



*Great Value - from £25 per course,  
solution focussed*

## ‘Bite Size’ Business Solution Workshops

If you would benefit from some specialist tips on key leadership and management issues, or need to find some quick business solutions that are easy to understand and implement, we can help!

Come to our workshops to share best practice solutions for real workplace dilemmas. Practical action planning is part of our sessions so you will gain the knowledge, skills and confidence to make positive changes as soon as you return to your work place!

Workshop Title	Date	Time	Price
NEW – Personal Branding	2 Dec 2016	13:00 – 16:00	£25
How to Delegate Effectively	9 Jan 2017	9.30 - 12.30	£25
2 day Introduction to Project Management Skills	10 and 11 Jan 2017	9:30 – 16:00	£250
How to Manage Meetings	24 Jan 2017	9:30 - 12:30	£25
How to Negotiate Effectively	24 Jan 2017	13:00 – 16:00	£25
Basics for Leading Effectively	25 Jan 2017	9:30 – 12:30	£25
Basics for Team Building	25 Jan 2017	13:00 – 16:00	£25
How to Manage Poor Performance	27 Jan 2017	9:30 - 12:30	£25
How to Provide Great Customer Service	31 Jan 2017	9:30 - 12:30	£25
How to Communicate Effectively	31 Jan 2017	13:00 – 16:00	£25
Preparing for and Conducting Selection Interviews	7 Feb 2017	9.30 - 12.30	£25
Conducting Effective Appraisals	15 Feb 2017	9:30 – 12:30	£25
Being Assertive and Confident	1 March 2017	9:30 – 12:30	£25
How to Manage Change Effectively	1 March 2017	13:00 – 16:00	£25

Basics for Managing Lawfully	7 March 2017	9.30 - 16.00	£50
How to Deal with Discipline and Grievances	8 March 2017	13:00 – 16:00	£25
How to Coach and Mentor in the Workplace	21 March 2017	9:30 – 16:00	£50

**WHO:** These workshops are aimed at those with little formal training in leadership/management or those with limited experience. Further detail on session content is shown below.

**WHERE:** Coleg Cambria Leadership & Management Centre, Northop Campus, CH7 6AA.

**HOW MUCH:** The cost is £25 per person for most of the sessions. All prices are shown above.

**BOOKING & ENQUIRIES:** Email [sue.mccrossan@Cambria.ac.uk](mailto:sue.mccrossan@Cambria.ac.uk) or call 01978 267414. Places are limited so please book early.

## Workshops Overview:

### **Personal Branding: *session includes...***

Learn how to present yourself as if you were a brand which will lead to greater career success and respect. The course will focus on *behaving* professionally rather than clothes or physical appearance.

### **How to Delegate Effectively: *session includes...***

Planning the team’s work to achieve objectives, and techniques for deciding the most appropriate individual to undertake the activity. Also, the importance of making effective and efficient use of people’s knowledge and skills, and how to achieve this.

### **Introduction to Project Management Skills: *session includes...***

A solid introduction to the processes and principles of project management. The programme will equip delegates with practical tools to manage projects effectively.

### **How to Manage Meetings: *session includes...***

How to organise and chair meetings effectively, making best use of everyone's time. How to deal with common issues that can arise.

### **How to Negotiate Effectively: *session includes...***

Formal and informal negotiation, negotiation strategy, tactics and behaviour, non-verbal communication and social skills, and techniques for influencing others. Also, conflict and its resolution to achieve a win-win situation.

### **Basics for Leading Effectively: *session includes...***

A leadership model that delegates will then utilise to plan a forthcoming intervention (however small scale) in work. The values that lie behind our leadership decisions. The power of ‘reflection on impact’ before taking action.

**Basics for Team Building: *session includes...***

How to develop a balanced team. How to navigate a team through change. Communicating to all of the team using best practice templates and individual analysis.

**How to Manage Poor Performance: *session includes...***

How to collect data related to performance issues, to gather facts. Approaches for informal and formal meetings relating to performance. Confidence to approach difficult conversations with staff members.

**How to Provide Great Customer Service: *session includes...***

The value and impact of customer service, the difference between average and great service. How to assess what level you are providing currently. Dealing with complaints and challenging customers.

**How to Communicate Effectively: *session includes...***

The importance of effective communication at work, stages in the communication process. Barriers to communication and overcoming them. Active listening skills, and non-verbal communication and body language. How to use feedback to check effectiveness of communication.

**Preparing for and Conducting Selection Interviews: *session includes...***

The preparation required before interviewing. The types and structure of interviews we may conduct. Questioning techniques to ensure you identify and select the most suitable candidate. Consideration of legislation throughout the process.

**Conducting Effective Appraisals: *session includes...***

First line manager's responsibility for managing team and individual achievement of objectives, the purpose and value of appraisal process, ways to ensure fair and objective assessment, preparing to conduct the appraisal. Also, how to conduct formal appraisals, and principles for giving effective feedback on performance.

**Being Assertive and Confident: *session includes...***

Defining assertiveness and confidence and some practical, physical and cognitive techniques to develop it. How we can change our beliefs about our own level of confidence.

**How to Manage Change Effectively: *session includes...***

The change curve and how it supports our plans when managing change. Analysing how to communicate to the stakeholders involved in change.

**Basics for Managing Lawfully: *session includes...***

Key areas of employment law to manage staff lawfully. Raise awareness of statutory rights and best practice. Handle complaints, remedies and protection against employment claims. Consider recent changes in legislation.

**How to Deal with Discipline and Grievances: *session includes...***

Organisational employment policies, legal aspects of disciplinary and grievance processes, behaviour and skills to maintain discipline and harmony at work, records to support and monitor the disciplinary and grievance processes.

**How to Coach and Mentor in the Workplace: *session includes....***

An opportunity to gain the knowledge, skills and confidence to perform effectively as a coach or mentor within the workplace as part of your current role.