

Award Winning Company & Consultants



Training Course Directory 2011



Creative Innovative
Current: Bespoke: Leading: Training
Solutions for Individuals & Teams

Teach Consultancy: Creative Solutions for ALL

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Led by Gloria Hyatt, MBE, Teacher, Executive Coach and Accredited Consultant Trainers

Award Winning Company & Consultants

Grow, E volve, Promote..... E mpower your Workforce

Teach Consultancy philosophy..... a philosophy which is at the forefront of our highly successful training programmes and a philosophy adopted by most organisations today, who recognise that investment and development of their work force equates to a proactive and successful business with a focused and happy work force.

We provide a tailored approach to each and every contract we deliver, regardless of size, method or monetary value of the contract. Over the past 6 years Teach Consultancy has successfully delivered over 500 courses and workshops to over 1000 delegates.

Benefits of Training

Staying competitive is key to sustainability. Training your staff, keeping them motivated and up to date with industry trends and new technologies is essential to achieving that goal. Staff benefit too, learning new skills and becoming a valued asset in any organisation. Training brings direct benefits to business and can be calculated as a return on investment.

Business Benefits

Regardless of the size or type of any industry or business, training can have a measurable impact on performance and the bottom line. Research shows that productivity increases when training takes place.

Staff Retention

Training increases staff retention which is a significant cost saving, as the loss of one competent person can be the equivalent of one years pay and benefits.

Staying Competitive

Businesses must continually change their work practices and infrastructure to stay competitive in a global market. Training staff to manage the implementation of new technology, work practices and business strategies can also act as a benchmark for future recruitment and quality assurance practices.

*“The Future belongs to those who prepare for it today”
Ralph Waldo Emerson*

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List of Course Themes **Page Number**

Coaching Employees	4
Developing Self Esteem & Confidence	5
Performance Management	6
Time Management	7
Assertiveness at Work	8
Self Esteem For Peak Performance	9
Stress Management & Change	10
Professional Presentation Skills	11
Delivering Beyond Yourself	12
Setting and Achieving Goals	13
Being Brilliant	14
Problem Solving	15
Building Customer Relationships	16
Motivating Staff	17
Managing People	18
Conflict Resolution	19
Effective Delegation	20
Mentoring	21
Managing Diversity- Inter Cultural Competencies	22
Inspired Leadership	23
How to book	24

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COACHING EMPLOYEES

“I was able to unlock the blockages that stopped the school from moving towards our goal of outstanding”

Duration (2 Days)

Head Teacher: Secondary School

About the Course

Covers all the key tools and techniques you will need to master in order to become an effective coach. Every participant will have the opportunity to practice these skills throughout the course. Learning will result from not only participating in coaching sessions but also from watching others styles and approaches and from receiving feedback. All of these elements will form part of your coaching programme.

The second day of the programme will be for the assessment of your coaching sessions. This is to ensure you meet the quality standards of an effective coach. The assessment criteria will be available to you on the programme.

Course Content

- Understanding what coaching is and is not.
- How to improve your ability to listen and hear what is REALLY being said.
- Improving your ability to ask questions which really get to the heart of the matter.
- Discover how to move on from the past and break through the blockages that have held you back.
- How to achieve a better work/life balance.
- How to motivate yourself into getting things done.
- How to coach yourself and members of your team.
- Examples of the best coaching techniques.
- Learn how to use the GROW model.
- Be clear about the purpose of each stage of the GROW model.
- Be able to formulate your own questions for each stage of the model.
- Begin to build up your own tool kit of coaching resources.
- Have the confidence to use the GROW model with our practice sessions and future clients/ employees.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£500	£400	On request

Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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DEVELOPING SELF ESTEEM AND CONFIDENCE

Duration (1 Day)

“Nothing will stop me now this course helped me realise my potential and learn how great I am.”

S. Karim. Natural Born Leaders



About the Course

Overcome your personal obstacles. Build rapport with others and increase self respect by greater confidence and enhancing communication skills. Feel better about yourself. If you are generally shy, anxious and would like to feel more confident about the real you and all that you have to offer this is an essential learning experience for you.

Course Content

- Move away from helplessness, powerlessness and frustration to being positive, having self-worth and confidence.
- Learn ways to feel like an equal.
- Become assertive to achieve what you want.

Course Overview and aims

- What is Self-esteem?
- Develop positive self-image.
- Understanding self-respect.
- Self-motivation and setting goals for success.
- Self-confidence and the value of self esteem.
- Assertiveness and communication.
- Top tips for effective communication.
- Managing aggression and submission.
- Overcome the mental barriers that hold you back.
- Develop confident assertive body language.
- Handle criticism with confidence.
- Channel negative thoughts into positives.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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PERFORMANCE MANAGEMENT

Duration (1 Day)

“Our Neighbourhood Renewal strategy was enhanced and partners at all levels in the authority learned how to work more effectively!”

About the Course

The Appraisal process should assist individuals to perform at their best in their organisation. Performance Management in a wider sense must have helpful tools to encourage talents and skills, not just for monitoring work. It should effectively create the opportunity for linking individual employee performance to the achievement of organisational goals. This is for Managers and HR professionals who want to go beyond an appraisal only approach to performance improvement. Also gain other performance tools that will benefit the individual and the organisation.

Course Content

- How to identify, encourage and enhance effective behaviour at work.
- Using performance measurement techniques for an organisation.
- How to link rewards to measured performance and creating value.
- Using performance management to reinforce a different approach to human resources.
- The limitations of performance management.

Course Overview and aims

- The choices available in managing performance.
- Communicating your vision and mission organisational goals and targets.
- Competencies and behaviours for positive effective performance.
- Establishing the skills, knowledge and attitude required for the organisation's future.
- Recruiting and developing against the agreed competencies.
- Linking group and individual responsibilities to organisational performance.
- Establishing goals, targets, rewards and performance for individuals.
- Induction that focuses on performance beyond appraisal.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

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TIME MANAGEMENT

“I have left clearly understanding how not to be overwhelmed in the future when priorities compete.”



K Mullin - Delegate

Duration (1 Day)

About the Course

Master one of you're most valuable of resources – TIME. Effective time management relates to the achievement of personal and business objectives. Become efficient at using time. Build up handy techniques that stop you wasting away your time. Relate personal performance to the efficient use of available time.

This course is a must if you often find yourself working late to ensure all your tasks are completed, are often late for meetings, miss deadlines and get into a panic.

Course Content

- Make time work for you to meet your deadlines every time.
- Spot potential interruptions and deal with them decisively.
- Avoid time-wasting and procrastination.
- Prioritise tasks to reduce stress and avoid working late.
- Delegate to others so you get the jobs done that really matter.
- How good use of time makes you feel good about yourself.

Course overview and aims:

- **Personal:** Identify and create your personal time management system. Uncover strategies to beat time management problems. Motivate yourself to use your time creatively and productively. Break free of your comfort zone and obstacles.
- **Practical:** How to use a priority matrix. Calculate controllable and uncontrollable time. Turn values into goals, into objectives, into tasks – every day! Manage deadlines stress-free and learn strategies for solving possible time management problems.
- **Interpersonal:** Respond effectively to changing priorities and demands within your organisation. Learn to organise, saying no and conduct an efficient and effective meeting. Be assertive, and learn the art and science of delegation.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

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ASSERTIVENESS AT WORK



Duration (1 Day)

“Telling it as it is and being real has been a revelation!”

About the Course

Feeling anxious or frustrated causes many problems in the work place. These feelings can lead to passiveness, anger and aggression. Becoming assertive is essential when dealing with a range of issues. It helps you to feel valued as well as getting your point across. Succeed in the business environment using practical skills. This is also excellent for those who are looking for new ways of effectively dealing with people who are being aggressive or submissive towards them.

Course Content

- Realise the benefits of assertive behaviour and how and when to be assertive.
- Understanding how to use language and body language in an assertive way.
- Dealing with fear and anxiety.
- How to give and receive feedback in a positive manner.
- Become more effective, positive and confident in the workplace.

Course overview and aims

- Defining assertiveness.
- Benefits of being assertive and actually being heard.
- Be assertive in the right situations.
- Understand different levels of assertiveness.
- Self-perception questionnaire.
- Submissive/aggressive behaviours, their definition and body language.
- The difference between submissive, aggressive and assertive behaviour.
- The six elements of assertiveness.
- Be specific, stay relevant and achieve positive outcomes.
- Barriers to assertiveness recognising and dealing with your fears.
- Assertive techniques and their long term benefits.
- Persuasion skills and coping with criticism.
- What have you learned? Taking action.
- Plan for realistic changes.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

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SELF-ESTEEM FOR PEAK PERFORMANCE

Duration (1 Day) “You worked wonders it was a memorable end that will stay with us”

Delegate J. Cragg



About the Course

Self-esteem is an essential asset in achieving success at any level. We can all benefit from understanding the secrets of self-esteem and how it can help in achieving confidence success and improvement in the workplace.

If you think you might be feeling undervalued, under-performing, or feel you have low self-esteem, this course has been developed for you. It will interest those who wish to develop self esteem and confidence and reach their peak performance.

Course Content

- Understand what self-esteem is and how it impacts on your life.
- Build up and strengthen your self-esteem and in others to help you achieve your personal goals.
- Link your self-esteem positively and confidently to your workplace performance.

Course Overview and aims

- Understand self-esteem and what it is and where it comes from.
- The relationship between self-esteem, self-respect, self-confidence and self-motivation.
- Recognise your comfort zone and the link between self-image, self-talk and goals.
- The obstacles that diminish and enhance self-esteem, and how to rebuild self-esteem.
- Breaking the habit of low self-esteem.
- Connect self-esteem to personal performance and set goals for change.
- Linking self-esteem to personal performance and effectiveness at work.
- The law of cause and effect – the principle of creating positive outcomes.
- How to become more assertive; avoid thoughts and behaviours that lead to aggression and submission.
- Build positive self-esteem and find greater meaning and purpose in your work.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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STRESS MANAGEMENT & CHANGE

Duration (1 Day)

“Small changes and subtle manoeuvres, thanks for the tools to do it” K Lloyd



About the Course

Manage and prevent yourself from becoming stressed. We all need to restore calm when feeling stressed and overwhelmed. A variety of practical solutions to spot and control rising levels of stress and anxiety and continue to perform at your optimum level in times of change are offered.

Course Content

- Strategies to deal with stress and manage situations effectively.
- Learn to relax and reduce physical health risks for personal wellbeing.
- Help others identify and manage their stress for a more effective team/workplace.

Course Overview and aims

- Understanding stress: What is stress and why does it happen?
- Understanding the myths that surround the concept of stress.
- Pinpointing the signs, symptoms and causes of stress.
- Learn to break the vicious cycle of stressful thinking.
- Recognising the important link between your beliefs, perceptions and your experience of stress.
- Understand the difference between reactivity and responsibility.
- Managing stress: Learn practical insights, tools and techniques to manage stress.
- Focus your mental energy, thinking and responding positively using highly effective strategies that help during periods of change.
- Preventing stress: Interrupt the stress reaction before it occurs.
- Recognise the root cause of all forms of stress and ‘nip it in the bud’.
- Prevent anger and conflict escalating in relationships.
- Take the stress out of working with difficult people.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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PROFESSIONAL PRESENTATION SKILLS

Duration (1Day)

"Tears and laughter very inspiring." Forthright expressions of views—instant hit with the young people."



About the Course

Speak in front of people without feeling nervous. Get your message across with successful presentations. Make people listen and learn to have fun. If you are required to deliver presentations to managers, colleagues and or customers who are salespeople, marketing professionals and managers this will help.

Course Content

- Make presentations with confidence in an exciting and professional manner.
- Use body language to maximise your presentation and make a real impact on your audience.
- Handle nerves and channel nervous energy into your presentation.
- Understand and use the power of your voice.

Course Overview and aims

- Introduction and objectives: Understanding what holds us back. Identifying our positive image and super charging your image.
- Planning and preparation: Identifying a clear objective: Tips on using visual aids.
- Understanding our audience's needs, concerns, benefits.
- What holds an audience's attention and what sends them to sleep.
- Non-verbal communication: Standing and gesturing to look confident and credible.
- Eye contact, vocal skills to give authority and projection to the voice, pausing and emphasis to add impact
- Structuring the talk: Gaining impact and interest with introductions. Getting your audience into a 'yes' mindset.
- Structuring the main body of the presentation into bite sized chunks.
- Closing the presentation. Not forgetting humour.
- Question and answer sessions: Handling questions concisely and confidently.
- Practice sessions: Presentations with feedback and analysis.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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DELIVERING BEYOND YOURSELF "All feedback received has been extremely positive and I know the participants on the programme really appreciated your contribution to the school"

Duration (1 Day)



About the Course

Confront the barriers that restrain your vitality and use techniques to turn them into opportunities. Discover a formula for superior communication and influencing skills. This is to help you achieve more and develop positive self belief that leads to great outcomes and people who want to be alive at work and in other areas of their life.

Course Content

- Realise your true potential.
- Unleash your imagination and become creative for outstanding results.
- Overcome your fears to make the most of social situations.
- Enhance your natural charisma to maximise your work performance.

Course overview and aims

- Attitudes and Self Efficacy for Vitality.
- What helps us take responsibility? Exploring your true abilities.
- Delivering beyond our current potential. Not being afraid of failure. How to neutralise fear and remain focused.
- Building strong networks that support you.
- How do you open your potential? How to trust your imaginative creativity.
- Communication skills for vitality. Be vocally effective and speak with conviction on the phone, in conference and face to face.
- How to energise and create a compelling physical presence.
- How to relax: recognise, control and channel your adrenaline.
- First Meeting: forming an instant bond and nurturing trust with people.
- Dealing with silence: use effective stillness, posture and body language.
- Comfortable eye contact: connecting with colleagues or clients.
- Holding attention: how to engage difficult individuals or bigger groups.
- How to listen with sensitivity: sensing needs, contacting people and encouraging trust and respect.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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SETTING AND ACHIEVING GOALS

With the overall goal being to get promoted, Gloria's coaching has and continues to be the bedrock of my development.

Duration (1 Day)

Chief Superintendent of Police

About the Course

Are you losing control of your life? Have you not been able to achieve all that you set out to? Companies and businesses develop long term plans for successful growth, then why do we leave our personal success to chance? Research has shown that high achievers set goals. It is the single most important factor in the realisation of human potential and professional objectives. Using strong techniques, you will create a dynamic written plan for your future hopes and aspirations. This could be the most exciting, enriching experience of your life. If you don't set your own goals, others will set them for you.

Course Content

- What are goals and why are they important.
- How to assess your current position and why you have been stuck.
- How to identify and set goals that are achievable and manageable positive actions that will drive you to your goal and remain focused.

Course Overview and aims

- How the words we use "self talk" have a direct impact on our abilities.
- You are what you think – managing or changing the thought process.
- Stating your goals in positive terms: Acting 'as if': A winning strategy to experience your goals in advance.
- Verbal and non verbal harmonisation: Identify your motivated state using your visual, auditory and aesthetic cues to reinforce your goals.
- Removing limiting self beliefs: How to get whatever you want: the art of creating rapport.
- Using your network of contacts to help you achieve your goals.
- Modelling – Mirroring the achievements of successful people.
- Setting a clear plan to identify your most cherished goals: Creating a timetable for success.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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BEING BRILLIANT

Duration (1 Day) “The participants found you truly inspiring- and they’re right”



Course Director: Julia Fell

About the Course

What would it be like if people saw you as a brilliant communicator? What would it feel like to be influential with people, to engage and have others listen to your ideas and proposals and then accept them? If you are eager to do things better but are not to sure how, then this course is for you. All that is required of you is an open mind, a sense of fun and a willingness to join in. This course is about finding new ways to approach things.

Course Content

- Understand how Neuro-Linguistic Programming (NLP) can help to make you better, at whatever it is you do.
- Discover new and exciting ways of thinking and develop new communication skills to approach people and solve problems in a creative way.

Course Overview and aims

- Build rapport with people from the outset.
- The importance of knowing what you want, and how to have a well-formed outcome.
- Approach and solve problems.
- Influence people through understanding and using strategic actions.
- The power of positive thinking and what it can do for you.
- Look at limiting beliefs and what impact they have.
- The Circle of Excellence – and how it can help you always be at your best.
- How to decide what the right questions are and how to ask them.
- Lay past issues to rest and moving forward in life.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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PROBLEM SOLVING

Duration (1Day)

“You had a knack of making things simple & the difficult achievable thanks”

Anne- Trainee



About the Course

Solve problems and challenges quickly and easily. Enhance performance and results. Creative thinking skills make problem solving a more productive and less daunting challenge. Feel more productive and resourceful. Anyone in a role where there are complex problems to solve, new challenges or solutions that need to be found, then this course will suit you. It will appeal to project managers, middle and senior managers and those in creative roles.

Course Content

- Develop the skills to overcome barriers to thinking creatively.
- Benefit from improved problem solving and analytical skills.
- Discover how to confidently use creative thinking to enhance your own and your organisation's performance and results.
- Learn how to apply a range of creative thinking tools to escape conventional barriers to analysis and idea generation, and benefit from improved workplace performance.

Course Overview and aims

- What is and why creativity and innovation are vitally important?
- How the brain works in respect of creativity and innovation.
- Difference between vertical and lateral approaches, and what are the benefits and weaknesses of these.
- Learn creative thinking tools: Brainstorming, Tony Buzan's Mind mapping, Edward de Bono's Six Thinking Hats, Metaphorical thinking, Rule Reversal, Bissociation.
- Methods of testing ideas for practicality and relevance.
- Apply the more fluid style of the right hemisphere "thinking and creative side" of the brain.
- Recognise and cope with obstacles to creativity in the mind, in approach and in the working environment.
- Understand the limitations and applications of conventional problem solving.
- Ensure that creativity becomes a useful tool for day-to-day problem solving.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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BUILDING CUSTOMER RELATIONSHIPS

"I think your level of customer service has been great! M Poole

Duration: 1 day



About the Course

Build the trust and confidence you would want your customers to have in you. The success and reputation of an organisation depends upon the way it treats its customers at every point of contact. Learning to handle customers professionally is as vital as the products and services that you provide.

Course Content

- Establish a foundation for the principles, attitudes and skills essential for a quality service experience.
- Develop opportunities to excel and strengthen customer loyalty.
- Turn customer complaints and dissatisfaction into learning opportunities for greater improvement.
- Say 'no' constructively, and giving bad news sensitively.

Course Overview and aims

- The importance of customer care placing value first.
- Meet and exceed customers' service expectations.
- The service complement: competence and care.
- Build and maintain loyalty and goodwill.
- The key impression points that make people turn to you.
- Project a professional image at all times, whether face-to-face, on the phone and email.
- Handling difficult situations more effectively.
- Customer service styles and their consequences.
- Say 'No' constructively.
- Learn best practice for giving bad news.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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MOTIVATING STAFF

Duration (1 Day) "Thanks for showing us motivational partnerships work" M. Akinsanya

About the Course

Research shows that over 80% of employees said that 'recognition from their ultimate boss', 'praise from their immediate manager' and 'an honest approach from management' would increase their motivation and sense of value. Managers, team leaders and supervisors who wish to develop well-motivated teams, and ensure high morale and high quality performance should attend.

Course Content

- Establish practical strategies to motivate your team.
- Identify common de-motivators and prevent them attacking morale.
- Use various styles of leadership to make the most of different organisational situations.
- Deliver effective communication to ensure common objectives.
- Understand individual needs to heighten motivation on a personal level.

Course Overview and aims

- Recognise the signs of de-motivation and low morale.
- Recognise what de-motivates people and creates low energy.
- Handle de-motivated individuals effectively.
- Become a motivator: Identify individual needs.
- Learn theories of motivation for personal and professional achievement.
- Implement six best practice principles.
- Use different leadership styles.
- Apply different styles on different tasks, for the team and the individual.
- Acquire tools and techniques for decisive leadership.
- Handle 'difficult' behaviour effectively and quickly.
- Develop communication skills: Make good use of feedback.
- Develop and maintain assertive behaviour.
- Nurture questioning and listening techniques which build trust and confidence.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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MANAGING PEOPLE

Duration: 2 day(s)

About the Course

Understand the root causes of what makes some people difficult to manage. Difficult people can become a drain on energy and resources and take up important time in work. Why does this happen and what can be done to prevent this? Understanding other agendas will help to solve problems quickly.

Course Content

- Turn difficult, unproductive staff into motivated, productive team members.
- Stop one member of the team demoralising the others and enjoy a harmonious working environment.
- Adapt your management style to suit different personalities.
- Become assertive and confident.

Course Overview and aims

- Learn effective management strategies to get the best from those people who are ambitious but easily frustrated.
- Handling aggression with a positive outcome.
- Handling those who are overly cynical and destroy team morale.
- Manage people desiring promotion but aren't ready.
- Manage people who refuse to accept feedback and do not respond to standard performance management processes.
- Avoid time, energy and resources being consumed by difficult staff.
- Understand what can trigger difficult behaviour.
- Identify different types of personalities and plan strategies for dealing with individuals.
- Be aware of communication barriers and learn how to handle emotion.
- Achieve effective results through continual performance management.
- Understand the legal issues surrounding performance management for difficult people..
- Be aware of ulterior motives for conflict and control.
- Know when to involve HR.
- Uncover inspirational approaches to managing difficult people and situations.
- Utilises interactive learning methods to ensure a 'real world' approach and training tools including role plays, case, studies and group feedback.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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CONFLICT RESOLUTION

Duration: 1 day “The building bridges project is ready for the challenge. Excellent day”

Coordinator D. Rayer



About the Course

There are few things more damaging to productivity than conflict within an organisation. More people leave work stressed and exhausted because of ongoing conflicts. Those who have experienced, or expect to experience conflict in the workplace and those who create it will benefit.

Course Content

- Produce positive change and promote collaboration through managing conflict.
- Understand the root causes of all forms of conflict, how conflict manifests itself and how to resolve it, in a win - win situation..
- Recognise the signs of conflict emerging in a team situation and 'nip it in the bud' to stop it diminishing productivity.
- Confront people in a way that minimises defensiveness and hostility, every time.
- Control your own anxiety, anger and fear in a conflict situation to build trust and respect.

Course Overview and aims

- Recognise and understand what conflict is: Learn the seven home truths of conflict.
- Know the two primary reasons why conflict occurs in relation to needs.
- Spot the red flags which indicate conflict is brewing.
- Uncover the seven types of conflict and learn different strategies for dealing with them: Dissolve and resolve conflict.
- Work through the seven steps to co-operative resolution.
- Learn the essential rules for open communication.
- Discover proven ways to prevent conflict from escalating out of control.
- Separate the person from the problem - what this means and how to do it.
- Mediate effectively in a conflict situation: Behaviours and barriers and the damage they cause.
- Break the automatic link between emotions and actions.
- Use the power of influence to overcome obstacles.
- Build trust and respect with colleagues.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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EFFECTIVE DELEGATION

Duration: 1 day

About the Course

Achieve success through others. Stop relying on yourself and purely on telling, instructing and indicating tasks. Delegation is an art which encourages and empowers others to use their initiative and skills. Those who have problems getting staff to do what you ask, it is likely you are not delegating effectively. Managers, supervisors or team leaders who want to increase the efficiency of their teams will benefit from this course.

Course Content

- What effective delegation means.
- What should and shouldn't be delegated.
- Empower and develop individuals.
- Create a more effective involved team.
- Overcome resistance to do it all and delegate in practice.

Course Overview and aims

- Managing empowerment.
- The 3 greatest taboos.
- Why we avoid delegating.
- The benefits of delegating and how to do it effectively.
- Focusing on objectives rather than tasks.
- Using delegation as a motivational tool for involvement..
- Introducing a detailed structure on how to delegate effectively.
- Ensuring a successful outcome for all involved.
- How to maximise the skills of your team members.
- What should & should not be delegated.
- Coaching individuals.
- Analysing the different management styles.
- Improving your listening & coaching skills.
- How to deal with different ability & confidence levels of staff.
- How to give developmental feedback & appraise your staff.
- Putting it all into practice.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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MENTORING

Duration: 2 day(s)



department for
children, schools and families

“Interactive discussions, role play, excellent evidence, quality”

About the Course

Frustrated with telling people what to do? Staff do not feel valued or part of the organisation? These are typical problems facing managers who are not sure how to mentor their staff. If you are responsible for the performance of others, this will be of great benefit as well as HR professionals seeking to develop mentoring skills.

Course Content

- Understand why mentoring is important and how it can be used to prove performance.
- Different tools and techniques for a variety of individuals and situations to achieve good outcomes.
- How mentoring fits well into an organisation and how to ensure you are able to justify the time and effort involved.

Course overview and aims

- Development tools for effectiveness.
- The different ways in which an organisation can generate improvement in individual performance.
- Mentoring in the context of other performance development techniques.
- The background to mentoring and how it works.
- Who needs mentoring and who makes a good mentor?
- Responsibilities and the scope of the mentoring role.
- Defining and developing the mentoring relationship.
- VESOS - a model for effective input Mentoring.
- GROW - a process for effective output Mentoring.
- Questioning and listening techniques.
- Handling difficult situations: Giving difficult and negative feedback effectively.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person per day applies unless negotiated or a 1 -2- 1 is requested

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MANAGING DIVERSITY: INTER CULTURAL COMPETANCIES

Duration: (1 to 2 Days)

"Lively contributions with a wide ranging view and understanding of the struggle for social and educational justice in both the United States and the UK".



About the Course

What distinguishes a great company from a poor one, the people? For organisations to remain competitive their greatest asset - the employees - need to be retained and remain motivated. Employers must seek to develop every individual talent of each member. This course is concerned with recognising diversity as an opportunity and not a challenge. Anyone who is new to the concept of diversity: those who already have some understanding of diversity, but are looking for more depth of understanding would benefit. The course is aimed especially at directors, line managers, supervisors and those who wish to discover how to add value to their business through a diversity model.

Course Content

- Maximising performance and service delivery.
- Harnessing the creativity of individuals.
- How to recognise the diversity of your clients and the benefits.
- Current and future legislation obligations and the uses of tribunals.
- Continue to aim for 'best practice' and understand its meaning.

Course overview and aims

- Identifying the real issues affecting different groups of people, including education, employment and promotion prospects.
- Effective communication to build productive relationships.
- Why everyone is uniquely different.
- Personal "models of the world" and internal "filters".
- Different world communities and their values to a business.
- Assertiveness verses bullying when tackling prejudice and stereotypes.
- Psychological impact of discrimination and its consequences.
- Understanding current legislations to improve practice.
- Role play real-life scenarios.
- How an organisations vision and thinking leads to where they are currently.
- Improving the vision of Equality and Diversity.

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person per day applies unless negotiated or a 1 -2- 1 is requested

Award Winning Company & Consultants

INSPIRED LEADERSHIP

"The life experiences you shared coupled with your knowledge and skill in the Master Class was not only inspirational it left us all wanting more"

Duration (1 Day)

A Davis



About the Course

Being a leader involves creating an inclusive and collaborative climate for those who work with you that empowers your team. By working through the activities within this course you will develop your skills and gain an insight into what you need to do to create a positive climate that encourages outstanding performance.

Course Content

- Identify your preferred leadership style and explore the implications of this in relation to the impact it has on an organisational climate.
- Identify the situation where your preferred style is inappropriate and the effect this may have on relationships between you and individuals within your team.
- Identified the desired leadership behaviours that will impact most positively on climate.
- Made connections between leadership style, climate and staff performance.
- Have an appreciation of the value of creating a 'good' climate and how this in turn impacts of staff performance, morale, increased productivity and profit.

Course overview and aims

- Understanding good leadership behaviours.
- Learning the difference between leadership and management.
- Gaining insight into your patterns, beliefs and rules.
- Defining qualities and strengths.
- Determining how well you perceive what's going on around you
- Polishing interpersonal skills and communication skills.
- Learning about commitment and how to move things forward.
- Making effective decisions.
- Handling your and other people's stress
- Empowering, motivating and inspiring Others
- Leading by example

Fees

1-5 delegates	More than 5 delegates	1 -2- 1
£195	£150	On request

- Delegate rate per person applies unless negotiated or a 1 -2- 1 is requested

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How to Book

Contact us:

For all general enquiries, to book on a course, find out about tailored training or to discuss your training needs, call us today on:

☎ **0151 726 0903** Line 2: **0151 203 8211** - where our friendly staff will take you call
or

✉ info@teachconsultancy.com - to complete an enquiry form

or

📄 www.teachconsultancy.com - to download our training brochure

or

📄 www.teach-consultancy.com - to download our coaching brochure

Head Office:

35 Fernwood Road
Aigburth
Liverpool
L17 6DG

Company Registration:

(05434705). Registered in England

Terms & conditions

Payment

Payment must be made in full no later than 14 working days prior to the course start date. Teach Consultancy reserves the right to re-allocate the course place to another delegate if fees are not paid in time.

Transferring courses

The following charges will apply if you wish to transfer your booking to a later course date:

21+ working days before a course = 0% of the course fee

5-20 working days before a course = 50% of the course fee

1-4 working days before a course = 100% of the course fee

The transfer option only relates to delegates who are transferring to a different date on the same course.

The choice of course date must be specified at the time of transfer (else the instruction will be considered a cancellation).

The option to transfer delegates can only be used once, after which any movement will be considered a cancellation.

All outstanding invoices will remain due, irrespective of the number of working

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days notice given for the cancellation.

Substitute delegates

You can transfer a place on a course to a substitute delegate free of charge.

Cancelling courses

The following charges will apply if you wish to cancel a course:

21+ working days before a course = 20%

1-20 working days before a course = 100%

Cancellations must be received in writing via email to

info@teachconsultancy.com and must contain the full booking details including organisation name, booking and delegate contact details.

Your cancellation will be confirmed in writing along with an invoice for any fees due.

Rates

The rates quoted remain correct at time of publication and (that is the earliest course date published within) and 90 days thereafter. Teach Consultancy reserves the right to alter these prices outside this period.

Course dates and venues

Teach Consultancy reserves the right to alter course dates and venues without liability.

In the event of a cancellation where an alternative can not be provided in respect of that course a full refund will be offered.

Teach Consultancy will not normally reimburse travel or accommodation expenses.

Teach Consultancy is not able to offer refunds outside of our control, including adverse weather conditions, flooding or industrial action.

Course outlines

In order to respond rapidly to changes in market demand Teach Consultancy reserves the right to alter its course content and/or trainer.

Course notes and training

Teach Consultancy course notes and training cannot be relied upon for legal interpretation. Teach Consultancy its employees, trainers or consultants can not accept responsibility for the actions of delegates, or those of other people reading the course notes, or responsibility for any loss incurred as a result of relying on the course content or the course notes.