



# Training Courses

Autumn 2008

As part of our [Training and Development](#) services we offer a range of skills courses. We do not offer 'off the shelf' training, instead we tailor all delivery to match precisely with your requirements.

This leaflet lists all of our available training courses, going into further detail for our popular courses and a featured course.

Featured Course: 'Focused Interviewing'

## AIM

To improve the quality and long term success of new hires and to provide opportunities for participants to develop and perfect their targeted selection interviewing skills

## OBJECTIVES

By the end of this programme participants will be able to:

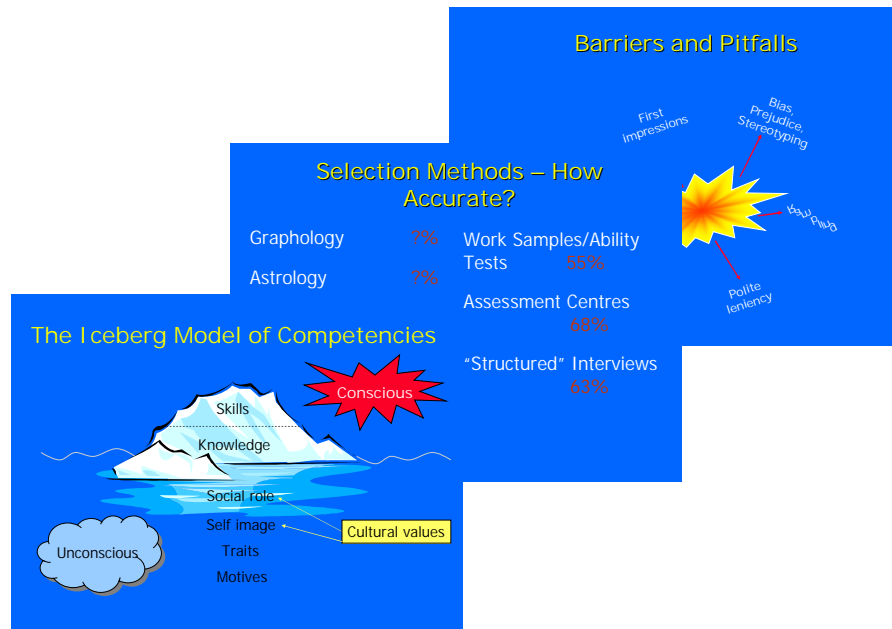
- Understand the key principles and benefits of using a competency based targeted selection interview
- Differentiate between 'job' and 'role' when preparing competency profiles
- Prepare competency based behavioural questions
- Recognise how to 'code' candidate responses to your questions
- Understand how to achieve consistency when evaluating candidates against profiles
- Conduct and evaluate a competency based targeted selection interview

## SAMPLE MATERIALS

Overleaf are sample slides and contents from a typical course manual. Please [contact us](#) if you would like further details or sample materials for this or any of our training courses

# Training Courses

## Sample Materials: 'Focused Interviewing'



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The Competency Based Behavioural Interview	3
Examples of behavioural interviewing questions	11
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Copy of PowerPoint presentation	
Personal Action Plan	

# Training Courses

## Popular Courses

Coaching Skills	
Aim	To enable participants to learn how to structure an effective coaching session, identify the critical skills in coaching and gain an understanding of how to establish an effective coaching relationship
Objectives	<p>At the end of the course delegates will be able to:</p> <ul style="list-style-type: none"><li>• Understand what is involved in coaching</li><li>• Give positive constructive feedback</li><li>• Understand different learning styles and the implications of these on their approach</li><li>• Identify the skills required to coach and guide effectively</li><li>• Conduct effective coaching and feedback sessions</li><li>• Evaluate the effectiveness of their coaching</li><li>• Identify areas of further personal development</li></ul>

Facilitation Skills	
Aim	This course is designed to help you understand and use various tools in order to confidently facilitate group discussions and meetings, especially where a consensus must be reached or a problem solved.
Objectives	<p>By the end of this workshop you will be able to:</p> <ul style="list-style-type: none"><li>• Define the term 'facilitation'</li><li>• Identify and understand the use of facilitation skills</li><li>• Demonstrate the effective use of meeting handling skills</li><li>• Identify and use various problem solving techniques</li><li>• Understand the stages involved in the development of a group</li><li>• Facilitate a group in the decision making process</li><li>• Identify the methods of dealing with conflict and confrontation</li><li>• Feel confident in facilitating group discussion and meetings.</li></ul>

# Training Courses

## Popular Courses

### Advanced Presentation Skills

Aims	To develop further the confidence of participants in presenting effectively to a wide range of audiences and in a variety of different situations.
Objectives	<p>At the end of this course participants will be able to:</p> <ul style="list-style-type: none"><li>• Develop visual and personal image techniques to enhance their message</li><li>• Develop techniques to control nerves and use silence effectively</li><li>• Creatively use stories, quotes and analogies for maximum impact</li><li>• Add more power to the opening and closing of their presentations and speeches – avoiding hype and rhetoric</li><li>• Master the technique of answering and anticipating questions</li><li>• Understand the importance and apply the principles of effective stage management</li><li>• Handle a range of presentation media</li><li>• Present effectively to a wide range of audiences and in different situations</li></ul>

### Negotiation Skills

Objectives	<p>To learn how to:</p> <ul style="list-style-type: none"><li>• Maximise effectiveness in strategic, tactical and face to face negotiations,</li><li>• Increase profits through well-planned and executed negotiations,</li><li>• Develop an appropriate negotiating strategy,</li><li>• Minimise conflicts and deadlocks,</li><li>• Co-ordinate the process of negotiations within the organisation,</li><li>• Enhance internal communications through the development of a common negotiation language,</li><li>• Identify tactics and counter-tactics,</li><li>• Carry out the strategy in negotiations, using appropriate behaviours and tactics and handling behaviours and tactics of the other parties.</li></ul>
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# Training Courses

## Full Training Course List

Advanced Presentation Skills	Advanced Telephone Techniques
Appraisal Interviewing and Report Writing	Assertiveness
Assessment Centre Design	Assessor Training
Becoming a Better Communicator	Change Management
Coaching Skills	Consultancy Skills
Customer Service Skills	Effective Writing
Effective Business Writing	Employee Forums
Facilitation Skills	Finance for Non-Accountants
Focused Interviewing	Goal Setting
High Potential Employee Programme	Leadership Skills
Making the Most of Meetings	Managing Attendance
Managing at a Distance	Mediation Skills
Mentoring Skills	Negotiation Skills
Organisation Analysis	Performance Management
Personal Effectiveness	Problem Solving
Project Management	Research Skills for Business
Stress Management	Taking Corrective Action
Team Building Skills	Train the Trainer