

## The Courses

### Project Management I

“A badly-planned project takes about three times as long to complete as expected; whereas a well-planned project only takes twice as long!”

**Aim:** to ensure new project managers adopt a structures approach and are familiar with a range of proven techniques which can be used to plan, run and close projects.

**Content Summary:** project management terminology; introducing PRINCE methodology; key PM documentation; identifying key stakeholders; a Work-Breakdown Structure; risk analysis; Gantt Charts and using a Critical Path; monitoring progress, closing the project and reviewing the lessons learnt.

### Project Management II

“There are two types of project manager – those that know what’s going on and those that fail!”

**Aim:** to ensure project managers fully understand the rationale for all aspects of their projects and to ensure they are able to apply proven tools and techniques to each of the key phases – feasibility, planning, running and closing.

**Content Summary:** preparing product descriptions; the risk analysis and risk log; key project management roles in the business; preparing a Work Break-down Structure, Project Brief and Project Initiation Document; estimating and contingency; Gantt and PERT charts; resourcing projects; tracking and Earned Value Analysis; project closure and recording the lessons learnt; elements of Microsoft Project.

All the above are 1 day courses except the Project Management II course which is a 2 day programme.

## 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



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## Total Training Solutions



**Management  
Skills  
Series 1**

## 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

### Absence Management

"I cannot afford for our business to lose on average £666 per employee per year due to unregulated staff absence."

**Aim:** to address absence issues based on sensitive, but firm, management policies and the joint action of staff at all levels in the organisation. Whilst recognising that all organisations are different, this course focuses on areas of common practice.

**Content Summary:** types of absence; effects and costs of absence; measuring and monitoring absence; patterns and causes of absence; absence measurement formulae and policies; ensuring a positive culture of attendance; the crucial role of the line manager; handling the return to work.

### Leadership and Motivation

"Leadership is about being you, but with a little added flair & appeal. Gain this little 'extra' & you will lead others well."

**Aim:** to place emphasis on developing a personal leadership style by drawing upon core management and supervisory skills and the very human qualities of optimism, common sense, reason and integrity.

**Content Summary:** the leader's role in business; leadership skills, staff empowerment, goal setting, communicating; 'Action Leadership'; leadership style, directing, coaching, supporting, delegating; leading change; the 'Janusain leader', using the past for the future; turning around underachievement.



## The Courses

### Managing Performance

"Everyone at work can be a star. Performance management is the structure that allows people to shine."

**Aim:** to show how by setting clear performance expectations, monitoring achievement and feeding back the results, people can perform successfully at all levels of the organisation.

**Content Summary:** recognising talent; setting performance expectations; employee engagement; strong internal communications that improve performance; giving feedback and rating performance; performance appraisal and Key Performance Indicators; turning poor performance around; managing behaviour and a policy for discipline.



### Managing Change

"The only constant in life is change."

**Aim:** to introduce attendees to the concept and nature of change and to deal with the strategies & skills necessary to manage it successfully.

**Content Summary:** reasons for change; the 'condition and process' approach to change; vision and empowerment; tactical and strategic change; identifying forces for change; improvement strategies; recognising opportunities and threats; a strategic plan for change; issues of change implementation and reasons for the negative aspect of change.