time!



## Who Should Attend?

Anyone involved in the recruitment and selection of staff.



## You may also be interested in

- Explore sources of potential recruits
- Understanding Competencies
- Create a Job Description and matching Person Profile
- Describe the impact of anti-discrimination laws
- Demonstrate the techniques for 'short listing'
- Demonstrate basic interviewing skills
- Develop selection skills
- Create a post course implementation plan



## Course Content

- Sourcing potential recruits
- Competency based job profiles
- Creating a Job Description
- Creating a Person Profile
- UK anti-discrimination laws
- How to create a 'short list'
- Basic Interviewing Skills
- Experiential Questioning
- STAR
- Matching Competencies
- Picking the 'right' candidate

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.

# STRATEGIC PLANNING & IMPLEMENTATION



## Business Benefit

Strategic planning enables an organisation to shape and guide its overall business objectives. Effective planning allows an organisation to create a framework for developing, adapting and aligning organisational vision and goals to achieve sustained competitive advantage or efficiency.



## Who Should Attend?

- Managers, executives and anyone involved in planning and/or implementing strategic initiatives.



## You may also be interested in

- Understand the need for strategic planning
- Understand the difference between vision, mission and goals
- Prepare an effective strategic business plan
- Assess opportunities and threats
- Identify driving forces within the business
- Evaluate implementation options
- Understand how change affects a business
- Conduct a Gap analysis
- Link strategy to actions
- Monitor and control implementation



## Course Content

- Benefits of Strategic Planning
- The components of a plan
- Vision and mission statements
- Defining SMART goals
- Analyse your current position through:
  - SWOT analysis
  - Competitor analysis
  - PESTEL
- Align strategies to organisation capabilities
- Choosing strategies to meet stakeholder needs
- Manage Change in an organisation
- Determine gaps between current and needed organisation characteristics
- Establish appropriate objectives and milestones for the implementation of the plan

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day,  
Measured £1200 + VAT per group of up to 12 per day.



**Credits 2** – These credits can be counted towards an ILM level 3 Qualification upon completion of a work based assignment.

# BUDGETS & COSTS



## Business Benefit

Many areas of a business are affected by budgets but often those areas are managed by people who are not financial experts.

This course aims at giving non-financial managers a greater understanding of budgets and costs and helps them to develop the skills necessary to better control their costs and stay within budget.



## Who Should Attend?

Managers who need to understand budgets and costs to be able to do their day to day tasks



## Learning Objectives

*By the end of this course you will be able to...*

- Understand budgets within an organisation
- Understand costs within an organisation



## Course Content

- The nature and purpose of budgets, and the advantages of budgetary control
- Methods to monitor variance of actual performance against budget
- Causes of variance, their significance and ways of reducing adverse effects
- How to gather information for use in determining and/or revising budgets
- Definition of fixed and variable costs; concept of break even, especially in relation to own organisation
- The purpose and nature of basic cost statements; use of standard costs
- Role of the manager in cost control
- Mechanisms to maintain control of costs, and how to select the optimum method

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



# CREDIT CONTROL



## Business Benefit

Cash flow provides an organisation with its 'oxygen' – a lack of it causes suffocation and possibly, bankruptcy.

One of the key elements in ensuring healthy cash flow is effective credit control.

This one day workshop looks at 'best practise' in credit control and aims to give delegates the necessary skills and knowledge to manage creditors effectively.



## Who Should Attend?

Anyone who has responsibility for credit control and/or debt collection in their organisation.



## Learning Objectives

*By the end of this course you will be able to...*

- Demonstrate a clear understanding of the 'payment cycle'
- Understand 'best practise' in credit control and debt collection
- Make effective credit control calls
- Deal with reluctant payers
- Understand the relevant legislation



## Course Content

- 'Fear of asking' – cash flow blackmail
- Understanding the payment cycle
- Defining your payment terms and credit limits
- Making credit control calls – effective telephone skills
- Dealing with stubborn payers
- Understanding the legislation

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.





# FINANCE FOR NON-FINANCIAL MANAGERS



## Business Benefit

To understand how the finance function uses finance targets and measures and how budgets and forecasts are managed that will impact on your day to day operational decisions.



## Who Should Attend?

Any manager who needs to be able to read & understand financial information.



## Learning Objectives

*By the end of this course you will be able to...*

- Explain the main accounting statements, i.e. P&L, Balance Sheet and Cash flow
- Explore budget objectives and the different methods of creating budgets
- Understand what is meant by variances and how they can be controlled
- Understand the difference between fixed and variable costs
- Discuss how long term decisions are made and the different techniques used for making capital investment decisions and how depreciation is calculated
- Consider other management methods, e.g. balanced scorecard
- Create an action plan for improving the management of budgets



## Course Content

- The basic principles of company accounts
- Objectives of budgets
- Monitoring budgets
- Overcoming the 'balance sheet barrier'
- 'Money In' – share capital, loan capital and reserves
- 'Money Out' – fixed assets, working capital and reserves
- Working capital – 'The Money go Round'
- Profit and Loss accounts
- Cash flow forecasting
- Capital decisions and Depreciation
- The manager's role in company finance
- Action Planning

Attend a public course or choose your own dates at your location



Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.



Duration: 1 day



Price: Public £395.00 + VAT per person per day  
Group £845.00 + VAT per group of up to 12 per day.  
Measured £1200 + VAT per group of up to 12 per day.



## ACCESS INTRODUCTION



### Business Benefit

Businesses rely on data being easily accessible and quick to find. By using Access to create well designed databases.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.



### Who Should Attend?

Anyone who needs to create databases and needs to gain an understanding of the basics of database design, and existing users who wish to improve their knowledge and understanding of Access databases by creating areas in the database to input data and learning how to search for specific information, organise data and grouping information together.



### Learning Objectives

*By the end of this course you will be able to...*

- Design and create a database
- Understand table design and structure
- Import and link to external data sources
- Create and modify Forms
- Create simple Filters
- Create Queries
- Create powerful Reports



### Course Content

- Introduction to Databases
- Database Terminology
- Introduction to the Access Environment
- Table Design
- Indexing Fields
- Adding & Editing Data
- Changing the Table Layout
- Importing & Linking Data
- Find & Replace
- Forms
- Types of Forms
- The Form Wizard
- Designing Forms
- Calculations on Forms
- Filters
- Queries
- Designing new queries
- Formula and Criteria Creation
- Calculations in Queries
- Reports
- Using the Report Wizard
- Calculated and statistical fields

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price: Public £199.00 + VAT per person per day  
Group £525.00 + VAT per group of up to 10 per day.



## ACCESS INTERMEDIATE



### Business Benefit

With the amount of data being stored in databases these days, solid database design is more important now than it ever has been. By learning about relational databases and the additional benefits they give you, your database will always work in the most efficient way.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification



### Who Should Attend?

This course is valuable for anyone who plans to prototype, build and integrate relational database applications using Access.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand Relational Database design
- Create a relational database
- Assign primary keys and indexes
- Create multi-table forms
- Create multi-table select queries
- Create advanced queries – Append, Update and Delete



### Course Content

- Designing multi table databases
- Assigning Primary Keys
- Assigning an Index
- Linking tables through relationships view
- Setting Referential integrity
- Creating Main / Sub Forms
- Creating linked forms
- Creating multi-table queries
- Creating inner and outer joins in queries
- Calculations in queries
- Group & Total queries
- Parameter Queries
- Creating Append queries
- Creating Update queries
- Creating Delete queries

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price: Public £255.00 + VAT per person per day  
Group £545.00 + VAT per group of up to 10 per day.



# ACCESS ADVANCED



## Business Benefit

The use of advanced queries and macros will ensure that your Access databases will be more users friendly and run more efficiently.



## Who Should Attend?

This course is valuable for anyone who plans to prototype, build and integrate relational databases using Access to an advanced level.



## Learning Objectives

*By the end of this course you will be able to...*

- Create Cross Tab Queries
- Create Make Table Queries
- Modify Start-up Options
- Create Macros on Forms
- Create Macros on Reports
- Create Database Macros
- Compact and Repair Databases
- Database Password Protection
- Split a Database



## Course Content

- Cross Tab Queries
- Make Table Queries
- Change Start-up Form
- Database Switchboards
- Create Macros
- Understand Form Events
- Understand Report Events
- Create Autoexec & Autokeys Macros
- Compacting Access Databases
- Adding Password Protection To Databases
- Creating Frontend / Backend Databases

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price: Public £295.00 + VAT per person per day  
Group £595.00 + VAT per group of up to 10 per day.



# VISUAL BASIC FOR ACCESS



## Business Benefit

The use of Visual Basic in Access unlocks the true power of this application. Create powerful yet user friendly applications that will be capable of running critical business processes.



## Who Should Attend?

Those who require the fundamental skills to create useful and powerful VB applications.



## Learning Objectives

*By the end of this course you will be able to...*

- Explore variables and objects
- Create robust code
- Manipulate data
- Work with Command and Function procedures
- Understand Variables
- Work with Objects
- Observe event handling codes
- Debug Code



## Course Content

- Introduction to the Access VBA environment
- Using Variables
- Objects
- Decision Making Code
- Code that repeats
- Using VBA to display information
- Manipulating Forms and Reports
- Events
- User defined menus & toolbars
- Breakpoints and watches
- The Immediate Window
- Manipulating Data in Database Tables

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 2 day



Price: Public £295.00 + VAT per person per day  
Group £595.00 + VAT per group of up to 10 per day.



## EXCEL INTRODUCTION



### Business Benefit

Being able to analyse numerical data statistically and in chart form is a widespread need within many businesses and Excel is the ideal tool to use to do this.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.



### Who Should Attend?

This course is suitable for you if you need to create a new spreadsheet to perform budgets, cash projections and sales analysis. Creating formulae to add columns of information and work out simple statistics such as finding an average. Equally if you have to report financial information to people in the form of numerical or graphical reports.



### Learning Objectives

*By the end of this course you will be able to...*

- Enter and edit data within a worksheet
- Manipulate data using formulas and functions
- Professionally format the worksheet
- Copy and move data
- Automatically fill cells
- Print worksheets
- Create relative and absolute cell references
- Manage links between sheets and workbooks
- Create charts



### Course Content

- Using Help
- Editing Techniques
- Saving Your Work
- Formulas
  - Writing Formula
  - Using Functions
- Copying Data
- Auto Fill and Flash Fill
- Formatting
- Spell Checker
- Find And Replace
- Printing
  - Page Layout View
  - Page break View
  - Headers & Footers
- Absolute Cell References
- Linking Worksheets & Workbooks
- Quick Analysis
- Creating Charts
  - Chart Options
  - Changing The Size Of Embedded Charts
  - Filtering

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



## EXCEL INTERMEDIATE



### Business Benefit

Being able to handle large amounts of raw data can be a problem in today's businesses. The tools and techniques learnt on this course will arm you with the knowledge to be able to make sense of all of your information.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.



### Who Should Attend?

This course is suitable for you if you require data to appear on the worksheet according to certain conditions. If you need to visually trace the logical flow of formulae across a Worksheet and/or map circular references. If you need to maintain a single list of up to a few thousand items in rows, e.g. a list of company cars, personnel, or products or invoices.



### Learning Objectives

*By the end of this course you will be able to...*

- Analyse data using advanced formulas.
- Query values with in a spreadsheet
- Manage large amounts of data
- Create and manage pivot tables and charts



### Course Content

- The IF Function
  - And & OR
  - Nested IF
- Conditional formatting
- Date Functions
  - Calculating with Dates
- The Auditing Toolbar
  - Checking Errors
  - Precedent & Dependent Tracing
- The VLookup Function
- Subtotals & Outlines
- Goal Seek
- List Management
  - Creating Tables
  - Filters
  - Slicers
- Scenarios
- Pivot Tables
  - Recommended
  - Custom
  - Slicers
- Pivot Charts

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £255 + VAT per person per day**  
**Group £545 + VAT per group of up to 10 per day**



# EXCEL ADVANCED



## Business Benefit

Everyone understands how important spreadsheets are but being able to automate processes within them can save a business time and money. Learning how to develop and use macros supports this process.



## Who Should Attend?

Those who wish to create their own customised functions to perform calculations, specific or unique to a task and gain greater control of the Excel environment by learning the Excel programming language.



## Learning Objectives

*By the end of this course you will be able to...*

- Create dynamic lists and Charts using named ranges
- Understand the use and implement array Formulas
- Manipulate Text with Excel
- Record repetitive series of keystrokes and commands
- Create customise functions to perform calculations
- Understand the basics of the Excel programming language
- Automate spreadsheets and make them interactive for other users



## Course Content

- Templates
- Array Formulas
- Dynamic Named Ranges
- Text manipulation Functions
- Recording Macros
- The Visual Basic Editor
- Interacting with the User
- Making Decisions
- User Forms
- Custom Functions

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price Public £295 + VAT per person per day  
Group £595 + VAT per group of up to 10 per day





# VISUAL BASIC FOR EXCEL INTRODUCTION



## Business Benefit

The use of Visual Basic in Excel unlocks the true power of this application. Create powerful yet user friendly applications that will be capable of running critical business processes.



## Who Should Attend?

Those who require the fundamental skills to create useful and powerful VB applications.



## Learning Objectives

*By the end of this course you will be able to...*

- Work with Command and Function procedures
- Understand Variables
- Work with Objects
- Create User Forms
- Set options within Excel
- Observe event handling codes
- Debug Code
- Control of Text Documents



## Course Content

- Introduction to the VBA environment
- Objects
- Decision Making Code
- Code that repeat's
- Using VBA to display information
- Reading and setting Excel's options
- Using Forms
- Event handling code
- User defined menus & toolbars
- Add in Applications
- Breakpoints and watches
- The Immediate Window
- Read/Write to Text Files

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 2 days



Price **Public £295** + VAT per person per day  
**Group £595** + VAT per group of up to 10 per day



# VISUAL BASIC FOR EXCEL ADVANCED



## Business Benefit

Building on the Introduction course this takes the user through more detailed commands and options in VBA allowing the user to create applications with custom front ends and add-ins.



## Who Should Attend?

Anyone wishing to take their VBA knowledge beyond that of the basic course. Basic VBA knowledge is assumed.



## Learning Objectives

*By the end of this course you will be able to...*

- Construct of an application
- Create Add-ins
- Understand Class modules
- Combine external applications and files
- Programmatically create Charts
- Create Pivot tables in VBA



## Course Content

- Review of user forms
- Workbook and Worksheet events
- Application of dynamically populated List items
- Use of form templates to dynamically manipulate form display contents at runtime
- Assigning macros to ribbon tabs (toolbars)
- Creation and maintenance of menus
- Creation of add-in workbook
- Application of ribbon tab to invoke and control an add-in
- Application of Excel options window to activate an add-in
- Overview of class module versus program module
- Creation of property and method procedures in classes
- Use and manipulation of class modules
- Use of data from other Excel files
- Use of object hierarchies in other Microsoft Office applications
- Data storage in the Windows registry
- Creation of Charts in VBA
- Creation and manipulation of Pivot tables

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 2 day



Price **Public** £295 + VAT per person per day  
**Group** £645 + VAT per group of up to 10 per day



# SHAREPOINT FOR END USERS



## Business Benefit

This one-day instructor led course provides a hands-on introduction to using SharePoint in order to understand and explore some of the key features and functionality of the application. This course will provide practical learning on how SharePoint can be effectively used within the workplace.



## Who Should Attend?

This course is designed for people with little or no experience of using SharePoint who need to understand the essential skills and how to apply them.



## Learning Objectives

*By the end of this course you will be able to...*

- How SharePoint can help in a collaborative working environment
- Work with SharePoint such as lists and libraries
- Customise apps to meet personal needs with metadata
- Create views to arrange items of information
- Connect certain lists and libraries to Microsoft Outlook
- Know when to Check in / Check out, or use Live Co-authoring
- Work with Alerts & Notifications



## Course Content

- The SharePoint environment
- The Ribbon
- What is a SharePoint app?
- Add SharePoint apps
- The List App interface
- SharePoint list apps
- Working with SharePoint library apps
- The library app interface
- Metadata
- Working with views
- Managing views
- Auditing items
- Using Alerts
- Check out / check in a document
- Document Collaboration and co-authoring
- Sync a SharePoint library
- Connect information to Outlook

Have the course run at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public: £295.00** per person per day  
**Group: £595.00** per group of up to 10 per day



# MICROSOFT OFFICE 2016/365 UPGRADE



## Business Benefit

Upgrading to a new version of software can cause issues with current users and require a large support overhead. Overcome these issues by preparing users for the changeover.



## Who Should Attend?

Anyone who currently uses Microsoft Office 2003 and is moving to the Microsoft Office 2016.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the new features and changed options in.
  - Word
  - Excel
  - PowerPoint



## Course Content

### All Products

- The User Interface:
- Quick Access Toolbar
- The New Ribbon
- Drop-down Galleries
- Descriptive Tool Tips, Preview Samples, Smart Toolbars

### Word

- Templates
- New Info Window
- Design Ribbon
- Reading Options
- Navigation Pane
- New Table styles
- Printing
- New Graphical Options
- PDF handling
- Comments

### Excel

- Templates
- Resizable Formula Bar
- Flash fill
- Quick Data Analysis
- Charting (Filtering, Style)
- Rich Conditional Formatting
- Improved Filtering & Sorting
- Enhanced Pivot Table Features
- Page Layout View & Printing

### PowerPoint

- Custom Slide Layouts, SmartArt Graphics
- Enhanced Animation Effects
- Eye Dropper for Colours
- Merge Shapes
- Smart Guides
- Presenter View
- Printing

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199 + VAT** per person per day  
**Group £525 + VAT** per group of up to 10 per day

# MICROSOFT 365 COLLABORATION APPS



## Business Benefit

Microsoft cloud driven apps are become the norm within the corporate world, this course looks to delve into this apps and give the delegates the key skills to use them to their full potential.



## Who Should Attend?

Anyone new to the wide range of Microsoft apps who wish to increase their awareness and performance using the apps



## Learning Objectives

*By the end of this course you will be able to...*

### Skype for Business

- Able to setup and work efficiently within the app

### OneDrive

- To be able share and store files in the cloud

### Teams

- Working within a team site for team collaboration

### Forms

- Create and share forms & surveys

### SharePoint

- Store and share files within your corporate SharePoint site

### OneNote

- Make paper notes a thing of the past

### MS Office

- Explore the online version of Word, Excel and PowerPoint
- Share and Collaborate on documents



## Course Content

### Skype for Business

- Setting up meetings
- Meeting Options
- Presenting a Meeting
- Meeting Controls
- Sharing Options

### OneDrive

- What is it used for
- Adding Files / Folders
- Sharing

### Teams

- Working in a team site
- Collaborating as a team

### Forms

- Creating a Form
- Form Options
- Sharing Forms

### SharePoint

- Adding Files / Folders
- Sharing

- Version Control

### OneNote

- Creating Notebooks
- Using Sections
- Working with Pages

### MS Office

- Using Cloud Office
- Saving options
- Collaboration working

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £295 + VAT per person per day**  
**Group £625 + VAT per group of up to 10 per day**



# OUTLOOK INTRODUCTION



## Business Benefit

Communicating with email is now as essential part of anyone's job and ensuring that effective use of this tool is a must for any business. This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification



## Who Should Attend?

Anyone wishing to learn how to send and receive email, schedule meetings and appointments and organise their daily work.



## Learning Objectives

*By the end of this course you will be able to...*

- Send, receive, forward and reply to emails
- Enter and manage appointments in the calendar
- Enter and manage information in contacts
- Enter and manage tasks for yourself and others



## Course Content

- Sending emails
- Replying / Forwarding
- Sending Options
- Organising your inbox
- Out of Office assistant
- Appointments
- Meeting Requests
- Contacts
- Group Emails
- Tasks
- Recurring Tasks
- Journal
- Notes

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price Public £199 + VAT per person per day  
Group £525 + VAT per group of up to 10 per day



# OUTLOOK INTERMEDIATE



## Business Benefit

Communicating with email is now an essential part of anyone's job and ensuring that effective use of this tool is a must for any business.



## Who Should Attend?

Delegates who wish to extend their knowledge of Outlook past the every day usage to make the best use of all the tools Outlook offers.



## Learning Objectives

*By the end of this course you will be able to...*

- Maintain Mailboxes and share with other users
- Create PST files
- Create emails using Word as editor
- Explore recurring tasks
- Customisation



## Course Content

- Archive and Mail Data Files
- Sharing Data – Folder Permissions
- Advanced Scheduling & Tasks
- Contacts
- Mailbox Rules
- Public Folders
- Find & Filter Messages
- Sort Messages Using Multiple Criteria
- General Outlook Settings
- Modify Message Settings
- Insert a Hyperlink
- Track Assigned Tasks
- Customising Outlook & Toolbar
- Create a Folder Home Page
- Locating Outlook Items
- Manage Junk Email

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £255 + VAT per person per day**  
**Group £545 + VAT per group of up to 10 per day**



# MICROSOFT ONENOTE



## Business Benefit

This course will allow you to utilise the features in One Note with confidence. In this course you will create, edit, organise, and enhance notes and also integrate them with other applications using Microsoft OneNote 2010.



## Who Should Attend?

This course is designed for users who take notes and use automated tools to organise and manage the notes.



## Learning Objectives

*By the end of this course you will be able to...*

- Explore the OneNote Interface
- Work with Notes and Tags
- Publish and Share Notes pages
- Customize notes views



## Course Content

- Create a Notebook
- Customise the OneNote Interface
- Enter Note
- Create Template-Based Notes
- Format Notes
- Draw Shapes
- Embed Content
- Organise Notes
- Add Tags
- Search Notes
- Save and Print Notes
- Customize the OneNote View
- Use Outlook with OneNote
- Use OneNote with Other Office Applications
- Publish Notes Pages
- Share Notebooks on a Network Location
- Work with Shared Notebooks

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199 + VAT** per person per day  
**Group £525 + VAT** per group of up to 10 per day



# MICROSOFT POWER BI



## Business Benefit

During this interactive Power BI training course, our engaging trainers will educate you of how to produce visually compelling and informative dashboards of your business's performance data. Anyone can become a data analyst, using the Power BI tool.



## Who Should Attend?

The course is designed for users that have a desire to work effectively with data to create visually appealing reports or dashboards. There are no prerequisites for this Power BI Course - it is open and accessible to all individuals that wish to enhance their knowledge of Power BI.



## Course Content

### What is Power BI?

- What are the benefits of Power BI?
- Creating reports and dashboards with Microsoft Power BI
- BI Portal
- Importing Data
- Datasets and connecting data
- Reading and Editing Data
- Creating graphs and visualisations
- Managing Schema and Relating Tables
- Rules and Limitations of Data
- Calculated Columns
- Shaping Data
- Transferring your Data to the Cloud
- Presenting in Cloud
- Visualising Data

### Power BI Business Intelligence

- Creating calculations, metrics and KPI's
- Data Analysis Expressions
- DAX Syntax
- DAX Functions
- Query Editing

### Presenting using Power BI

- Logical and Insightful Data Analytics Presentation

Attend a public course or choose your own dates at your location



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Duration: 1 day



Price Group: £1495 + VAT per group of up to 10 per day



## POWER PIVOT



### Business Benefit

By using Power Pivot for Excel, you can transform enormous quantities of data with incredible speed into meaningful information to get the answers you need in seconds.



### Who Should Attend?

Anyone who has a basic knowledge of and uses Microsoft Excel.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand the basic Power Pivot concepts
- Use the SharePoint feature
- Shape reports
- Load and understand data and models
- Use DAX



### Course Content

#### Basic Power Pivot Concepts

- Formatting Numbers
- Handling Technical and Useless Columns
- Understanding Calculated Columns & Fields
- Using Lookup Tables and Slicers

#### SharePoint Integration

- PowerPivot for SharePoint and Gallery
- Parameters Pane
- Data Connections

#### Power View

- Creating a Power View Report and Tiles
- Inserting New Views in Power View
- Type of Charts & Maps
- Applying Filters to Power View Reports

#### Shaping Reports

- Defining KPIs
- Creating Hierarchies
- Properties for Power View Reports
- Named Sets in Excel
- Using Perspectives

- Drill through with Power Pivot
- #### Loading Data and Models
- Understanding Data Connections
  - Using Existing Connections
  - Loading Tables from SQL Server and Detecting Relationships
  - Loading Data from Analysis Services
  - Loading from Views, Access, Excel, Text files, Data Feeds, and SharePoint
  - Issues in the MDX Query Designer
  - Handling of Keys in SSAS
  - OLAP cube or DataMart?
  - Reporting Services Reports
- #### Understanding Data Models
- Normalization and Denormalization
  - Empty and Default Values
  - SQL Query Designer as a Data Modeling Tool
  - Different kinds of Joins
  - Setting Relationship Manually
  - Understanding OUTER Joins
- #### Introduction to DAX

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For all our IT courses we offer 3-month post course support



Duration: 2 days



Price Group: £990 + VAT per group of up to 10 per day



# POWERPOINT INTRODUCTION



## Business Benefit

Creating slideshow presentations is a powerful way for anyone to get their message across to an audience. This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.



## Who Should Attend?

This course is suitable for you if you need to create a professional and effective presentation.



## Learning Objectives

*By the end of this course you will be able to...*

- Create and display a presentation
- Format and edit graphics and text within a slide
- Add Slide Transitions
- Add SmartArt and Charts
- Print speaker notes



## Course Content

- PowerPoint Basics
- Slide Creation
- Graphics
- Object Manipulation
- Shapes – inserting, combining
- Controlling Pictures
- Transitions
- Slide Shows
- Charts & Graphs
- SmartArt
- Printing Options

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price Public £199 + VAT per person per day  
Group £525 + VAT per group of up to 10 per day



# POWERPOINT ADVANCED



## Business Benefit

Keeping the audience interested and getting your message across are two important objectives when creating presentations. Using the more advanced features of PowerPoint will ensure you achieve these objectives.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.



## Who Should Attend?

Anyone who uses PowerPoint in their daily work and needs to be able to use the more advanced features in PowerPoint to form highly effective presentations and learn how to present their work.



## Learning Objectives

*By the end of this course you will be able to...*

- Customise masters and add additional layouts.
- Add sounds, movies and graphics to slides
- Use hyperlinks and action buttons
- Add Animation and effects to objects
- Creating Custom Shows



## Course Content

- Principles of good slide design
- Creating high impact slides
- Communicating the message effectively
- Creating and customising master slides.
- Using tables to display data
- Movies & Sounds
- Hyperlink & Action buttons
- Custom Shows
- Animation
- Rehearsing Shows

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £295 + VAT per person per day**  
**Group £595 + VAT per group of up to 10 per day**



# PROJECT INTRODUCTION



## Business Benefit

Within business many individuals are now need to use project management skills to help schedule and control projects. Microsoft Project is the ideal tool to do this.



## Who Should Attend?

This course is suitable for you if you need to create projects in which estimated durations, task dependencies and the possible levelling of resource conflict is involved.



## Learning Objectives

*By the end of this course you will be able to...*

- Create a project plan
- Explore resources
- Link tasks together
- Track a project plan to completion



## Course Content

- Creating the Project Plan
- Task Sequences
- Task Dependencies
- Work Breakdown Structure
- Gantt Charts
- Network Diagrams
- Working with resources
- Resource levelling
- Working with Calendars
- Constraints
- Tracking Progress
- Viewing Costs
- Printing

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group up to 10 per day



# PROJECT ADVANCED



## Business Benefit

The ability for a business to be able to work with multiple and inter-related projects is often needed. The advanced course supports this need.



## Who Should Attend?

This course is suitable if you require working with many projects together and or have responsibilities to oversee a number of inter-related projects.



## Learning Objectives

*By the end of this course you will be able to...*

- Use Baselining
- Work with Multiple Projects
- Export to Excel
- Understand how to assess the quality of the plan
- Understand custom Calendars



## Course Content

### Baselining Projects

- Reviewing and Comparing

### Combining Projects

- How to link to other project plans and automatically update the 'master' plan Reports

### Templates

- How to create them and understanding the benefit

### Macros

### Importing

### Exporting

### Reviewing a project plan

- What to look for to assess the quality of the plan

### Manipulation of the critical path

### Understanding custom calendars and burn down view / reports

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Duration: 1 day



Price **Public** £295 + VAT per person per day  
**Group** £595 + VAT per group of up to 10 per day



## PROJECT WEB ACCESS & PROJECT PROFESSIONAL INTRODUCTION



### Business Benefit

With the newest release of Microsoft Project, you can either use the client on its own or in conjunction with SharePoint you can create a cloud-based project environment. This course is aimed at showing your users how to access this cloud area and work projects in it.



### Who Should Attend?

This course is suitable for you if you need to create projects in the SharePoint cloud environment and maintain them.



### Learning Objectives

*By the end of this course you will be able to...*

- Connect to the SharePoint PWA site
- Create a project plan
- Use templates to create specific project types
- Create Tasks in the cloud
- Link tasks together
- Explore resources
- Track a project plan to completion
- Opening a project in local Project client



### Course Content

#### Online access to Project Online

#### Project Online Web Application (PWA)

- Viewing projects
- Opening Existing projects
- Creating a new Online project
  - Using Templates

#### Creating Tasks and relationships

#### Viewing Resources

#### Adding Resources to existing Online project

#### Resource loading

- Reports on availability & Loading

#### Filtering resources

#### Project Professional Software

- Creating a new Online project and uploading it to Project online
- Opening an Online Project file from project online
  - Checking a Project out?
- Saving / synchronising to project online
- Adding Tasks
- Summary Tasks and Project Summary

#### (Work breakdown)

- Creating links between tasks to create the schedule
- Display Outline Number
- Showing Critical Path and Slack
- Different Link types (FS, FF, SS, SF)
- Lag and Lead time
- Constraints
- Milestones
- Baseline creation

#### Adding resources to an online project from project online

- Accessing the Enterprise Resource Pool
- Generic Resourcing
- Checking resource conflicts / levelling

#### Task reporting in Project Online

#### Viewing allocated tasks

#### Updating progress (Tracking)

- In Online Project
- In Desktop client
- Seeing the effects of updates

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199 + VAT per person per day**  
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# PUBLISHER INTRODUCTION



## Business Benefit

Designing your own stationery and corporate layouts is of great benefit to organisations large and small.



## Who Should Attend?

Anyone who needs to be able to use Microsoft Publisher to design and create graphical pages for publishing.



## Learning Objectives

*By the end of this course you will be able to...*

- Explore basic desktop publishing principles and terminology
- Create, save and print documents
- Format documents using tool bars
- Insert tables and pictures



## Course Content

- Ribbons & Menus
- Saving, Opening & Closing Files
- Entering & editing Text
- Formatting
- Special Effects
- Copy Formats
- Paragraph Formatting
- Line Spacing
- Bullet Points & Numbered Lists
- Page set ups, Margins & size
- Cut, Copy & Paste
- The Office Clipboard
- Printing
- Headers & Footers
- Document Views
- Spelling
- Tables
- Pictures & Graphics

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



# VISIO INTRODUCTION



## Business Benefit

Flowcharts and room layouts and business plans can be generated within this product.



## Who Should Attend?

Anyone who has no prior knowledge of Visio and existing users who wish to improve their use of Visio.



## Learning Objectives

*By the end of this course you will be able to...*

- Create accurate drawings
- Manipulate objects
- Add text and work with shapes
- Create master shapes and multiple page drawings
- Manage page setup
- Print drawings



## Course Content

- The Screen Layout
- Object Manipulation
- Adding text to a drawing
- Saving & opening Files
- Smartshapes
- Grouping Shapes
- Formatting
- Creating & Drawing Shapes
- Creating Master Shapes
- Multiple Page Drawings
- Layers & Backgrounds
- Page Setup
- Printing Drawings in Visio
- Importing Graphics

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



## WORD INTRODUCTION



### Business Benefit

Word processed documents are the standard method of written communication, Microsoft Word is the most common software package to create these documents in.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.



### Who Should Attend?

It would be of benefit to anyone with little or no knowledge of word processing who wishes to be able to create simple documents and navigate around the application.



### Learning Objectives

*By the end of this course you will be able to...*

- Create and format professional documents
- Copy and paste text
- Manage files
- Practise basic printing techniques



### Course Content

- The Office Environment
- Ribbons & Menus
- Customising your Environment
- Saving, Opening & Closing Files
- Entering & Editing Text
- Document Views
- Reading Views and Options
- Formatting
- Design Ribbon
- Special Effects
- Copy Formats
- Paragraph Formatting
- Line Spacing
- Bullet Points & Numbered Lists
- Page Set Ups, Margins & Size
- Cut, Copy & Paste
- The Office Clipboard
- Printing
- Printing to PDF
- Headers & Footers
- Spelling
- Pictures & Graphics

Attend a public course or choose your own dates at your location



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Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



# WORD INTERMEDIATE



## Business Benefit

Getting consistency and ease of updating in documentation is important. Understanding templates and forms helps individuals and the business achieve this.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.



## Who Should Attend?

This intermediate course is designed for delegates who are already proficient in the basic features of Word and now wish to further their knowledge of the product and use it in a more effective and efficient way.



## Learning Objectives

*By the end of this course you will be able to...*

- Explore templates
- Manage styles
- Work within tables
- Handle a mail merge project



## Course Content

- Creating Templates
- Global Templates
- Character Styles
- Paragraph Styles
- Creating Tables
  - Formatting Tables
  - Merging & Splitting Cells
  - Calculations in Tables
- Converting Tables into Text
- Columns
  - Column Breaks
- Section Breaks
- Footnotes & Endnotes
- Comments
  - Replying
  - Closing
- Hyperlinks
- Bookmarks
- Mail Merge
- Track Changes

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Duration: 1 day



Price **Public £255 + VAT** per person per day  
**Group £545 + VAT** per group of up to 10 per day



# WORD ADVANCED



## Business Benefit

Manipulation of large documents requires a number of techniques this course will demonstrate these so that a user can easily carry them out.



## Who Should Attend?

This course will be useful if you need to work with long documents that require table of contents or indexes. Anyone who needs to perform repetitive tasks in word should attend this course to learn how they can be recorded so they can be used again and again.



## Learning Objectives

*By the end of this course you will be able to...*

- Create indexes
- Tables of Contents
- Record macros and assign to buttons



## Course Content

- Outlining
- Document Map
- Indexes
- Cross References
- Fields
- Field Codes
- Locking Fields
- Tables of Contents
- Macro Recording
- Playback Shortcuts
- Editing Macros

Attend a public course or choose your own dates at your location



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Duration: 1 day



Price **Public £295 + VAT** per person per day  
**Group £595 + VAT** per group of up to 10 per day



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# ADOBE ACROBAT INTRODUCTION



## Business Benefit

Creating PDF files for easy file transfer is key in this electronic age and Adobe Acrobat is the product to use to do this.



## Who Should Attend?

Those who need to create and amend PDF documents



## Learning Objectives

*By the end of this course you will be able to...*

- Design documents for online viewing
- Create a PDF
- Describe a document review cycle
- Create a form
- Manage compression settings



## Course Content

- Introducing Adobe Acrobat
- Creating PDF's from Authoring Applications
- Navigating PDF Documents
- Bookmarks
- Pages
- Stamps
- Using Acrobat in a Document Review Cycle
- Creating Forms
- Digital Signatures
- PDF Security
- About compression & re-sampling

Attend a public course or choose your own dates at your location



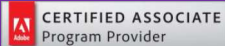
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Duration: 1 day



Price Group: £525 + VAT per group of up to 10 per day



# ADOBE CAPTIVATE



## Business Benefit

This course has been designed to cover all elements of the Adobe Captivate package that will allow delegates to design and create Captivate movies ready for the web or for CD content. A Captivate movie can be used for sales Presentations, training demonstrations, simulations and assessments, including Full interactive quiz capability.



## Who Should Attend?

Delegates should be confident users of a pc, demonstrating the ability to save, open and close files. Good knowledge of the basic office applications (Word, Excel and PowerPoint) would be an advantage.



## Learning Objectives

*By the end of this course you will be able to...*

- Plan and design a movie
- Understand the capabilities and shortcomings of Captivate
- Record demonstrations for training purposes from other programs on their computer
- Create assessment packages to create interactive training sessions
- Manage the order of flow of a movie
- Add images and new interactive objects into existing movies
- Create interactivity with a movie to increase user interest and test user knowledge
- Add Quiz questions into the movie to help test and confirm knowledge learned
- Make the final movie ready for placement on a web page or onto a CD/DVD



## Course Content

- What is it capable of?
- Getting Started
- Enhancing the Movie
- Preview a Movie
- The Library
- The Time Line
- Additional Objects
- Interactive Objects
- Sound
- Quizzes
- Publishing

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support




Duration: 2 days



Price Group: £595 + VAT per group of up to 10 per day



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# ADOBE DREAMWEAVER INTRODUCTION



## Business Benefit

Creating and designing and updating websites are an essential for any business this is an ideal tool to achieve that with.



## Who Should Attend?

This course is for those who want to use Adobe Dreamweaver to create basic web documents.



## Learning Objectives

*By the end of this course you will be able to...*

- Create and administer a World Wide Web site
- Adding pages
- Add links – hyperlinks and bookmarks
- Understand how images and text interact



## Course Content

- Dreamweaver Basics
- The Dreamweaver Environment
- Creating a Basic Web Page
- Saving Web Pages
- Importing Images
- HTML Views
- Common Page Elements
- Basic Text Formatting
- Page Backgrounds
- Drawing Rules
- Designing a Site
- Templates
- Spell Checking
- Image Links
- Table Attributes
- Building a Site with Frames
- Purpose of Frames
- Framesets and Frames
- Frame Link Destinations

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price Group: £525 + VAT per group of up to 10 per day



## ADOBE FLASH INTRODUCTION



### Business Benefit

Adobe Flash is becoming the standard for animations and videos on web sites. Understanding how these files are constructed and utilised is vital to using them effectively on any corporate webpage.



### Who Should Attend?

Anyone responsible for updating web pages or web sites who needs to utilise Flash to enhance the content of the page/ site.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand Flash and Flash Documents
- Use the Drawing Tools
- Use Symbols and the Library
- Use the advanced tools
- Create animation
- Customising the workflow
- Work with imported files



### Course Content

- Flash file types
- Creating a new document
- The Flash workspace
- Drawing in Flash
- Creating artwork in Merged Drawing mode
- Working with Drawing Objects
- Using the tools & Adding filters
- Creating custom colors
- Saving a custom color set
- Transforming graphics
- Transforming gradients
- What are symbols?
- Editing and duplicating symbols
- Organizing symbols with folders
- Working with and adjusting gradients
- Introducing the Deco tool
- Morphing graphics and colors with shape tweens
- Copying, pasting, and saving animation
- Using Copy and Paste Motion
- Creating Motion Presets
- Applying Advanced Easing Behavior
- Animating Masks
- Customizing workspace layouts
- Import formats
- Importing still images
- Import a bitmap image
- Adding text
- Modifying imported artwork
- Updating imported files
- Importing Photoshop files

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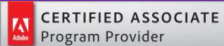


Duration: 1 day



Price Group: £525 + VAT per group of up to 10 per day





# ADOBE ILLUSTRATOR



## Business Benefit

Creating drawings and diagrams can be achieved within this product giving the company professional looking documents.



## Who Should Attend?

Anyone who needs to use Illustrator in their day to day work.



## Learning Objectives

*By the end of this course you will be able to...*

- Practise navigation shortcuts
- Explore the drawing tools
- Create an object
- Apply colour to type objects



## Course Content

- Illustrator Environment Elements
- Using Illustrator's palettes
- Navigating in Illustrator
- Preview and Outline modes
- Zooming and Scrolling
- Vector and Raster graphics
- The Drawing Tools
- Editing paths
- Working with objects
- Grouping objects
- Creating and applying colours
- Using the Gradient tool
- Using Illustrator's Brushes
- Changing the opacity of objects
- Managing the Layers
- Creating and formatting Type
- Creating Type within an area
- Printing Illustrator files

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Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



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# ADOBE INDESIGN INTRODUCTION



## Business Benefit

Use the skills learnt on this course to allow you create visually interesting and creative publications with a minimal amount of effort and greater productivity.



## Who Should Attend?

Anyone who needs to understand how to use this powerful tool



## Learning Objectives

*By the end of this course you will be able to...*

- Understand type controls
- Manage graphics
- File management
- Layers & colours
- Document set-up



## Course Content

### The InDesign interface

- Creating a custom workspace
- Navigating around a document
- Smart guides and smart spacing

### Creating a new document

- The New document dialog box
- Introducing text frames

- Selecting and editing text
- Character formatting
- Using colour with text
- Placing a picture
- Using the Content Indicator

### Working with colour

- Creating colour swatches

- Spot versus process colours
- Applying Strokes and Fills
- Creating tints

### Multiple page documents

- Multi-page documents
- Using the Pages panel
- Placing text
- Flowing text through frames
- Paragraph formatting
- Using the Eyedropper tool
- Multi-column text frames

### Lists

- Using Bullet-Point lists
- Using Numbered lists
- Editing List formatting

### Working with styles

- Character and paragraph styles
- Creating styles
- Editing and applying styles
- Removing style formatting
- Using Quick Apply

### Working with graphics

- Different file formats
- Picture fitting options
- Using Auto-fit
- Placing multiple graphics
- Wrapping text around images
- Images with clipping paths
- Checking image resolution using the Info Panel

### Working with Master Pages

- Master Page guidelines
- Creating and editing Masters
- Applying Master Pages
- Auto-numbering pages

### Exporting and printing

- Using pre-defined PDF presets
- Exporting PDF files



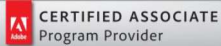
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Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



# ADOBE INDESIGN INTERMEDIATE



## Business Benefit

Use the skills learnt on this course to allow you to expand your knowledge of long document techniques and text and graphic tools.



## Who Should Attend?

Anyone who needs to understand how to use this powerful tool



## Learning Objectives

By the end of this course you will be able to...

- Understand layers
- Manage colour options
- Special Effects
- Spreads
- Export options



## Course Content

### Using Layers to organise page content

- Creating and naming layers
- Moving objects across layers
- Locking and unlocking Layers
- Reordering Layers

### Long document creation

- Parent and Child master pages

- Document Sections
- Running Headers and Footers

### Advanced type formatting options

- Importing styles from Word
- Using Paragraph Shading
- Creating balanced headline text
- Adding above and below rules

- Spanning text across columns
- Splitting text into columns
- Using nested styles
- Using First Line styles

### Table of Contents

- Creating a Table of Contents using Paragraph Styles

### Tables

- Creating tables
- Converting tabbed text to tables
- Header and Footer Rows
- Using Cell Styles
- Using Table Styles

### Working with spreads

- Creating multi-page spreads
- Different sized pages within one document

### Combining text and graphics

- Creating object styles
- Controlling what is affected by text wraps
- Advanced text wrap options

### Gridify

- Creating grids of Images and shapes
- Using the Gap Tool

- Controlling frame contents

### Drawing and editing Shapes

- Using Shape tools
- Using Live Corner effects
- Combining shapes
- Editing shapes
- An introduction to the Pen Tool

### Advanced colour options

- Creating and editing gradients
- Spot colours versus process colours
- Working with tints
- Adding colours to a CC Library

### Special Effects

- Adding special effects to page items
- Working with Transparency

### Printing and export options

- Creating and editing PDF presets
- Producing PDF files for a high-resolution composite workflow
- Producing PDFs containing hyper-linked Table of Contents

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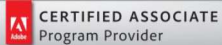
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Duration: 1 day



Price Public £255 + VAT per person per day  
Group £545 + VAT per group of up to 10 per day



# ADOBE PHOTOSHOP INTRODUCTION



## Business Benefit

Getting photographs and artwork to show exactly what you need is never easy unless you use a software tool to manipulate the images to remove the unwanted areas or to mix images together to achieve the required outcome



## Who Should Attend?

Delegates who need an understanding of graphics images and to obtain the skills to manipulate pictures.



## Learning Objectives

*By the end of this course you will be able to...*

- Acquire images from various formats
- Use the magic wand
- Move and export data
- Practise with paint tools
- Use a wide range of image manipulation tools
- Combine Images



## Course Content

- Exploring the basics
- Making Selections
- Feathering
- Magic Wand & Lasso Selections
- Moving Selections
- Quick Mask Mode
- Essential Keyboard Commands
- Paint Tools
- Brush Types
- Custom Brushes
- Text Tools
- Colour Correction Techniques
- Image Manipulation
- Inserting a Logo

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Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



## AUTOCAD FOUNDATION



### Business Benefit

It is intended for those who require the knowledge and skills as a user (by using "hands on" exercises) to enable basic 2-D drawings to be created efficiently. Any previous computer knowledge is useful but not essential for this course.



### Who Should Attend?

Anyone needing to know how to create 2d Drawings.



### Learning Objectives

*By the end of this course you will be able to...*

- Understand the Screens
- Understand the Menus
- Create New drawings using templates
- Draw to exact coordinates and specifics
- Search For drawings
- Add text and symbols to drawings



### Course Content

- Introduce Windows and use Windows Explorer for project file manipulation
- Enter / Exit AutoCAD's Graphical User Interface (GUI)
- Use various command selection methods including context sensitive and icon menus
- Open multiple drawings, browse and search
- Create new drawings from an existing template
- Control screen display; including zoom, pan and aerial views
- Draw, edit and modify various geometric shapes (not all commands)
- Draw to exact coordinate points using various construction aids
- Generate and modify text including automatically to drawing scale
- Create and insert symbol blocks
- Cross-hatch and solid fill areas

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 3 days



Price Public £695 + VAT for a group of up to 3  
£50.00 + VAT per additional delegate



# CRYSTAL REPORTS INTRODUCTION



## Business Benefit

Being able to create concise reports from electronically stored data is essential within any business. Crystal Reports is a tool that can provide the information you need, in the style and format that you want it.



## Who Should Attend?

Information professionals or business users who need to become proficient quickly in creating and modifying reports within their organisation using Crystal Reports.



## Learning Objectives

*By the end of this course you will be able to...*

- Plan and create a basic report
- Identify tools used to select, sort, group and summarise
- Perform basic calculations and running totals



## Course Content

- Report Design Concepts
- Report Design
- Record Selection
- Modifying record selection with the Formula Editor
- Sorting, Grouping, and Summarising
- Formatting for Presentation Quality
- Linking
- Formula Basics
- Conditional Reporting
- Section Formatting
- Charting

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 2 day



Price Group: £525.00 + VAT per group of up to 10 per day

# GOOGLE COLLABORATION APPS FOR BUSINESS



## Business Benefit

As more and more business move their infrastructure to the cloud, it's becoming vitally important to keep the workforce up to date on the new applications on offer to them. The change from traditional business applications to the cloud can be a daunting process for the staff, so making them aware of the benefits of the new technology is strategically important.



## Who Should Attend?

Anyone planning on or has recently moved across to a cloud based environment hosted by Google.



## Learning Objectives

*By the end of this course you will be able to...*

### Understand the benefits of Google Apps

#### Gmail

- Understand what's different from your old email application.
- Work productively within the new environment

#### Calendar

- Identify what new and different compared with your old application.

#### Drive

- Understand your cloud storage
- Store and share documents

#### Sites

- Collaborate and share with your team



## Course Content

- Understand the business benefits of the change.
- Demystify the 'Cloud', 'Apps' type terminology
- Working with Gmail
- Manage your mail via Stars and Labels
- Sort and search for mail
- Working with canned responses
- Working with the Calendar
- Creating appointments and events
- Sharing and notification setup
- Working with Google Drive
- Private and shared documents
- Managing and editing documents
- Creating a team site
- Add / Edit features
- Share and publish sites

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day

# GOOGLE SLIDES, SHEETS, DOCS & FORMS



## Business Benefit

As more and more business move their infrastructure to the cloud, it's becoming vitally important to keep the workforce up to date on the new applications on offer to them. The change from traditional business applications to the cloud can be a daunting process for the staff, so making them aware of the benefits of the new technology is strategically important.

### Google Slides/Forms

#### Introducing Google Slides

- What's makes a good Presentation?
- Your first Presentation using Google apps
- Add style to each Slide
- Working with Slides
- Working with Presentations

#### Sharing & Viewing a Presentation

- Sharing a Presentation
- Collaborating on a Presentation
- Publishing a Presentation on the Web
- Working with Revisions
- Google Forms Basics
- Field Options
- Creating Sections
- Question Flow Logic

- Sharing your Form
- Managing Form Feedback

### Google Sheets

#### Introducing Google Sheets

- Spreadsheet Basics
- Creating Your First Google Docs Spreadsheet
- Creating a New Spreadsheet from a Template
- Formatting a Spreadsheet
- Working with Data
- Printing and Deleting Spreadsheets

#### Formulas & Charts

- Working with Spreadsheet Formulas
- Charts, Graphics, and Gadgets

#### Sharing and Collaborating on Spreadsheets

- Sharing Spreadsheets
- Collaborating on Spreadsheets



## Who Should Attend?

Anyone planning on or has recently moved across to Google apps and regularly use presentation, spreadsheet and document applications.



## Course Content

- Creating a Form to Gather Data
- Working with a Spreadsheet's Revision History

### Google Docs

#### Getting Started with Google Docs

- A Google Account: Your Passport to All Things Google
- Managing Your Google Account
- Getting Familiar with the Google Docs Home Page

#### Starting Word Processing

- Creating Your First Document
- Introducing Formatting
- Printing a Document
- Deleting a Document

#### Formatting Documents

- Formatting a Document

- Working with Templates
- Importing and Exporting Documents
- Doing Research
- Working Offline

#### Lists, Tables, and Insertions

- Working with Lists
- Adding Tables to a Document
- Inserting and Editing Images
- Working with Hyperlinks and Bookmarks

#### Sharing and Collaborating on Documents

- Sharing a Document
- Other Ways to Share a Document
- Collaborating on a Document
- Working with a Document's Revision History

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: ½ day per Topic



Price **Public £199 + VAT per person per day**  
**Group £525 + VAT per group of up to 10 per day**





# LOTUS NOTES



## Business Benefit

Email is an important tool in today's business environment and it is important to ensure that users are confidently able to use Lotus Notes for email and to-do lists.



## Who Should Attend?

Anyone wishing to learn how to send and receive email, schedule meetings and appointments and organise their daily work.



## Learning Objectives

*By the end of this course you will be able to...*

- Use Mail
- Use Calendar
- Use To Do
- Use Database features



## Course Content

- Navigating the Notes desktop
- Using Mail
- Using letterheads and signatures
- Creating, sending, replying & forwarding messages
- Working with attachments
- Managing your Inbox
- Using colour coding to organise incoming messages
- Removing and deleting messages
- Creating, moving, deleting, renaming, and finding folders
- Finding and printing messages
- Using the Calendar & Managing the ToDo List
- Printing the calendar
- Scheduling your dates
- Adding and modifying calendar entries
- Sending and accepting meeting invitations
- Creating To Do tasks
- Prioritising tasks
- Tracking incomplete To Do task
- Working with Databases
- Using a personal journal database

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price Group: £595 + VAT per group up to 10 per day

# PREZI



## Business Benefit

Prezi is a cloud-based presentation software and storytelling tool for presenting ideas on a virtual canvas. This Presentation software is great for meetings and events within the business.



## Who Should Attend?

Anyone new to Prezi and wishing to create more engaging presentations



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the Prezi Canvas
- Use themes
- Insert Text and Objects
- Work with Frames and content
- Embed and show your Prezi



## Course Content

- Prezi Canvas
- Working with Non-Linear Layouts
- Navigating the Prezi Workspace
- Understand Prezi Design
- Working with Prezi Themes
- Prezi Text & Format
- Add & Edit Text
- Add & Edit Hyperlinks
- Format Options
- Working with Images
- Working with Video
- Video Options
- Converting Video
- Prezi Shapes & Frames
- Working with Frames
- Zooming with Frame Content
- Understanding Frame Interaction
- Prezi & External Files
- Work with PowerPoint Files
- Insert PDF
- Insert Excel
- Prepare the Canvas for Present
- Hot Tips & Tricks for Live Presenter

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price Public £199 + VAT per person per day  
Group £625 + VAT per group of up to 10 per day



# SAGE LINE 50 INTRODUCTION



## Business Benefit

Accounting is made easy through this product.



## Who Should Attend?

This course is aimed at all users of the SAGE system.



## Learning Objectives

*By the end of this course you will be able to...*

- Explore the basic concepts of Sage
- Create accounts
- Produce Invoices and credit notes
- Practise month and year end procedures
- Perform back up of data



## Course Content

- Understanding the Purchase Ledger
- Invoicing and credit notes
- Understanding the Sales Ledger
- Batch and Sales Invoicing
- Nominal Ledger transactions
- Bank Reconciliation
- Period Ends

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £199** + VAT per person per day  
**Group £525** + VAT per group of up to 10 per day



# SQL PROGRAMMING



## Business Benefit

This SQL programming course teaches relational database fundamentals and SQL programming skills. Topics covered include relational database architecture, database design techniques, and simple and complex query skills.



## Who Should Attend?

This class is intended for analysts, developers, designers, administrators, and managers new to the SQL programming language.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand Database Fundamentals
- Work with advanced Query techniques
- Understand database development methodology
- Able to work with stored procedures
- Create User-defined Functions
- Effectively perform database tuning



## Course Content

- Overview of Database concepts
- SQL, DML and DDL Languages
- Using Column Functions
- Writing Basic SQL Queries
- Advanced Query Techniques
- Manipulate table data using DML
- Building a Logical Data Model
- Enforcing Relationships with foreign Keys
- Creating Custom functions
- Creating Stored Procedures
- Working with Triggers
- Nested and Recursive Triggers

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 3 days



Price £700 + VAT per person per day

# USING YOUR IPAD EFFECTIVELY



## Business Benefit

iPads are becoming an increasingly used tool in the workplace, therefore learning how to use one effectively is an essential skill.



## Course Content

### Familiarization with the iPad

- Navigating the iPad
  - Power On / Off / Sleep
  - Touch
  - Gestures
  - Charging
- The Home Screen
  - Understanding the layout
- Buttons and Connectors
  - Home Button
  - Volume
  - Sleep / Wake
  - Silent / Screen lock
  - Dock Slot
  - Microphone and speaker
  - Headphone Jack
  - Camera Position
  - Speaker Position



## Who Should Attend?

All iPad users will benefit from attending this course.

- Screen Orientation
  - Opening and Closing Apps
  - Moving and Deleting Apps
  - Organizing Apps with Folders
  - Multitasking
  - Lock Screen
  - Managing Wi-Fi and 3G Data Connections
- ### iPad Apps
- Safari
    - Using the address Bar
    - Back and Forward Navigation
    - Bookmarking Websites and History
    - Sharing Information
    - Opening and Navigating Multiple Website
  - Contacts
    - Adding New Contacts
    - Edit existing contacts
    - Searching Contacts
  - Mail
    - Deleting Contacts
    - Receiving and Reading Mail
    - Composing a new Message
    - Reply and Forward
    - Deleting Messages
    - Recovering Messages from Trash
    - Unread, Junk, Move, Flag and Notify
  - Calendar
    - Using Views
    - Day Week Month and Year
    - Today
    - Adding Events
    - All Day
    - Time Slots
    - Managing Multiple Calendars
    - Calendar Invitations

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: ½ day



Price Group: £525 + VAT per group of up to 8



## WEBEX



### Business Benefit

Web conferencing is the most cost-effective way to connect to anyone anywhere in real time. It is a great way to collaborate, share and work together over the Internet.

This course teaches individuals how to effectively use WebEx to Present, Sell, Demonstrate, Inform and Teach online.



### Who Should Attend?

This course is suitable for individuals who are unfamiliar with WebEx as well as those looking to refresh their knowledge and skills using WebEx



### Learning Objectives

*By the end of this course you will be able to...*

- Introduction to WebEx
- WebEx Interaction Tools
- Managing WebEx
- WebEx Tips and Tricks



### Course Content

- Overview
- Initial view
- Sharing
- Configuring
- Polls and Tests
- Breakout Rooms
- Hands on Labs
- Scheduling Sessions
- Maintaining and Reporting
- Recording
- Managing the Sessions
- Keeping Interaction Levels High
- Video and Audio Techniques
- Slides, Whiteboards and Sharing

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price **Public £255 + VAT per person per day**  
**Group £595 + VAT per group of up to 10 per day**



# WORDPRESS INTRODUCTION



## Business Benefit

Creating and designing and updating websites are an essential for any business this is an ideal tool to achieve that with.



## Who Should Attend?

This course is design for anyone wishing to gain an understanding of website creation using WordPress.



## Learning Objectives

*By the end of this course you will be able to...*

- Understand the WordPress environment
- Working with WordPress terminology
- Adding Pages and Categories
- Work with userforms
- Understand traffic generation techniques and methods



## Course Content

- Introduction to WordPress
- Installation and Set Up
- Admin Panel, Settings and Basic Configuration
- Posts and Pages
- Categories and Tags
- Users, Links and Comments
- Themes and Plugins
- Theme Frameworks
- Images and Videos
- Contact Forms and Maps
- Security, Stability and Backing Up
- Tracking – traffic, visitors and site stats
- Blogs and Forums
- Adding sitemap, privacy policy and terms & conditions easily

Attend a public course or choose your own dates at your location



For all our IT courses we offer 3-month post course support



Duration: 1 day



Price Group: £525 + VAT per group of up to 10 per day

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Please visit [www.eqv.co.uk](http://www.eqv.co.uk) for further information or call us on 0333 3444 475



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## Directions

Please note we are located next door to the National Space Centre which is signposted throughout Leicester.

### By Car - From the South

Leave the M1 at junction 21a, keep right and join the A46 signposted Leicester North, after approximately 2 miles exit for the A50 signposted Leicester North, take the 3<sup>rd</sup> exit on the roundabout for A50 Leicester. After approximately 2 miles at the second roundabout take the 1<sup>st</sup> exit onto the A563 Glenfrith Way, after 4 roundabouts and approximately 3 miles exit for the A6. Take the 5<sup>th</sup> exit on the roundabout signposted Abbey Lane / A6. Exploration Drive in 1.4 miles along this road on the left hand side. EQV is located at the Dock on the right.

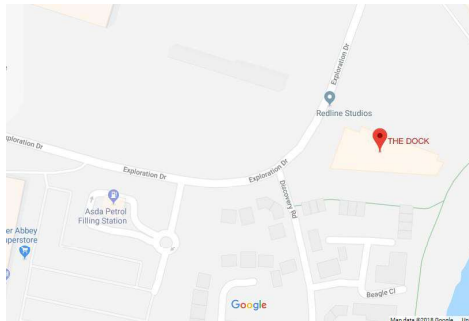
### From the north

Exit the M1 at junction 22 and follow the signs for A50 Leicester. After approximately 4.7 Miles you reach the A46 / A50 roundabout, continue along the A50. After approximately 2 miles at the second roundabout take the 1<sup>st</sup> exit onto the A563 Glenfrith Way, after 4 roundabout and approximately 3 miles exit for the A6. Take the 5<sup>th</sup> exit on the roundabout signposted Abbey Lane / A6. Exploration Drive in 1.4 miles along this road on the left hand side. EQV is located at the Dock on the right.

### By Train/Bus

East Midland Trains and Cross Country Trains serve Leicester Station. From here you can either take a bus or a taxi to Exploration Drive, located next to the National Space Centre.

First bus 54 runs every 10 minutes from Charles Street, a short walk from the station.



[www.eqv.co.uk](http://www.eqv.co.uk)

# EQV Training

Developing Delegates For Decades

[lets-talk@eqv.co.uk](mailto:lets-talk@eqv.co.uk)

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