

# Bespoke Training



from

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# Introduction

At H2 we recognise that all companies and their employees have their own needs and priorities. We therefore offer a cost-effective, convenient and flexible bespoke training service that aims to respond specifically to those needs.

We are able to offer an extensive range of modular personal and inter-personal effectiveness courses that can be tailored to meet your precise objectives. There is no minimum number of participants – our bespoke training can be delivered as 1:1 coaching, or small group training if required. We usually deliver bespoke training in-house, although we would be happy to use another suitable venue if you prefer.

The information on the following pages gives a brief outline of the most popular topics, but it is by no means exhaustive. For more information on the specific modules that can be included in a bespoke course, or for a no-obligation consultation, please contact H2 by phoning us on Freephone: 0800 0015 151 (UK only), or by email: [h2@h2training.com](mailto:h2@h2training.com)

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TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Assertiveness</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Influencing Skills</li> <li>● Dealing with Difficult Relationships at Work</li> </ul>	<p>In order to achieve maximum potential, individuals need to develop an ability to communicate effectively and clearly. This requires a high level of self-awareness and sensitivity to the impact of their behaviour on others. H2 Assertiveness Training will enable participants develop specific communication techniques which will be invaluable in a wide range of workplace situations. It will cover the three main categories of behaviour within the assertiveness model: passive, aggressive and assertive and will give the opportunity to develop skills in dealing confidently and professionally with colleagues, suppliers and customers.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Increase their self-awareness</li> <li>● Deal more confidently and professionally with conflict and anger</li> <li>● Make, refuse and accept requests more effectively</li> <li>● Handle negotiations more confidently</li> <li>● Give and receive feedback more effectively</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Have more effective team players</li> <li>● Have more confident and competent negotiators</li> <li>● Experience the benefits of more positive working relationships</li> <li>● Decrease workplace stress</li> </ul>
<p><b>Business Writing</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Influencing Skills</li> <li>● Presentation Skills</li> </ul>	<p>Improving the writing skills within an organisation can lead to better customer relations, more business wins, increased confidence, fewer misunderstandings, less queries and time savings. H2 Business Writing Training will develop a range of essential written communication skills, including how to avoid making common grammatical and punctuation errors, and how to get the message across using concise, plain English. The skills learnt will provide a useful basis for improving the quality, clarity and effectiveness of all reports, sales letters and general correspondence.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Increase their confidence to write clearly, concisely and effectively</li> <li>● Identify appropriate writing styles and conventions for a range of business situations</li> <li>● Match the style and content of their documents to the needs and interests of their readers</li> <li>● Improve the impact and persuasiveness of their writing</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Develop and improve their corporate image</li> <li>● Improve their professional reputation with customers and suppliers.</li> <li>● Save time and money by minimising misunderstandings.</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Career Development</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Personal and Professional Development</li> <li>● First-Time Leadership</li> <li>● Performance Reviews and Appraisals</li> </ul>	<p>Organisations clearly benefit from having individuals who deliberately plan their careers, and pursue opportunities to grow their current job. H2 Career Development Training will provide participants with the frameworks and inspiration to work out what they want from their careers. It will enable them to discover how to get to where they want to go; to formulate their own goals and ambitions and to understand both formal and informal career processes. It is particularly recommended for anyone who feels that they aren't getting what they want from their career, or anyone looking at improving their career prospects.</p>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>● View their career development as an ongoing process</li> <li>● Identify what they want from their careers</li> <li>● Make realistic plans for continuing professional development</li> <li>● Identify the range of opportunities open to them</li> <li>● Identify their strengths and weaknesses</li> <li>● Identify personal learning needs</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Develop employees to their full potential</li> <li>● Have more confident and competent staff</li> <li>● Have more motivated staff</li> <li>● Encourage better skills transfer through internal promotion</li> </ul>
<p><b>Communication Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Counselling Skills</li> <li>● Business Writing</li> <li>● Dealing with Difficult Relationships at Work</li> <li>● Influencing Skills</li> <li>● Presentation Skills</li> <li>● Team Work</li> </ul>	<p>Effective communication is an essential life skill, and is particularly important in the workplace. The ability to communicate clearly, confidently and respectfully is central to any individual's personal effectiveness at work. Improving communication skills within an organisation can lead to better customer relations, increased confidence and motivation, fewer misunderstandings, and an increase in overall efficiency and productivity. H2 Communication Skills Training will give participants the opportunity to identify and practice the core skills of effective communication. It will enable them to develop a flexible and effective style of tangible benefit to themselves, their colleagues and the company.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Identify the key elements of effective communication</li> <li>● Learn how to utilise a range of communication styles</li> <li>● Improve their listening skills</li> <li>● Learn how to give and receive feedback with confidence</li> <li>● Improve their credibility and personal effectiveness</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Increase levels of internal effectiveness and efficiency</li> <li>● Have more confident, competent staff</li> <li>● Have less misunderstandings and complaints</li> <li>● Decrease levels of workplace stress</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Counselling Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Supervisory Skills</li> <li>● Performance Reviews and Appraisals</li> <li>● Problem Solving and Decision Making</li> </ul>	<p>Counselling skills are often considered inappropriate or irrelevant in the workplace. However, many serious personnel problems could be avoided if they are effectively dealt with early on. H2 Counselling Skills Training will enable participants to use basic counselling skills in a wide range of situations, including: giving and receiving feedback; helping colleagues to cope with change; and dealing with poor performance.</p>	<p>Participants will learn:</p> <ul style="list-style-type: none"> <li>● How to use listening, questioning, summarising and counselling skills to their best advantage</li> <li>● The difference between using counselling skills and counselling per se</li> <li>● Appropriate applications of counselling skills, and when to refer on</li> <li>● How to maintain essential conditions required in any counselling situation</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Improve staff performance levels</li> <li>● Implement change more effectively</li> <li>● Ensure that potentially difficult situations are dealt with early on</li> <li>● Have more confident and competent managers/supervisors</li> <li>● Have more motivated and productive team members</li> </ul>
<p><b>Customer Service</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Telephone Skills</li> <li>● Dealing with relationships at work</li> <li>● Negotiation Skills</li> </ul>	<p>Good customer service is the basis for sustained increases organisational success. . H2 Customer Service Training will enable participants to meet the ever-increasing needs of their customers, and can be developed from a range of modules to meet your exact requirements. The course will use a range of relevant, powerful and motivating activities that draw on participants' own experiences and generate ideas to make improvements to the way they work with and respond to their customers.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Have a better understanding of customers' needs</li> <li>● Handle "difficult" customers more effectively and confidently</li> <li>● Become more customer focussed in their work</li> <li>● Learn the importance of team work in customer care</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Immediately improve customer service levels</li> <li>● Generate a significant difference in customer perception</li> <li>● Improve sales results</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Dealing with difficult relationships at work</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Communication Skills</li> <li>● Influencing Skills</li> </ul>	<p>Increasing numbers of people have to deal with difficult relationships at work. If the issue is left un-addressed, it is likely to cause severe stress, poor performance and declining morale. This H2 training will enable participants to deal more professionally, confidently and calmly with difficult encounters at work. It will provide explanations and practice of the essential skills needed to manage potentially dangerous or damaging situations, both safely and professionally.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Defuse anger</li> <li>● Resolve conflict</li> <li>● Stop abuse</li> <li>● Manage aggression</li> <li>● Avoid violence</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Have better equipped, more confident staff</li> <li>● Minimise risks to staff and to the organisation</li> <li>● Improve effectiveness in dealing with difficult and aggressive behaviour – whatever the source</li> </ul>
<p><b>Delegation skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Communication Skills</li> <li>● Influencing Skills</li> <li>● Managing Diversity</li> <li>● Project Management</li> <li>● Team Work</li> </ul>	<p>This course will enable participants 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. It is particularly recommended for anyone required to manage, to motivate or to lead others at work, whether they are a part of the same team/department, or whether they are outside their direct line-management responsibility.</p>	<p>Participants will be able to:</p> <ul style="list-style-type: none"> <li>● Use all their resources to achieve better results</li> <li>● Identify the situations when delegation is appropriate</li> <li>● Overcome inhibitions about delegation</li> <li>● Foster motivation and competence in others</li> <li>● Plan and manage key meetings with staff</li> <li>● Monitor and measure performance</li> <li>● Identify staff learning and development opportunities</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Have more confident and competent staff</li> <li>● Have more motivated and involved staff</li> <li>● Enable managers to achieve more</li> <li>● Encourage better skills transfer</li> <li>● Develop teams to their full potential</li> <li>● Encourage wider ownership of organisational mission</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Effective Inductions</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Interviewing Skills</li> <li>● Recruiting and keeping the right people</li> <li>● Performance Reviews and Appraisals</li> </ul>	<p>The induction period is a crucial time both for new employees, as well as for the organisation. With recruitment costs so high, no organisation can afford to lose staff because of ineffective, disappointing inductions. H2 Effective Induction Training will enable participants to design and implement positive, lively and effective induction programmes for new staff.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Receive a framework for planning an effective induction policy</li> <li>● Develop the skills and tools to implement successful induction programmes</li> <li>● Learn how to evaluate and modify their induction programmes</li> <li>● Link inductions to the ongoing professional development of new staff</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Increase staff retention</li> <li>● Have more motivated, committed staff</li> <li>● Have better prepared and skilled staff</li> <li>● Encourage a strong corporate identity</li> </ul>
<p><b>Effective Meetings</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Influencing Skills</li> <li>● Presentation Skills</li> <li>● Facilitation Skills</li> </ul>	<p>One of the most common frustrations reported in the workplace is the waste of time and energy given to poorly managed meetings. H2 Effective Meetings Training will equip participants 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.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Plan an agenda</li> <li>● Set the tone</li> <li>● Make effective contributions</li> <li>● Use listening and questioning techniques</li> <li>● Encourage participation and discussion</li> <li>● Lead and manage discussions</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Save time and resources</li> <li>● Reduce frustration and stress levels</li> <li>● Have more productive and effective meetings</li> <li>● Improve decision making and problem solving processes</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Emotional Intelligence</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Influencing Skills</li> <li>• Dealing with Difficult Relationships at Work</li> <li>• Stress Management</li> </ul>	<p>Companies are increasingly recognising the key role emotional intelligence has in the overall effectiveness of the organisation. Managers and Team Leaders in particular, are required to fulfil a much broader remit - not just to have technical or specialist expertise, but also to have a range of personal attributes and abilities. H2 Emotional Intelligence Training will equip participants 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.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>• Become resilient to problems and persistent to pursuing success</li> <li>• Be more motivated and better able to motivate others</li> <li>• Be able to harness the energy of negative emotions for positive outcomes</li> <li>• Have the confidence and emotional ability to manage change</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>• Decrease levels of workplace stress</li> <li>• Increase internal performance and productivity</li> <li>• Avoid unnecessary problems and complaints</li> <li>• Manage change more effectively</li> </ul>
<p><b>Facilitation Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Effective Meetings</li> <li>• Objective Setting</li> <li>• Influencing Skills</li> <li>• Dealing with Difficult Relationships at Work</li> </ul>	<p>Effective facilitation is an essential function of any organisation's team management. It enables team members to own and achieve strategic objectives, to make decisions and solve problems - thus maximising and sustaining productivity. H2 Facilitation Skills Training will equip participants with the necessary skills, tools and techniques to facilitate, guide and control effective workshop style meetings.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>• Focus on group processes and behaviour</li> <li>• Manage group dynamics effectively</li> <li>• Ensure that the team maintains ownership and interest</li> <li>• Maintain team members' commitment and participation</li> <li>• Maintain an effective pace</li> <li>• Design group decision making and discussion processes</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>• Enable free exchange of views and ideas</li> <li>• Encourage participation and ownership</li> <li>• Improve staff motivation and commitment</li> <li>• Resolve problems and conflicts swiftly and effectively</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Influencing skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Communication Skills</li> <li>● Effective Meetings</li> <li>● Negotiation Skills</li> <li>● Presentation Skills</li> </ul>	<p>More and more companies are moving towards an emphasis on team-based, rather than hierarchical structures. This means that there is a greater emphasis on communication and negotiation across the organisation, than on positional status. H2 Influencing Skills Training will enable participants to practice the necessary skills to build strong, long-lasting professional relationships. It will help to develop specific communication skills and to improve credibility, both of which will enhance the ability to gain support and commitment from others in achieving goals. It is particularly recommended for anyone required to manage, to motivate or to influence colleagues, customers or suppliers.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Implement appropriate influencing methods</li> <li>● Improve their external influence and power</li> <li>● Motivate others through positive influence</li> <li>● Manage conflict and difficult situations more confidently</li> <li>● Develop more dynamic and productive teams</li> <li>● Identify development needs for themselves and their teams</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Have more confident and competent staff</li> <li>● Improve internal communications</li> <li>● Ensure the best use of resources</li> <li>● Encourage contribution and commitment</li> </ul>
<p><b>Interviewing Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Recruiting and Keeping the Right People</li> <li>● Counselling Skills</li> <li>● Performance Reviews and Appraisals</li> </ul>	<p>Interviewing techniques are often used on a daily basis, without sufficient knowledge or support to avoid common mistakes and pit-falls. The consequences can be costly, whether it is a bad recruitment decision, or an ineffective performance review. H2 Interview Skills Training will equip participants with essential skills to help ensure that the best possible outcomes are achieved, using best practice processes. It will give participants the opportunity to identify and practice the skills and techniques, through powerful role-play exercises and to develop personal action plans.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Plan, prepare and conduct any interview</li> <li>● Use listening and questioning skills more effectively</li> <li>● Ensure positive outcomes through the use of powerful tools and techniques</li> <li>● Ensure anti-discriminatory practice</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Improve recruitment decisions</li> <li>● Enhance staff performance and productivity</li> <li>● Avoid long-term personnel problems</li> <li>● Ensure a more motivated and committed workforce</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Management &amp; Leadership Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Influencing Skills</li> <li>● Project Management</li> <li>● Supervisory Skills</li> <li>● Delegation Skills</li> <li>● Team Work</li> <li>● Facilitation Skills</li> </ul>	<p>The skills of management and leadership are not just for those with “manager” in their job-title. More and more people are required to take on responsibilities at work which require them to use specific skills such as: project management, negotiation, business writing, team leading, decision making and conflict resolution. Equally, many people are appointed for their specialist expertise first and foremost, without adequate support and development of management or leadership skills. H2 Management and Leadership Skills Training will equip participants with a range of transferable skills, useful for anyone who needs to oversee projects, people and situations independently.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Identify and clarify priorities and objectives</li> <li>● Plan and schedule work effectively</li> <li>● Use negotiation skills to achieve win-win outcomes</li> <li>● Manage, motivate and lead others</li> <li>● Improve presentation and communication skills</li> <li>● Deal with office politics and difficult relationships</li> <li>● Solve problems and make the right decisions</li> </ul> <p>Organisations will have:</p> <ul style="list-style-type: none"> <li>● More effective and confident managers/leaders</li> <li>● More productive teams</li> <li>● Fewer inter-personal problems</li> <li>● More empowered and involved staff</li> <li>● A more skilled workforce, achieving its full potential</li> </ul>
<p><b>Managing Change</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Team Work</li> <li>● Communication Skills</li> <li>● Influencing Skills</li> <li>● Objective Setting</li> <li>● Project Management</li> <li>● Emotional Intelligence</li> </ul>	<p>For change within an organisation to be effective, it is essential that those who are orchestrating and managing it are able to plan, communicate and implement the changes, whilst effectively managing the people through times of upheaval and uncertainty. H2 Change Management Training will introduce participants to the process of successful change and the common pitfalls to avoid. It will equip participants with the key skills to manage the change process smoothly and efficiently, no matter how major or minor.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Research, plan and introduce a programme of change</li> <li>● Monitor progress against predetermined success criteria</li> <li>● Encourage innovation and creativity</li> <li>● Identify and address the needs and issues of the organisation</li> <li>● Encourage others to regard change as an opportunity for learning and development</li> <li>● Avoid low morale and dissatisfaction usually associated with change</li> <li>● Gain commitment from others in achieving the desired changes</li> <li>● Deal effectively with resistance to change</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Managing Diversity</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Communication Skills</li> <li>● Recruiting and Keeping the Right People</li> <li>● Counselling Skills</li> </ul>	<p>There are now widely accepted business benefits to be gained from valuing all people, regardless of the age, gender, disability, race, or sexual orientation. H2 Managing Diversity Training will cover the relevant legislation, as well as the broader concepts of equal opportunities within the workplace.</p>	<p>Participants will learn how:</p> <ul style="list-style-type: none"> <li>● Their own behaviour and attitudes effects others</li> <li>● To incorporate essential management skills which develop and enhance individual differences</li> <li>● To implement anti-discriminatory practice through effective planning, communication, and development of others</li> <li>● To motivate and involve people more effectively</li> <li>● To utilise range of practical skills to work more positively with diversity</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Reap the benefits of a more diverse, and skilled workforce</li> <li>● Have more productive, creative teams</li> <li>● Avoid unnecessary complaints and possible legal action</li> </ul>
<p><b>Managing Poor Performance</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Performance Reviews and Appraisals</li> <li>● Effective Inductions</li> <li>● Assertiveness Skills</li> <li>● Communication Skills</li> <li>● Counselling Skills</li> <li>● Dealing with Difficult Relationships</li> <li>● Influencing Skills</li> </ul>	<p>Managing poor performance is an area of work that many managers find daunting. All too often the response to this type of difficulty is to find a way to dismiss the employee or to ‘move them on’. However, with careful handling, a poor performer can be turned into a loyal and effective member of staff. H2 training in this area will enable participants to learn about processes and develop skills in how to handle a range of situations. It will enable them to develop a flexible and effective style of tangible benefit to themselves, their colleagues and the company.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Identify why poor performance is occurring</li> <li>● Learn how to match their responses to the cause</li> <li>● Learn how to deal with the ‘no improvement’ reviews</li> <li>● Learn how to write clear and concise action reports</li> <li>● Learn how to give and receive feedback with confidence</li> <li>● Identify effective ways of improving performance</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Increase levels of management effectiveness</li> <li>● Have more competent staff</li> <li>● Decrease levels of staff turnover</li> <li>● Have a more motivated and less stressful workforce</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Negotiation skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Communication Skills</li> <li>● Influencing Skills</li> <li>● Problem Solving and Decision Making</li> <li>● Presentation Skills</li> </ul>	<p>The development of on-going professional relationships is key to any successful business. Unless negotiations achieve a win-win outcome, it is likely that such relationships will break down over time. H2 Negotiation Skills Training will demystify the process and the underlying core skills of effective negotiation. It will give participants the knowledge, skills and confidence they need to become effective negotiators, both in formal negotiations, and in routine meetings with colleagues. It is particularly recommended for anyone required to negotiate deals, terms or contracts on behalf of their company, or for anyone required to provide a service for their colleagues, whilst wishing to be assertive about their own needs.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Be more confident in negotiations</li> <li>● Maximise their personal style and strengths</li> <li>● Be able to strike better deals</li> <li>● Strive for win-win agreements</li> <li>● Foster productive working relationships</li> <li>● Gain best outcomes from inter-personal interactions</li> <li>● Develop a range of transferable skills</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Have more confident and skilled staff</li> <li>● Have more motivated and flexible staff</li> <li>● Improve deals with external customers and suppliers</li> <li>● Develop more positive and productive internal and external working relationships</li> </ul>
<p><b>Objective Setting</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Project Management</li> <li>● Time Management</li> <li>● Managing Change</li> <li>● Performance Reviews and Appraisals</li> </ul>	<p>A strategic approach can be the make or break of any business. The ownership and involvement of staff at all levels within an organisation, is essential to the successful achievement of objectives. H2 Objective Setting training will demonstrate how to agree objectives, keep momentum going, and review and amend objectives in response to changing circumstances.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Write objectives that develop both the individual and the organisation</li> <li>● Implement the “SMART(ER)” rule</li> <li>● Negotiate and agree objectives with others</li> <li>● Ensure objectives are relevant and focussed</li> <li>● Modify objectives in response to changing circumstances</li> <li>● Review progress and reward success</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Develop a more strategic approach</li> <li>● Be more likely to achieve overall aims</li> <li>● Monitor and evaluate activities more effectively</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Performance Reviews and Appraisals</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Counselling Skills</li> <li>• Emotional Intelligence</li> <li>• Influencing Skills</li> <li>• Dealing with Difficult Relationships at Work</li> </ul>	<p>Managing and optimising staff performance involves a lot more than the enforcement of disciplinary procedures. This H2 Training will equip new and front-line managers with the skills, and knowledge to unlock the full potential of their people. It will enable them to understand what motivates others, and will show them how to get the best out of their team members. It will also break down the range of responsibilities into manageable tasks, from a practical point of view.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>• Implement or improve a performance appraisal system</li> <li>• Use and develop effective review skills</li> <li>• Understand the appraisee’s perspective</li> <li>• Link appraisal and review systems with the Investor’s in People Standard</li> <li>• Identify training requirements within their team</li> <li>• Ensure training and development needs are met</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>• Have more skilled, confident managers and team leaders</li> <li>• Have more motivated and committed staff</li> <li>• Unlock the full potential of the workforce</li> <li>• Avoid problems associated with poor performance</li> </ul>
<p><b>Personal and Professional Development</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Career Development</li> <li>• Performance Reviews and Appraisals</li> <li>• Objective Setting</li> </ul>	<p>For successful on-going development, it is essential that individuals know how to plan and take control of learning opportunities. This H2 Personal and Professional Development Training will enable participants how to become more motivated, more successful and more effective at work.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>• Recognise their abilities, preferences and goals</li> <li>• Identify personal learning and development needs</li> <li>• Identify different ways to achieve their full potential</li> <li>• Plan their own on-going development</li> </ul> <p>Organisations will reap the benefits of:</p> <ul style="list-style-type: none"> <li>• Cost-effective personnel development</li> <li>• Continuous improvements in individual performances</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Presentation Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Effective Meetings</li> <li>● Influencing Skills</li> <li>● Negotiation Skills</li> </ul>	<p>The success of a presentation is not just about the content, but it also depends upon the quality of delivery. H2 Presentation Skills Training will enable participants to learn and practice skills that will be applicable to both informal and formal presentations, and both small and large audiences. It will include how to address meetings with colleagues and how to make powerful presentations to large unknown groups. It will give the opportunity to practice and receive feedback on key skills and techniques to ensure confidence and success every time.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Plan, structure and prepare presentations</li> <li>● Improve the impact of presentations</li> <li>● Establish rapport with the audience</li> <li>● Appear confident and professional</li> <li>● Handle questions and objections</li> <li>● Evaluate and refine presentation content and delivery</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Ensure better deals</li> <li>● Improve image with customers and suppliers</li> </ul>
<p><b>Problem Solving &amp; Decision Making</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Project Management</li> <li>● First Time Leadership</li> <li>● Facilitation Skills</li> </ul>	<p>An essential measure of an organisation's strength, it its ability to solve problems and to make the right decisions – no matter how large or small. H2 Problem Solving and Decision Making Training will enable participants to look at problems and opportunities from new and innovative angles. It will introduce a range of practical techniques and tools for use by both individuals and teams - applicable to on-going decision-making and problem solving in any organisation.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Analyse problems and issues</li> <li>● Utilise a range of creative problem solving techniques</li> <li>● Take advantage of the perceptions of others</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Ensure the best decisions are made</li> <li>● Have more involved and committed staff</li> <li>● Improve internal problem solving and decision making processes</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Project Management</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Time Management</li> <li>• Team Work</li> <li>• Managing Change</li> <li>• Delegation Skills</li> <li>• Problem Solving and Decision Making</li> </ul>	<p>H2 Project Management Training will equip participants with the key communication and management skills to manage or contribute to both short and long term projects. It will give participants the confidence to achieve successful outcomes, and to anticipate and overcome difficulties along the way.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>• Use a range of approaches to successful management</li> <li>• Plan and implement objectives and quality assurance</li> <li>• Work to set time-scales</li> <li>• Measure and evaluate progress</li> <li>• Develop flexibility through contingency planning</li> <li>• Delegate effectively</li> <li>• Motivate the team</li> <li>• Make decisions and solve problems</li> </ul> <p>Organisations will</p> <ul style="list-style-type: none"> <li>• Ensure projects are completed on time</li> <li>• Avoid costly mistakes</li> <li>• Have more productive and motivated teams</li> </ul>
<p><b>Proactive Supervisee / Managing your Manager</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Team Work</li> <li>• Assertiveness Skills</li> <li>• Dealing with Difficult Relationships</li> </ul>	<p>Training for managers and leaders by definition focuses on developing skills from the managers' perspective. However, effective management clearly depends on the development and maintenance of a two-way relationship. This will only happen if each party has an understanding of each other's role and responsibilities, and an ability to create a positive working dynamic. This H2 training will enable participants to consider their own responsibilities towards their manager, and to discover how they can play an effective part in ensuring a working relationship that is rewarding for themselves, their manager, their team and the organisation as a whole.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>• Consider their manager's style in relation to their own values and motivators</li> <li>• Learn the value and nature of a high quality relationship with their manager</li> <li>• Identify areas of difference/conflict, and recognise how to proactively seek solutions</li> <li>• Learn to make the best use of 1:1 supervision</li> </ul> <p>The organisation will:</p> <ul style="list-style-type: none"> <li>• Reap the benefits of improved working relationships</li> <li>• Develop teams to their full potential</li> <li>• Avoid unnecessary complaints, grievances and disciplinary matters</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Recruiting and Keeping the Right People</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Interviewing Skills</li> <li>● Communication Skills</li> <li>● Effective inductions</li> <li>● Performance Reviews and Appraisals</li> <li>● Managing Diversity</li> </ul>	<p>Managers are increasingly taking on the responsibility for recruiting new team members. H2 Recruitment Training will enable participants to develop their skills and knowledge of the process, and will improve their success in recruiting and retaining the right people for the job.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Develop and implement an effective recruitment process</li> <li>● Utilise key questioning and listening techniques</li> <li>● Implement best practice in recruitment and selection</li> <li>● Ensure that the best people are selected for the job every time</li> <li>● Ensure that appointed candidates are properly supported through the first few crucial weeks.</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Equip managers and team leaders to recruit, select and retain the best staff for their team</li> <li>● Improve the success of recruitment and selection</li> <li>● Avoid wasted resources</li> </ul>
<p><b>Report Writing</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Communication Skills</li> <li>● Business Writing</li> <li>● Presentation Skills</li> <li>● Time Management</li> <li>● Project Management</li> <li>● Management and Leadership Skills</li> </ul>	<p>Improving report writing skills can lead to better customer relations, more successful funding bids, improved image and reputation, better communication, and fewer misunderstandings. H2 Report Writing Training will help participants to develop a range of essential written communication skills, including how to avoid making common grammatical and punctuation errors, and how to get the message across using concise, plain English. It is particularly recommended for anyone required to write reports on behalf of their company, and who would like to improve the quality, clarity and effectiveness of all their reports, whether they are formal or informal, or for internal or external use.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Write clearly, concisely and effectively</li> <li>● Use appropriate writing styles and conventions</li> <li>● Match the style and content to the needs and interests of the reader</li> <li>● Improve the impact and persuasiveness of their writing</li> <li>● Present and structure information effectively</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Develop and improve its corporate image</li> <li>● Improve its professional reputation with customers and suppliers</li> <li>● Improve internal communication</li> <li>● Save time and money by minimising misunderstandings, and by presenting accurate, easy to read documents</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Sales Process</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Sales Skills</li> <li>● Selling through Customer Service</li> <li>● Negotiation Skills</li> </ul>	<p>A clear understanding of the sales process as a whole makes it easier to identify the skills and their application in effective selling. H2 Sales Process training will give participants a valuable overview of the sales process, including the principles of effective selling and the specific helps and hindrances at each stage. It is particularly recommended for anyone with a sales element to their role – whether they work full-time in sales, or whether they need to incorporate ‘selling’ within their overall responsibilities.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Reflect on personal experiences of selling and being sold to and identify the principles of effective selling</li> <li>● Consider the helps and hindrances at each stage of the six step sales process</li> <li>● Reflect on their current knowledge of their products, competitors and customers</li> <li>● Identify customer trigger events and trigger interests</li> <li>● Differentiate between features and benefits</li> <li>● Identify Unique Selling Points (USPs)</li> <li>● Consider how to make more sales from existing customers and how to prospect for new customers</li> <li>● Identify tips for gaining access to decision makers</li> <li>● Identify their priority calls and appointments</li> </ul>
<p><b>Sales Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Sales Process</li> <li>● Selling through Customer Service</li> <li>● Negotiation Skills</li> <li>● Influencing Skills</li> </ul>	<p>H2 Sales Skills Training will demystify the underlying core skills of effective selling. It will give participants the knowledge, skills and confidence they need to become effective sales people in a range of situations, including selling on the telephone, selling on-site or during field sales meetings. It is particularly recommended for anyone with a sales element to their role – whether they work full-time in sales, or whether they need to incorporate ‘selling’ within their overall responsibilities.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Explore the skills and attributes of a good sales person</li> <li>● Understand the importance of questioning and active listening skills</li> <li>● Identify and overcome barriers to effective listening</li> <li>● Learn how to utilise positive language and non-verbal communication</li> <li>● Learn how to build rapport with customers</li> <li>● Learn how to target customer needs</li> <li>● Identify common objections and share ways of handling them</li> <li>● Explore different techniques for closing the sale</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Selling through Customer Service</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Sales Process</li> <li>● Sales Skills</li> <li>● Customer Service</li> <li>● Negotiation Skills</li> <li>● Influencing Skills</li> </ul>	<p>‘Sales’ is increasingly becoming an integrated, company-wide process rather than just a departmental function. This H2 training will show participants how to make the vital link between their customer service function/skills and increased sales. Whether they work face-to-face or over the telephone, this course will show participants how they can enhance their own performance by focusing on ways to help the customer to buy. It is particularly recommended both for customer service staff, and for anyone with a sales element to their role – whether they work full-time in sales, or whether they need to incorporate ‘selling’ within their overall responsibilities.</p>	<p>Participants will:</p> <ul style="list-style-type: none"> <li>● Explore the links between good Customer Service and enhanced sales</li> <li>● Identify areas in which individuals and the team as a whole can improve the direct Customer Service role</li> <li>● Understand the significance of ‘Customer Service Chains’</li> <li>● Identify different customer personalities and consider how to get the best outcomes from different ‘types’</li> <li>● Consider why and how customers buy their products/services</li> <li>● Identify what they can do at each stage of the buying process to improve the outcome</li> <li>● Explore ways of dealing with ‘difficult’ customers</li> <li>● Practice using a 4-step model to deal effectively with complaints</li> </ul>
<p><b>Stress Management</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Counselling Skills</li> <li>● Influencing Skills</li> <li>● Dealing with Difficult Relationships at Work</li> </ul>	<p>The negative effects of stress in the workplace are well known: increased sickness and absenteeism, decreased productivity and avoidable, costly mistakes. Conversely, many people thrive on a degree of positive stress to keep motivated and productive. Successful companies are usually those that manage to strike the right balance between the two. H2 Stress Management Training provides the support and practical assistance to manage stress, by introducing powerful and flexible tools for use by both individuals and teams within an organisation.</p>	<p>Participants will learn:</p> <ul style="list-style-type: none"> <li>● What causes workplace stress</li> <li>● How to develop personal strategies for dealing with stress</li> <li>● How to recognise stress in themselves and others</li> <li>● How to respond positively to workplace pressures</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Reduce the effects of negative stress</li> <li>● Equip staff with effective coping strategies</li> <li>● Improve efficiency and productivity</li> <li>● Avoid costly mistakes and tribunals</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Supervisory Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Influencing Skills</li> <li>• Dealing with Difficult Relationships at Work</li> <li>• Performance Reviews and Appraisals</li> <li>• Managing Diversity</li> <li>• Delegation Skills</li> </ul>	<p>Team leaders are often promoted to their position for their specialist expertise first and foremost, and not their experience of, or skill in managing others. They are often required to take on, or to continue operational responsibilities, with the addition of a new supervisory role. H2 Supervisory Skills Training will provide practical support and guidance and will develop the necessary skills and knowledge to achieve results through the effective supervision of team members.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>• Be accountable for their own and others' actions</li> <li>• Incorporate best practice in supervision</li> <li>• Develop their own supervisory style</li> <li>• Match their style to get the best out of different situations and different people</li> <li>• Give and receive feedback and criticism positively</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>• Have better skilled and more confident managers</li> <li>• Improve staff performance and productivity</li> <li>• Improve motivation and commitment</li> <li>• Prevent minor performance problems becoming long long-term liabilities</li> <li>• Enable personal development and internal promotions</li> </ul>
<p><b>Team Work</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>• Communication Skills</li> <li>• Influencing Skills</li> <li>• Delegation Skills</li> <li>• Dealing with Difficult Relationships at Work</li> <li>• Emotional Intelligence</li> <li>• Project Management</li> <li>• Managing Diversity</li> </ul>	<p>So much depends on effective teamwork these days. Organisations that wish to retain a competitive advantage need teams that don't just work well, but they need teams that exceed expectations and deliver results faster. H2 Team Work Training will provide participants with a better understanding of team dynamics. It will address areas not usually covered during team development programmes, for example, the internal politics within a team, and how winning teams can work successfully with others within the organisation. It is recommended both for team members, and for team leaders.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>• Recognise different needs and perspectives</li> <li>• Build trust and commitment</li> <li>• Give and receive feedback</li> <li>• Set team goals and encourage ownership</li> <li>• Reach consensus within the team</li> <li>• Measure, evaluate and improve team performance</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>• Improve internal efficiency and productivity</li> <li>• Ensure the successful completion of tasks and projects</li> <li>• Have more motivated and committed staff</li> <li>• Unlock the full potential of the workforce</li> </ul>

TOPIC	AIMS & DESCRIPTION	KEY BENEFITS
<p><b>Telephone Skills</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Assertiveness Skills</li> <li>● Communication Skills</li> <li>● Dealing with Difficult Relationships at Work</li> <li>● Customer Service</li> </ul>	<p>The telephone is now taking over as the primary form of communication with customers, colleagues and suppliers. Organisations therefore depend upon the ability of its staff to use their telephone skills to develop and maintain key business relationships. H2 Telephone Skills Training will enable participants to learn and practice the skills and techniques to use the telephone effectively, confidently, and professionally to the ultimate benefit of the organisation.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Create a positive impression</li> <li>● Respond courteously and efficiently to enquirers</li> <li>● Pass on accurate and succinct messages to colleagues</li> <li>● Deal effectively and professionally with complaints</li> <li>● Handle difficult and aggressive callers</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Improve internal efficiency</li> <li>● Improve customer/supplier relations</li> <li>● Protect front-line staff from potentially distressing incidents</li> </ul>
<p><b>Time Management</b></p> <p>Related Topics:</p> <ul style="list-style-type: none"> <li>● Stress Management</li> <li>● Project Management</li> <li>● Managing Change</li> <li>● Objective Setting</li> </ul>	<p>The workplace is becoming ever more demanding and hectic, resulting in increasing pressure and levels of stress. H2 Time Management Training will enable participants to maximise efficiency and productivity, and minimise stress, by managing their own and/or their team's time effectively.</p>	<p>Participants will learn how to:</p> <ul style="list-style-type: none"> <li>● Keep focussed on important tasks and projects</li> <li>● Plan and implement a time management strategy</li> <li>● Delegate work where appropriate</li> <li>● Identify personal approach to time</li> <li>● Work with other's time management styles</li> <li>● Make contingency plans</li> <li>● Use a range of time management techniques</li> </ul> <p>Organisations will:</p> <ul style="list-style-type: none"> <li>● Ensure important deadlines are met</li> <li>● Improve overall efficiency and productivity</li> <li>● Improve customer relations</li> <li>● Reduce the negative effects workplace stress</li> </ul>

