

## The Courses

### Proofreading and Editorial Skills

"We are more likely to be judged on our mistakes than any world-beating theory or idea that we may expound."

**Aim:** to enhance your confidence in writing by developing your ability to identify and correct those small, but crucial, mistakes which would otherwise mar your flawless presentation, (& reduce its impact).

**Content Summary:** using proofreading methods to spot and correct errors; marking scripts using proof-reading symbols; editing skills, analysing clauses, sentences and paragraphs; practical activities in English grammar and style.

### Report Writing

"A well-written report is a powerful force for change - its clarity and persuasive power can sweep all before it."

**Aim:** to develop your writing skills so you can prepare quality reports based on a good style, a clear format and an effective use of data.

**Content Summary:** function and types of report; gathering relevant data; the front matter, body and end matter of a report; developing an effective writing style; use of headings, subheading and section numbering; using visuals.

All the above are 1 day courses except Effective Presentations which is a 2 day event.



## What to do Next

If you would like to discuss your needs in more detail or book a course, please contact...

**John Bainbridge**  
**0117 9022845**  
**solutions@ttsweb.co.uk**

### What you will get from us

- ✓ A lively and interactive course with lots of hands-on practice
- ✓ Training delivered by experienced, supportive tutors
- ✓ Exposure to the latest ideas and thinking in each subject
- ✓ An enjoyable, challenging experience
- ✓ A full set of reference notes & support



**Total Training Solutions SW Ltd**  
Create Centre  
Smeaton Road  
Bristol  
BS1 6XN

[www.ttsweb.co.uk](http://www.ttsweb.co.uk)

## Total Training Solutions South West Ltd



## Business Communication Series

## Introduction

### **Who we are...**

TTS is a Bristol based company, founded in 1994 with the goal of providing high quality training at affordable prices.

Our aim is to offer a complete range of training services ranging from needs analysis and course design right through to delivery and evaluation.

We have trained organisations of every size and can deliver events across the UK.

### **Open programme**

Sign up to our selection of 'open courses' advertised on our website. Share your experiences with people from other organisations. Benefit from real value-for-money training.

### **Off-the-shelf courses**

Standard 'in-company' courses for up to 12 delegates. We can provide the venue, or we can come to you.

### **Bespoke training**

In-company courses tailored to suit your organisation. Meet up with us beforehand and we will build the training specifically around your needs.

### **One-to-one training**

An opportunity for individual, personalised training. A chance to talk around your job role and how the training directly affects it.

### **Specialist support services**

We can facilitate seminars, discuss your current situation or provide a soundboard for your ideas.



**John Bainbridge**  
Training Director

## The Courses

### **Communicating Face-to-Face**

"Successful communications must be complementary. If not, breakdown can occur and relationships may cease to work!"

**Aim:** to look at face-to-face communication especially through the model of transactional analysis, showing how the 'ego states' we adopt as senders and receivers can be modified and adapted resulting in meaningful and highly successful workplace communications.

**Content Summary:** avoiding misunderstandings; transactional analysis and the 'ego states' we adopt; using the voice, and non-verbal communications; barriers to good communications; assertiveness techniques, stating your wants and needs appropriately; feedback, mediation, conflict resolution and counselling.

### **Effective Writing**

"Writing is not just 'speaking written down' - it is much more powerful than that!"

**Aim:** to develop your business writing skills and unlock the power of the written word in your business environment.

**Content Summary:** reaching your audience; aspects of good writing style; correct use of punctuation; dealing with grammar and spelling; editing and proofreading; writing letters, e-mail, reports and promotions; writing with clarity and consistency.

### **Effective Presentations**

"Most people fear making presentations - the feeling, though, of an audience eating out of your hands is awesome!"

**Aim:** to give you the skills and confidence in being able to design, plan, deliver and review a presentation against stated objectives.

**Content Summary:** finding your own personal style; how to prepare; voice, body language and appearance; using visual aids; dealing with questions; pacing your presentation, choosing the right words and creating the ideal environment; presentation structure.

## The Courses

### **Effective Reading**

"Reading words is easy – what is tough is knowing just how to respond to the real message behind them."

**Aim:** to help you to increase your reading speed and comprehension in order to extract crucial business information from documents.

**Content Summary:** the seven part process of reading; learning to speed read; higher order reading skills, skimming and scanning techniques; assessing your current reading speed and level of comprehension; an introduction to Mind Maps; making good bad reading habits.



### **Effective Communication**

"Good communication leads to empowerment – without that, good people can't do good things!"

**Aim:** to identify the key elements of communication and understand how the successful implementation and mastery of each can help your business perform at its best.

**Content Summary:** avoiding misunderstandings; using your voice; active listening techniques; assertiveness, saying what you mean; presentation and influencing skills; written communications; management communication skills of feedback, mediation, conflict resolution and counselling; holding meetings.