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MANAGEMENT & LEADERSHIP

APPRAISALS SKILLS



- The DNA Of A Successful Appraisal
- Preparing For An Appraisal
- How To Structure The Appraisal Discussion
- How To Appraise Challenging Staff Members
- Following Up On An Appraisal
- How To Avoid Common Errors In Appraisals
- How To Have Difficult Conversations With Poor Performers
- Why Having Difficult Conversations Can Be Beneficial
- How To Hold An Effective Appraisal

CHANGE MANAGEMENT SKILLS



- Understanding The Change Management Process
- Dealing With The Impact Of Change
- Selling The Need For Change
- Encouraging Engagement During Change
- Showing Leadership During Change
- Lewin's Change Management Model
- Lewin's Force Field Analysis
- The Change Curve
- Are Your Staff Resisting Change?
- How To Guide People Through Change

ASSERTIVENESS SKILLS



- Practical Assertive Techniques
- How To Become More Assertive As A Leader
- Using Assertiveness To Deal With Negativity
- How To Say No
- How To Assertively Deal With Aggression
- How To Be Assertive When You Are Shy & Introvert
- How To Be Assertive With Your Boss

COACHING SKILLS



- When To Coach And When To Tell
- How To Coach A Perfect 10
- Coaching High Performers
- Coaching Techniques - Example, Effect, Change
- Using The GROW Coaching Model
- Effective Questioning During Coaching
- What Is Coaching & Are You Doing It?
- The GROW Coaching Model
- How To Constructively Challenge In A Coaching Session
- Great Coaching Questions To Use At Work

BUILDING HIGH PERFORMING TEAMS



- Understanding The Basic Needs of Your Team
- Developing Your Team
- Dealing With A Team That Is Underachieving
- Taking A Proactive Approach With Teambuilding
- Implementing Team Values, Norms & Behaviours
- How To Create A High Performance Team Culture
- How To Conduct A Team Self-Evaluation
- Balancing Task, Team & Individuals - Adair's Leadership M...
- Douglas McGregor's Theory X & Y
- How To Give Your Team Some Vroom For Improvement
- Maslow's Hierarchy - 21st Century
- Dan Pinks New Model Of Motivation
- Hertzberg's Motivation Theory
- The 5 Dysfunctions Of A Team
- How To Improve Employee Engagement
- Balancing Control & Freedom With Your Team
- How To Boost Team Morale
- What Stage Is Your Team At?

“Skillshub’s content and platform is of the very highest standard. The CPD Certification Service is proud to support and partner with this innovative and modern approach to learning and development. In our view Skillshub provides an effective solution for today’s time poor workforce which is focused on taking action and implementing learning”



Martin Rowe | Head of Operations
The CPD Certification Service



MANAGEMENT & LEADERSHIP

COMMUNICATION SKILLS



- Which Communication Style Do You Use
- Communication Technique – Pause, Think, Act
- Active Listening – How To Really Do It
- Are You Using Negative Language Patterns?
- How Managers Say No Without Crushing Morale
- How Managers Empower Their Staff Through Open Questions
- How To Ask For Help In The Right Way
- Advanced Communication Skills – Big Picture v Detailed Thinking
- Advanced Communication Skills – Internal & External References
- Advanced Communication Skills – Understanding Pain & Pleasure
- Communication & Influence
- Influencing Skills
- ABC's Of Effective Communications
- How We Are Convinced By Something
- Understanding People Towards V Away
- Why Having Difficult Conversations Can Be Beneficial
- How To Plan Out An Effective Communication
- Creating Clear Communications
- Tips For Improving Active Listening
- Understanding People – Do You Match Or Mismatch?
- Understanding People – External V Internal Reference
- Understanding People – Where Is Your Attention?

EFFECTIVE MEETINGS SKILLS



- The DNA Of A Successful Meeting
- How To Run MAGIC Meetings
- How To Make Your Meetings More Effective
- How To Keep People On Task During Meetings
- Running More Productive Meetings
- How To Deal With Disruptive People In Meetings
- Using The 6 Thinking Hats In A Meeting

EMOTIONAL INTELLIGENCE



- An Introduction To Emotional Intelligence
- Emotional Intelligence
- What Is Emotional Intelligence?
- Emotional Intelligence – Improving Your Social Skills
- Emotional Intelligence – Improving Your Self-Motivation
- Emotional Intelligence – Improving Your Self-Awareness
- Emotional Intelligence – Improving Your Self-Control
- Emotional Intelligence – Improving Your Empathy
- 7 Ways To Improve Your Emotional Intelligence
- Boost Your Social Skills
- Boost Your Self-Motivation
- Boost Your Self-Awareness
- Boost Your Self-Control
- Boost Your Empathy Skills

DELEGATION SKILLS



- A Delegation Framework
- 7 Ways To Delegate Work
- A Quick Delegation Audit Exercise
- Delegation: Overcoming Resistance
- The 7 Levels Of Delegation
- Level 1 – Managing Task & Person
- Level 2 – Confirming Confidence
- Level 3 – Their Recommendations
- Level 4 – Freedom With Checkpoints
- Level 5 – High Autonomy
- Level 6 – Checking Results
- Level 7 – Complete Control
- Allocating Tasks – The BALM Method
- Do You Delegate Effectively
- How To Check In To Ensure Progress Is Made



MANAGEMENT & LEADERSHIP

FEEDBACK SKILLS



- Giving Constructive Feedback
- The Principles of Great Feedback
- How To Give Quality Feedback
- Techniques To Use When Giving Feedback
- How People Feel When They Receive Feedback
- Giving & Receiving Feedback
- Delivering Negative Feedback

TIME MANAGEMENT SKILLS



- Effective Time Management
- Time Stealers – How Do We Identify Them?
- Left Brain & Right Brain Thinking
- Setting Effective Goals
- Allocating Tasks – The BALM Method

HANDLING DIFFICULT CONVERSATIONS



- Preparing For A Difficult Conversation
- How To Hold A Difficult Conversation
- How To Handle Difficult People
- How To Give Bad News In The Right Way
- How To Close A Difficult Conversation
- How To Assertively Deal With Aggression
- How To Have Difficult Conversations With Poor Performers
- Why Having Difficult Conversations Can Be Beneficial

LEADERSHIP & MANAGEMENT SKILLS



- Leadership vs Management
- Understanding Managerial Styles
- How Managers Build Trust Within Their Team
- Using Adair's Action Centred Leadership Model
- Adair's Leadership Models
- Dan Pinks New Model Of Motivation
- Douglas McGregor's Theory X & Y
- Herzberg's Motivation Theory
- Vroom For Improvement
- Maslow's Hierarchy – 21st Century
- The 5 Dysfunctions Of A Team
- Seven Habits Of Highly Effective People
- How To Manage Former Peers
- Leadership Vs Management
- Managing Absence In The Right Way

MANAGING CONFLICT



- Identifying And Dealing With A Blame Culture
- The 5 Options Of Conflict Resolution
- Key Skills Required When Handling Conflict
- Resolving Conflict Situations – Part 1
- Resolving Conflict Situations – Part 2
- 5 Responses To Conflict

NEGOTIATION SKILLS



- Negotiating Styles
- Preparing To Negotiate
- How To Renegotiate Deadlines
- How To Negotiate More Effectively



MANAGEMENT & LEADERSHIP

PERFORMANCE MANAGEMENT SKILLS



- Managing Performance
- Getting Action From Your One To One Meetings
- How To Motivate Members Of Your Team
- Tackling Poor Performance
- The Performance Management Chat
- The First Step To Tackling Poor Performance
- The Poor Performance Chat
- How To Run An Effective One To One Meeting
- How To Manage People Older Than Yourself
- How To Handle Poor Performing Employees
- How To Gain Commitment From Your Staff
- How To Deal With Consistent Lateness

PERSONAL SKILLS



- Defining & Modelling Excellence
- How Managers Can Build Their Self-Confidence
- How Managers Fight Procrastination
- Getting Into The Zone
- How To Assertively Deal With Aggression
- How To Be Assertive When You Are Shy And Introvert
- How To Be Assertive With Your Boss
- Action Priority Matrix
- Are Your Goals SMART
- How To Manage Those Emails
- Seven Habits Of Highly Effective People
- Are You Having An Active Working Day?
- The Benefits Of A Lunchtime Walk

PRESENTATION SKILLS



- Planning A Presentation
- Structuring Your Presentation
- Strong Introductions To Your Presentations
- 3 Tips To Reduce Your Presentation Jitters
- Overcoming Your Presentation Nerves
- Overcoming Your Presentation Fears
- 4 Rules For Eye-Catching Presentations

PROCESS IMPROVEMENT



- Cycle Of Continuous Improvement
- How To Review Your Current Processes
- Planning & Implementing Improvements To Your Processes
- Using Brainstorming To Create Ideas
- Reducing Waste In The Process
- The Deming Cycle
- Urgent V Important Tasks

PROBLEM SOLVING & INNOVATION



- Effective Problem Solving – Asking The 5 Whys
- How To Run A Brainstorming Session
- Thinking Styles – Hermann's Whole Brain Modelling
- Creative Thinking – De Bono's 6 Thinking Hats
- Using DeBono's 6 Thinking Hats
- Kurt Lewin's Force Field Analysis
- Applying Root-Cause Analysis To Solve Problems
- Running Action Learning Sets to Solve Problems

STORYTELLING FOR BUSINESS



- Connecting & Engaging With The Audience When Telling Stories
- Why Tell Stories – What's The Pay Off
- The DNA Of A Successful Story
- Storytelling For Business – A Model To Follow

MANAGEMENT & LEADERSHIP

STRESS MANAGEMENT SKILLS

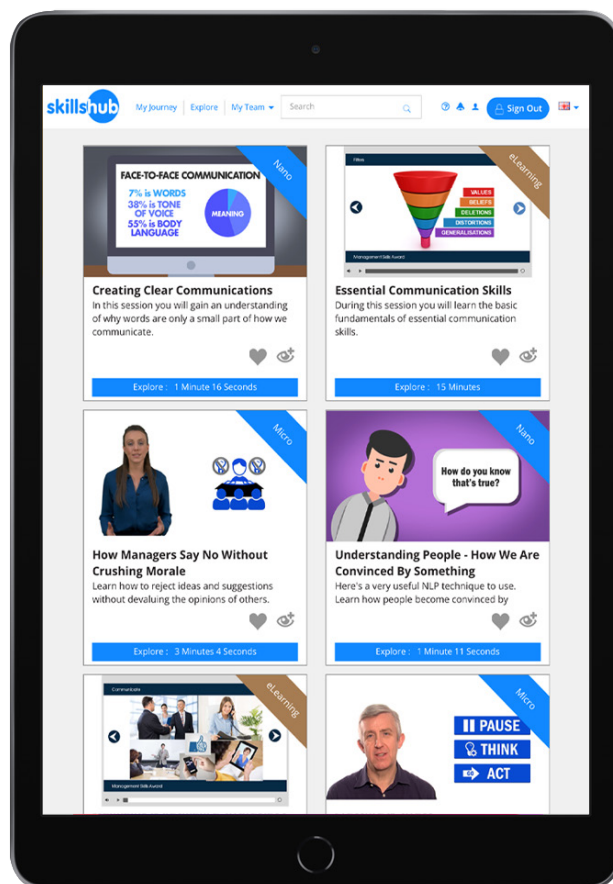


- Recognising & Dealing With Stress
- Defining Stress & its Effects
- Managing Your Own Stress Levels: Accepting What You Cannot Change
- Managing Your Own Stress Levels: Adapting To The Stressful Situation
- Managing Your Own Stress Levels: Altering the Situation
- Managing Your Own Stress Levels: Avoiding Unnecessary Stress
- Managing Your Own Stress Levels: Coping Networks
- Personality Types & Stress
- Building Resilience At Work

STRESS MANAGEMENT SKILLS



- HSE Stress Management Part 1
- HSE Stress Management Part 2
- Mental Health At Work – Overview
- Pressure & Stress
- The 6 Sources Of Workplace Pressure – Part 1
- The 6 Sources Of Workplace Pressure – Part 2
- What Pressure Are You Under? Part 1
- What Pressure Are You Under? Part 2
- The Pressure Curve
- The Three Primary Sources of Pressure
- Wellbeing – A Three-Pronged Approach
- Pressure & Stress Warning Signs
- Wellbeing & Resilience Strategies – Part 1
- Wellbeing & Resilience Strategies – Part 2
- Wellbeing & Resilience Strategies – Part 3



SALES EFFECTIVENESS

INTRODUCTION TO SALES



- How Is A Sale Made?
- Understanding The Sales Process
- Understanding The Modern Day Buyer
- Effective Planning & Preparation For The Sale
- Understanding Benefits V Features
- Effective Sales Interactions
- Building Pain & Pleasure Within The Sales Interaction
- Selling Is About Pulling Not Pushing
- Overcoming Objections
- Using Emotion & Logic To Influence
- How To Ask For The Sale
- The Importance Of Follow Up

COLD CALLING & PROSPECTING



- Developing A Calling Framework To Use
- 3 Powerful Tips For Setting Appointments On The Telephone
- 3 Useful Hints For Leaving Your Prospect A Voicemail
- 4 Quick Tips On Gaining More Referrals Than You Can Handle
- 6 Phrases You Must Avoid When Speaking With The Decision Maker
- Cold Calling – How to Open Your Call
- How To Cement Your Appointments In Stone
- How To Close A Direct Sale
- The Gatekeeper Screen
- How To Identify A Gatekeeper Screen
- How To Get Through A Gatekeeper Screen
- How to Get Your Voicemails Returned
- How To Overcome Objections
- How To Sell An Appointment
- Keeping Your Pipeline Full
- Make Your Sales Scripts Sound Unrehearsed
- On Your Way To The Telephone
- Pre-Call Planning & Preparation
- How To Open Your Calls
- Pre Call Planning & Objective Setting
- 5 Prospecting Mistakes to Avoid
- Qualifying Decision Makers
- Successful Follow Up Calls
- We're Happy With Our Current Supplier... What Next?
- Keeping In Touch Without Stalking
- Prospecting – Why You Should Lose "Touching Base"
- How To Sell An Appointment & Not What You're Selling
- Social Selling
- Uncovering The Needs & Wants Of Your Prospects

TERRITORY MANAGEMENT



- What Is Territory Management?
- Territory Management – Best Practices

CONSULTATIVE SELLING SKILLS



- Why Use The Consultative Selling Approach
- Consultative Selling Skills – The PULSE Model
- Consultative Selling PULSE Model – Position
- Consultative Selling PULSE Model – Understand
- Consultative Selling PULSE Model – Leverage
- Consultative Selling PULSE Model – Solution
- Consultative Selling PULSE Model – Evolve
- Consultative Selling Reminders

GAINING AN UNFAIR ADVANTAGE



- 10 Customer Wants In Addition To Lowest Price
- From Sales Person To Trusted Advisor
- How To Bash The Competition Without Bashing Them
- How To Remove Existing Supplier Relationships
- How To Remove Your Competitors From The Equation
- Keeping Your Prospects Warm During The Sales Cycle
- Why Speed Wins In Sales
- Understanding Your Numbers For Accelerated Results

KEY ACCOUNT MANAGEMENT



- What Is Key Account Management?
- What is the Role of a Key Account Manager?
- Account Management Effectiveness

SALES EFFECTIVENESS

WINNING SALES PRESENTATIONS



- The 4 Elements Of A Sales Presentation
- Pre-Presentation Planning
- Pre-Presentation Preparation
- The DNA Of A Formal Sales Presentation
- Creating Dynamic Content For Your Presentation
- How To Overcome Nerves
- Creating A Powerful First Impression & Opening
- The Power Of Tonality
- The Power Of Your Body Language
- How To Connect With Your Audience
- How To Capture Your Audience's Attention
- Delivery Strategies Part 1
- Delivery Strategies Part 2
- Delivery Strategies Part 3
- How To Answer Challenging Questions?
- How To Handle Challenging People During Your Presentations?

HANDLING OBJECTIONS SKILLS



- The Best Objection Handling Model To Use
- The First Thing To Do When Faced With An Objection
- The First Thing To Say When Faced With An Objection
- Are Sales Objections A Bad Thing?
- Are Sales Objections A Good Thing?
- What Type Of Objections Do You Receive?
- How To Ask For Business
- How To Avoid Objections In The First Place
- How To Front Load Objections Into Your Interactions
- How To Handle The Objection & Move The Sale Forward
- How To Respond To "That Costs Too Much"
- Price Objection or Price Shock?
- There Are Only Two Types Of Objections
- Different Types Of Closes & Their Effectiveness
- Technique – Feel, Felt, Found
- How To Use Emotion & Logic To Influence
- When to Walk Away From Price Only Customers
- Word For Word Responses To The Most Common Objections

NEGOTIATION SKILLS



- Negotiation Skills – A Vital Skill
- The 5 Stages For A Successful Negotiation
- Negotiation Stage 1 – Planning & Preparation
- Negotiation Stage 2 – Managing The Discussion
- Negotiation Stage 3 – Proposing Solutions
- Negotiation Stage 4 – Bargaining For Outcomes
- Negotiation Stage 5 – Summarising & Reaching An Agreement
- Different Negotiation Styles
- Improving Your Negotiation Skills
- The 4 Possible Outcomes Of A Negotiation

PREPARATION & MINDSET



- 3 Ways On Gaining More Info Without Asking A Single Question
- Changing Your Mindset & Approach Part 1
- Changing Your Mindset & Approach Part 2
- Common Reasons Why Sales People Fail
- Getting Organised
- How To Maintain Self Control In Stressful Situations
- Know Your Stuff
- Manage Your State
- Mentally Preparing For The Sale
- Overcome The Fear of Rejection
- Planning & Preparing For A Sales Meeting Part 1
- Planning & Preparing For A Sales Meeting Part 2
- Successful Sales Habits
- The Pull Don't Push Attitude
- Understanding The DNA of Sales
- Understanding The Science of Your Selling
- What Is Your Sales Style?
- What It Takes To Be A Modern Day Sales Professional



SALES EFFECTIVENESS

SALES MANAGEMENT



- 7 Ways To Make Your Monday Morning Sales Meeting Buzz
- Supporting As A Sales Coach
- Sales Coaching Defined
- Running Effective Sales Coaching Sessions
- The 4 Stages Of A Complex Sale
- How To Carry Out A Complex Sale – Part 1
- How To Carry Out A Complex Sale – Part 2
- Field Accompaniments - Before The Visit
- Field Accompaniments – During The Visit
- Field Accompaniments – After The Visit

UNDERSTANDING BUYERS

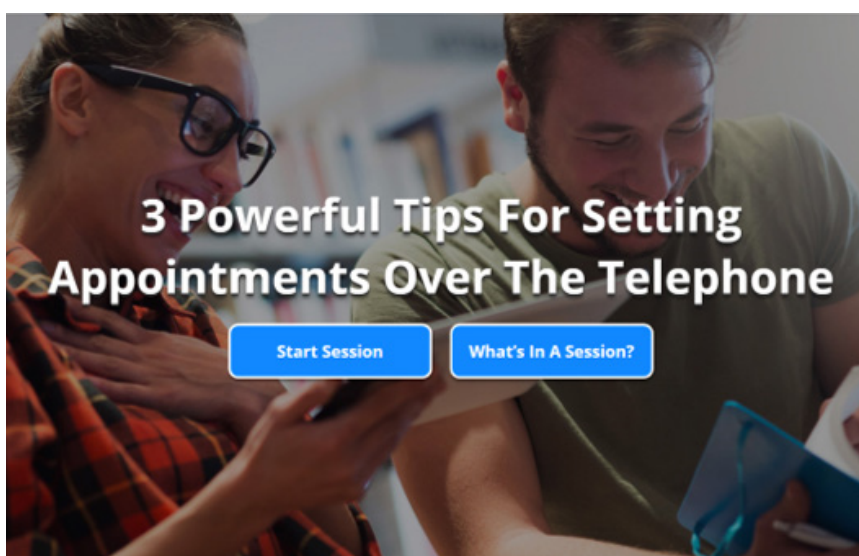


- How To Build Rapport
- Understanding Buyer Types
- Understanding Different Buyer Types Part 1 – Activist & Reflector
- Understanding Different Buyer Types Part 2 – Theorist & Pragmatist
- How Your Buyers Process Information – Big & Small Chunk Thinkers
- Understanding How Your Buyers Think – Visual Preferences
- Understanding How Your Buyers Think – Auditory & Kinaesthetic
- Understanding The Modern Day Buyer Part 1
- Understanding The Modern Day Buyer Part 2

SALES INTERACTIONS



- 10 Quick Tips On How Sales People Can Improve Their Listening Skills
- 7 Steps To Build And Maintain Connections With Your Clients
- Asking Questions
- Closing – How To Move The Sale Forward
- Creating A Sense Of Urgency In The Sale
- Ditch The Pitch Approach
- Don't Talk About Your Solutions Too Early On
- Helping People To Buy
- How To Front Load Objections
- How To Reduce Your Price
- How To Respond To Why Should I Buy From You
- How To Respond When The Prospect Asks For A Discount
- Keeping Control When The Customer Says “Yes”
- Listening Mistakes Sales People Make
- Never Ask This Question When Closing
- Objection Handling Masterclass
- On Your Way To The Meeting
- Planned Not Canned Presentations
- Pre-Meeting Mindset & Objective Setting
- Preparing Your Small Talk
- Pull V Push Selling
- The Top Questions To Uncover Needs, Wants & Pain
- Using Email During The Sales Cycle
- Using Emotion & Logic To Influence Part 1
- Using Emotion and logic to influence Part 2
- Use This Word When Revealing The Price To Your Prospect



PERSONAL SKILLS

MANAGING STRESS



- Personality Types & Stress
- Defining Stress & Its Effects
- Stress Levels: Altering The Situation
- Stress Levels: Avoiding Unnecessary Stress
- Stress Levels: Accepting What You Cannot Change
- Stress Levels: Adapting To The Stressful Situation
- Stress Levels: Coping Networks
- Recognising & Dealing With Stress
- Building Resilience At Work
- HSE Stress Management Part 1
- HSE Stress Management Part 2
- Pressure & Stress
- The 6 Sources Of Workplace Pressure – Part 1
- The 6 Sources Of Workplace Pressure – Part 2
- What Pressure Are You Under? Part 1
- What Pressure Are You Under? Part 2
- The Pressure Curve
- The Three Primary Sources of Pressure
- Pressure & Stress Warning Signs

EMOTIONAL INTELLIGENCE



- What Is Emotional Intelligence?
- An Introduction To Emotional Intelligence
- 7 Ways To Improve Your Emotional Intelligence
- Improving Your Self Control
- Improving Your Empathy
- Improving Your Social Skills
- How To Improve Your Self-Awareness
- How To Improve Employee Engagement
- How To Improve Your Empathy
- How To Improve Your Self-Control
- How To Improve Your Self-Motivation
- Improving Your Self-Motivation
- Improving Your Self-Awareness

CREATIVITY



- Left Brain & Right Brain Thinking
- How To Run A Brainstorming Session
- Creative Thinking – De Bono's 6 Thinking Hats
- Thinking Styles – Hermann's Whole Brain Modelling
- Effective Problem Solving – Asking The 5 Whys

RUNNING EFFECTIVE MEETINGS



- The DNA Of A Successful Meeting
- How To Run MAGIC Meetings
- How To Keep People On Task During Meetings
- How To Make Your Meetings More Effective

PROCESS IMPROVEMENT



- Cycle Of Continuous Improvement
- Reducing Waste In The Process
- Defining & Modelling Excellence
- Implementing Improvements To Your Processes
- How To Review Your Current Processes

PRESENTATION SKILLS



- Planning A Presentation
- Structuring Your Presentation
- Overcoming Your Presentation Fears
- Overcoming Your Presentation Nerves

COMMUNICATION SKILLS



- Getting Into The Zone With The Flow Model
- Managing Your State Through Focus, Body Language & Words
- Tips For Improving Active Listening
- Understanding Representational Systems – VAK
- How To Assertively Deal With Aggression
- How To Be Assertive When You Are Shy & Introvert
- How To Be Assertive With Your Boss
- 21st Century Assertiveness – Part 1
- 21st Century Assertiveness – Part 2

TIME MANAGEMENT



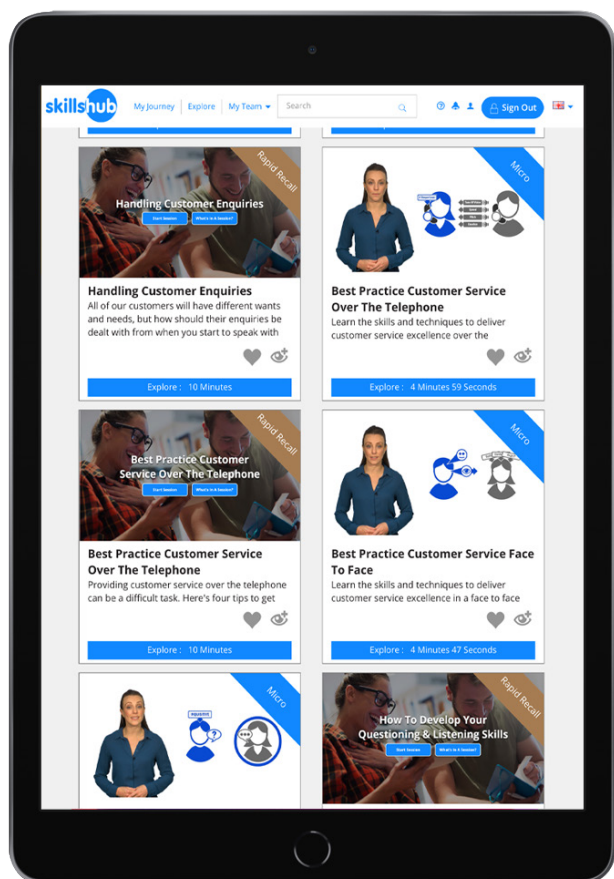
- Time Stealers – How Do We Identify Them?
- Setting Effective Goals
- Effective Time Management
- How To Use A Time Log To Get More Done
- Urgent v Important Tasks
- How To Manage Those Emails
- Action Priority Matrix
- Are Your Goals SMART?
- Are You Having An Active Working Day?

CUSTOMER SERVICE

FACE TO FACE



- Understanding Your Role As A Customer Service Professional
- What Do Our Customers Expect From Us?
- What Does Great Customer Service Look & Sound Like?
- Best Practice Customer Service Face To Face
- Dealing With Difficult Customers Face To Face
- Handling Customer Enquiries
- How To Handle A Complaint
- How To Develop Your Questioning & Listening Skills



TELEPHONE SKILLS



- The Importance Of Top Quality Telephone Skills
- How To Answer A Call In The Right Way – First Impressions Count
- Best Practice Customer Service Over The Telephone
- Dealing With Difficult Customers Over The Telephone
- Effective Listening Skills
- Effective Questioning Skills
- How To Build Rapport Over The Telephone
- The 4 E's Of Effective Telephone Communication
- The Challenges Faced With Telephone Communication
- Taking Messages Over The Phone
- How To Put Callers On Hold & Transferring Calls
- Handling Customer Complaints – Investigating On The Telephone
- Handling Customer Concerns & Complaints – Responding On The Phone

HUMAN RESOURCES

HUMAN RESOURCES



- Social Media Awareness
- Email & The Internet
- Harassment & Bullying at Work
- Data Protection
- Bribery Act
- Understanding Cyber Security
- Health & Wellbeing
- Anti-Money Laundering
- Mental Health at Work
- Safeguarding Adults
- Safeguarding Children
- Alcohol and Drugs at Work
- Working Safely and Securely
- Environmental Awareness
- Freedom of Information Act



EQUALITY & DIVERSITY

EQUALITY & DIVERSITY



- An Introduction To Equality & Diversity
- The 4 Types Of Discrimination
- The Equality Act
- Age Discrimination
- Bullying & Harassment
- Disability Discrimination

- Gender Reassignment Discrimination
- Marriage Or Civil Partnership Discrimination
- Pregnancy & Maternity Discrimination
- Race Discrimination
- Religion Or Belief Discrimination
- Sex & Sexual Orientation Discrimination
- Stereotyping & Prejudice

PROJECT MANAGEMENT

PROJECT MANAGEMENT



- How To Estimate Work
- How To Manage Project Risks
- How To Manage Resources
- Managing Stakeholders
- Phase 1 – Project Initiation
- Phase 2 – Project Planning
- Phase 3 – Project Execution & Control
- Phase 4 – Project Closure
- Project Budgeting
- Project Planning Tools

- Setting Project Goals & Objectives
- The Different Phases Of A Project
- The DNA Of A Project Plan
- Tracking Progress Of Your Project
- Understanding Critical Path Analysis
- Understanding The Key Characteristics Of All Projects
- What Makes Up A Good Project Team?
- How To Run An Effective Project
- Project Management For Non-Project Managers
- Allocating Tasks – The BALM Method
- So You've Got A New Project – Now What?

FINANCE FOR NON FINANCE

FINANCE FOR NON FINANCE



- An Introduction To Accountancy & Finance
- Understanding The 3 Main Accountancy Statements
- The DNA Of A Profit & Loss Statement
- The DNA Of A Balance Sheet
- The DNA Of A Cash Flow Statement
- Why Cash Doesn't Equal Profit
- Understanding Working Capital: What Is It? How Can We Manage It?
- Capital Expenditure v Revenue (Operating) Expenditure

- Cost Behaviour (Fixed, Variable, Semi-Variable)
- How To Put Together A Budget
- Assessing Variances & Reforecasting The Budget
- The Effects Of Depreciation
- How Your Day To Day Decisions Impact Profit & Cash Flow
- Financial Analysis – Understanding & Using Ratio Analysis
- The Definitions Of Commonly Used Financial Terms

HEALTH & SAFETY

ERGONOMIC WORKSPACE



- Introduction To an Ergonomic Workspace
- Setting Up Your Workspace – Preventing RSI At Work
- Setting Up Your Workspace – Reducing Eye Strain
- Setting Up Your Workspace – Adjusting Your Chair
- Correct Posture Whilst Sitting
- The Art Of Lifting

COMPANY REQUIREMENTS



- The Health & Safety Act
- Employee Responsibilities
- Risk Assessments
- Workplace Hazards
- Safety Equipment & Systems
- Noise At Work
- Appointed First Aid

FIRE SAFETY



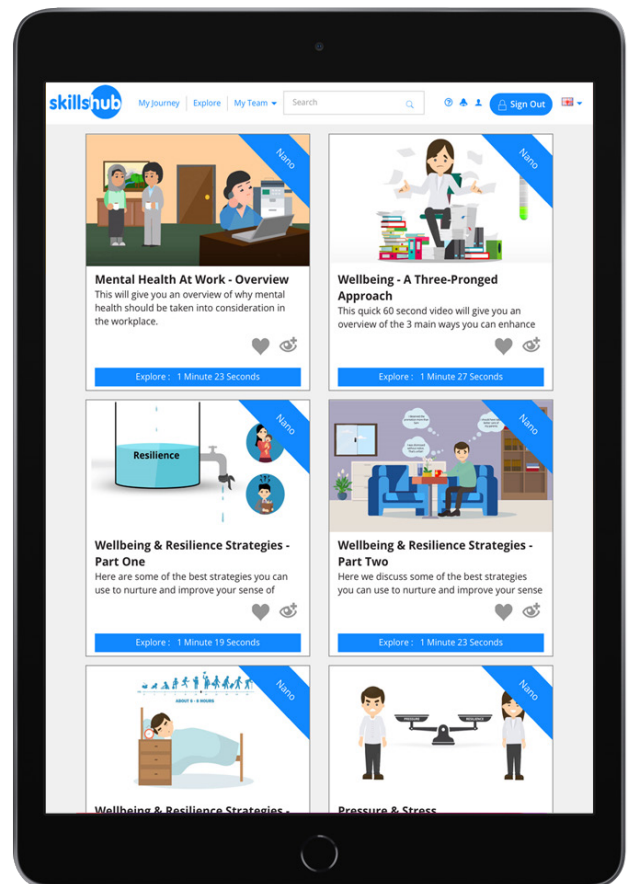
- Fire Safety Legislation
- The Causes Of Fire
- The Fire Triangle
- The Classification Of Fires
- Fire Marshals
- Fire Safety – Your Responsibilities
- Fire Extinguishers
- Perception & Behaviour Of People In Fire Situations
- Means Of Escape & Evacuation
- Fire Doors

HEALTH & WELLBEING

HEALTH & WELLBEING



- Mental Health At Work – Overview
- Wellbeing – A Three-Pronged Approach
- Wellbeing & Resilience Strategies – Part One
- Wellbeing & Resilience Strategies – Part Two
- Wellbeing & Resilience Strategies – Part Three
- Pressure & Stress
- Three Primary Sources of Pressure
- Six Sources of Workplace Pressure – Part One
- Six Sources of Workplace Pressure – Part Two
- Pressure & Stress Warning Signs
- The Pressure Curve
- Building Resilience At Work
- 21st Century Assertiveness – Part One
- 21st Century Assertiveness – Part Two
- Are You Having An Active Working Day?
- The Benefits Of A Lunchtime Walk









- What Pressure Are You Under? Part One
- What Pressure Are You Under? Part Two
- HSE Stress Management Standards – Part One
- HSE Stress Management Standards – Part Two

ALL OUR SESSIONS COME WITH:

- AN ENGAGING DIGITAL LEARNING SESSION
- 3 SPECIFIC ACTIONS TO TAKE BACK IN THE WORKPLACE
- A CHEAT SHEET IMAGE COVERING THE MAIN POINTS
- SESSION NOTES TO ACT AS A RECAP AND REFRESHER
- A COACHING BLUEPRINT TO HELP EMBED THE ACTIONS
- A QUIZ TO TEST THE RETENTION OF THE MATERIAL
- ALL OUR SESSIONS ARE CPD CERTIFIED

Pre-Call Planning & Objective Setting




Cheat Sheet

Know Your Stuff (Industry, Prospects Company Etc.) 	If You Call To Set An Appointment Don't Sell Yourself / Company / Product 	Have 3 Reasons Why The Prospect Should Meet With You 
Have A Well-Planned Script Prepared 	Mind Maps Can Be Beneficial As Well As A Script 	Lose The Smile & Dial Approach 



Pre-Call Planning & Objective Setting

Action Planning

Action 1 Review  <p>Review the 3 main areas for planning and objective setting pre-call. What do you currently do? What don't you do? What could you do? Write this down to help you on the next step.</p>	Action 2 Plan  <p>Pick 3 prospects that you are due to call and consider what you know about the industry and the businesses. Do you know enough? What is your objective for the call? Is it an appointment? Is it to find out more about what they need? And finally what will you say?</p>	Action 3 Application  <p>Call each of your 3 prospects and put into action your knowledge, objective and sales framework. What went well? What could you have done differently and as a result what will you do next time?</p>
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Session: SECA1

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