

1. COMMUNICATION SKILLS

ASSERTIVENESS

Dates 2010

Assertive Communication for Women – How to achieve maximum personal potential through clear and confident communication with colleagues, managers and customers	13 January 24 March 26 May
Assertiveness for Team Leaders & Project Managers – How to achieve results through clear and confident communication with team members and key stakeholders	4 March 6 May 8 July

MEETINGS/FACILITATION

Chairing Effective Meetings – How to effectively facilitate and manage dynamic and productive meetings that achieve desired outcomes	26 January 6 April 8 June
Minute Taking – How to take and present concise and accurate minutes that are professional and fit for purpose	4 February 15 April 17 June
Presentation & Public Speaking – How to prepare and deliver confident and persuasive presentations that achieve desired objectives	27-28 January 7-8 April 9-10 June
Training for Trainers – How to design and deliver effective training sessions that meet specified learning objectives	24-25 February 28-29 April 29-30 June

INFLUENCING/NEGOTIATION

Influencing Skills – How to gain support and commitment for your ideas and goals through the positive use of influencing skills and techniques	14 January 25 March 27 May
Negotiation Skills – How to overcome obstacles to achieving win-win outcomes to negotiations in a range of situations	19 January 31 March 2 June
It Pays to Complain – How to get what you pay for/deserve without resorting to tantrums or threats	22 February 27 April 1 July

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BUSINESS WRITING

Report Writing – How to plan, structure and present professional well-organised reports that achieve their desired outcome	18 January 30 March 1 June
Minute Taking – How to take and present concise and accurate minutes that are professional and fit for purpose	4 February 15 April 17 June

CUSTOMER SERVICE

Excellent Customer Service – How to deliver excellent customer service as a basis for organisational and personal success	2 February 13 April 15 June
Dealing with Difficult Customers – How to deal professionally and calmly with demanding/challenging customers and achieve positive outcomes	3 February 14 April 16 June

2. MANAGEMENT & LEADERSHIP

Management & Supervision Skills – How to achieve results through the effective management and supervision of staff	16-17 February 20-21 April 22-23 June
Effective Delegation – How to get more done and empower team members by effectively delegating appropriately challenging and stretching tasks	9 March 11 May 13 July
Introduction to Project Management – How to deliver projects on time, in budget and to defined quality standards	2-3 March 4-5 May 6-7 July
Effective Performance Management – How to get the best from your team through effective support, supervision, coaching and development activities	10 March 12 May 14 July
Managing Poor Performance – How to identify and respond professionally to a range of poor performance issues	18 February 22 April 24 June
Emotionally Intelligent Leadership – How to develop essential Emotional Intelligence Leadership Competencies to get the best from the team	11 March 13 May 15 July
Assertiveness for Team Leaders & Project Managers – How to achieve results through clear and confident communication with team members and key stakeholders	4 March 6 May 8 July

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3. PERSONAL EFFECTIVENESS

Emotional Intelligence at Work – How to build productive and professional relationships at work through the development of key EI competencies	12 January 23 March 25 May
Time Management – How to manage your tasks, yourself and your relationships with others to ensure that essential deadlines are met	17 March 19 May 21 July
Managing Under Pressure – How to survive the ever increasing workplace demands and pressures through effectively managing time and stress	16 March 18 May 20 July
Personal Development Planning – How to review your current role, and the skills, knowledge and approaches required for short, medium and long-term success	20 January 1 April 3 June
Influencing Skills – How to gain support and commitment for your ideas and goals through the positive use of influencing skills and techniques	14 January 25 March 27 May
It Pays to Complain – How to get what you pay for/deserve without resorting to tantrums or threats	22 February 27 April 1 July
Managing Your Manager – How to create and maintain a positive and productive working partnership with your manager	18 March 20 May 22 July

Costs	1-day courses: <ul style="list-style-type: none"> • Per delegate: £295 +VAT • 2 or more delegates: £255 +VAT each • Public Sector: £255 +VAT • Registered Charities and self-funding individuals: £230+VAT 	2-day courses: <ul style="list-style-type: none"> • Per delegate: £480 +VAT • 2 or more delegates: £420+VAT each • Public Sector: £420+VAT • Registered Charities or Self-funding individuals: £375+VAT
Cost Includes	<ul style="list-style-type: none"> • Personal objective setting • Course tuition / materials • Workbook, with comprehensive reference materials / proformas • Lunch / refreshments 	<ul style="list-style-type: none"> • Personal action planning • Certification (on request) • Follow-up support (on request).
Timings	10.30am to 4.30pm unless otherwise stated	
Venues	Central London (other locations available subject to demand – please enquire)	
One-to-One Training & Coaching	We also provide cost-effective coaching and 1:1 training in all of the above topics. Contact us for details at: mail@h2training.com	

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Topic	Overview
Assertive Communication for Women	This course will enable delegates to develop specific communication techniques, which will be invaluable in a wide range of workplace situations. It will cover the three main categories of behaviour: passive, aggressive and assertive and will give the opportunity to develop skills in dealing confidently and professionally with colleagues, suppliers and customers. The course will use self-analysis tools and practical examples, and will explore how you can become more assertive from a female perspective.
Assertiveness for Team Leaders & Project Managers	This course will enable Team Leaders and Project Managers to achieve required results through clear and confident communication with their team members and key stakeholders. It will help them to develop an effective approach to influencing and motivating others to collaborate and cooperate as required, and will show them how to overcome the most common, but understandably the most frustrating people-based 'road-blocks' to success.
Chairing Effective Meetings	This course will equip delegates with the skills and techniques needed to plan, lead and participate in meetings of any kind, including impromptu, on-the-spot discussions between colleagues, to formal presentations and meetings with external suppliers or customers.
Dealing with Difficult Customers	This course will enable delegates to develop practical, professional strategies for dealing with demanding/challenging customers. It will focus on developing the personal skills required to ensure that front-line staff remain calm and helpful even when they are pushed to the edge of their own patience.
Effective Delegation	This course will enable managers and team leaders to achieve more at work and to empower colleagues by learning to delegate more effectively. It will help them to overcome any inhibitions about delegation, and demonstrate the benefits of delegating important and stretching tasks.
Effective Performance Management	This course will enable managers and team leaders to develop skills and strategies to optimise their team's performance. It will give delegates a fresh perspective on how they can get the best from those they manage/supervise, through effective support, coaching, performance objectives and on-going supervision meetings.
Emotional Intelligence at Work	This course will equip delegates with the skills and knowledge for the practical application of Emotional Intelligence in the workplace, including: Self-awareness, Self-management, Motivation, Empathy and Social Competence. It will help delegates to understand themselves and others better, and will give an insight into how to build productive and professional relationships at work.
Emotionally Intelligent Leadership	This course is designed specifically for leaders and managers who would like to fully utilise the key Emotional Intelligence leadership competencies that will help them to develop constructive and productive working relationships with those they manage/supervise. It will introduce the 18 EI leadership competencies described by Daniel Goleman as the key to successful leadership, and will help delegates to develop practical strategies to develop and implement these back in the workplace.
Excellent Customer Service	This course will enable participants to meet the ever-increasing needs of their customers. It will show participants how to make a good first impression, and how to develop and maintain ongoing relationships based on trust and high quality communication that will bring long-term success to the organisation.

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Influencing Skills	This course will enable participants to practice the necessary skills to fulfil their personal objectives, whilst maintaining strong, long-lasting professional relationships. It is particularly recommended for anyone required to manage, to motivate or to influence their colleagues, customers or suppliers.
Introduction to Project Management	This course will introduce practical techniques and methods for planning and controlling projects, providing participants with an easy to understand, pragmatic approach to project management. It will enable participants to approach their role with greater awareness and confidence, and will help them to recognise the key stages of their own on-going development as successful project managers.
It Pays to Complain	This course is designed to empower individuals with external and internal suppliers to achieve desired outcomes through perfecting the art of effective feedback/complaint making when the services provided are not up to scratch. The focus is on creating and maintaining professional and productive partnerships between providers and customers through positive communication and feedback/complaint techniques.
Management and Supervision Skills	A packed and practical course that shows front-line managers how to break down their responsibilities into easily achievable stages of development, and to approach their role with confidence. It is particularly recommended for anyone new to the role of management and supervision, who is undertaking a management or team leadership role without having prior training or receiving specific support.
Managing Poor Performance	This course will enable participants to use appropriate formal and informal processes of support, training & development, meetings and reviews to enable performance to get back on track and to avoid escalating problems for everyone involved.
Managing Under Pressure	The workplace is becoming ever more demanding and hectic, resulting in increasing pressure and levels of stress. This course will enable participants to maximise efficiency and productivity, and minimise stress, by managing their own and/or their team's time effectively.
Managing Your Manager	This course is recommended for anyone who has a manager - whether they are struggling to understand and fit in with each other's ways of doing things, or whether they feel things are going as well as can be expected, there is always room for improved communication and co-operation.
Minute Taking	Good quality minute taking is an asset in much demand. Many people struggle with minute taking simply because they have not been taught how to do it. This course will instruct participants in a range of skills and techniques to enable them to take, to write up and to present minutes more effectively.
Negotiation Skills	This course will enable participants to explore and develop the skills of effective negotiation to enable them to work towards achieving win/win outcomes from negotiating externally with other organisations, customers and suppliers, and internally, within day-to-day routine discussions with colleagues.
Personal Development Planning	This course will provide participants with the framework and inspiration to work out what they want from their careers and how to make the best of opportunities for training and development. It will enable them to discover how to formulate their own goals and ambitions and will help them to identify and utilise a wide range of formal and informal development opportunities and processes, often not considered.

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Presentation and Public Speaking	The success of a public speaking engagement or a presentation is not just about the content, but it is also dependent upon the quality of the delivery. This course will enable participants to learn and practice skills that will be applicable to both informal and formal presentations, to both small and large audiences. It will give the opportunity to practice and to receive feedback on key skills and techniques to ensure confidence and success.
Report Writing	This course will develop a range of essential written communication skills, including how to plan and structure a report for maximum impact, how to get the message across using concise, plain English, and how to avoid making common grammatical and punctuation errors. The skills learnt will provide a useful basis for improving the quality, clarity and effectiveness of all reports, documents and proposals, whether for internal or external use.
Time Management	Developing skills in time management can have a real impact on productivity, and can help to ensure that individuals and teams remain healthy and motivated. This course provides delegates with the practical support to maximise efficiency and productivity. It shows delegates how to manage their own and/or their team's time effectively by introducing powerful and flexible tools for use by both individuals and teams.
Training for Trainers	This course will enable delegates to prepare and deliver effective objective based training sessions. As well as dealing with the new trainers' initial concerns, it will cover a range of learning methods and training tools, and will provide practical checklists for use back in the workplace. It will also give delegates the chance to put their learning into practice, and to gain valuable and constructive feedback in a safe, facilitative environment.

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