

The Courses

Strategic Thinking

“A business is like a ship – it may be properly run on a day-to-day basis but if the Captain has no idea which course to steer it will never reach its destination.”

Aim: to understand the importance of defining a mission, vision and goals in the longer-term management of their business and to evaluate a range of techniques to help their vision become reality.

Content Summary: the importance of strategic thinking; vision, mission and goals; strategic direction and a business plan; creativity and innovation; understanding the market place, Ansoff Matrix, Directional Policy Matrix; your current position, GE Grid, SWOT, Porters' Five Forces; implementing and managing a strategy and measuring the benefits.

Stress Management

“Those who claim to ‘thrive on stress’ risk a curtailed career!”

Aim: to consider your work situation & identify causes of stress so that you can implement practical strategies for dealing with it, and hence keep calm & positive when the pressure is on!

Content Summary: a definition of stress at work and its effects; employers' responsibilities, moral and legislative; symptoms of stress; achieving a healthy work-life balance; dealing with stress, relaxation, self-talk, assertiveness; approaches to stress management, problem-centred, employee-centred, well-being; absence management & occupational health, changing the way we work.

All the courses in this brochure are 1 day courses.

What to do Next

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

John Bainbridge
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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 2**

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

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Chairing Meetings

““Treat meetings as an investment of your time – and aim to get a return on that investment.”

Aim: to develop your skills so you can chair meetings with confidence, stick to the point, manage attendees and secure an outcome!

Content Summary: the role and benefits of an effective 'chair'; the meeting's aims, preparing an agenda and setting objectives; managing the meeting; interpersonal skills, building rapport, reflective listening, questioning; chairing small meetings and receiving feedback; developing a 'code of conduct' for meetings.

Conflict Management

“Healthy camaraderie is good but excessive conflict is not. It is highly corrosive & can weaken even the most successful business.”

Aim: to recognise conflict situations and to develop a range of strategies to help resolve them. This course recognises the importance of policies and procedures but also on developing personal skills to help prevent conflict situations arising in the first place

Content Summary: causes of conflict at work, acceptable & unacceptable behaviour; procedures & policies, informal & formal approaches to conflict resolution; developing personal skills, active listening, effective questioning & assertiveness; ensuring conflict remains resolved; negotiation and mediation skills.



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Managing Discipline

“Your staff are your vital resource for doing the job – manage the discipline & you will help to get the best out of them.”

Aim: to enable managers to set up, and use with confidence, an effective discipline procedure, as a key part of their overall Performance Management Strategy.

Content Summary: aspects of good discipline management and leadership; setting performance expectations; feedback skills, positive and critical feedback, reflective listening and questioning; informal approaches, mediation; formal approaches, employment law, recording, managing and conducting the disciplinary meeting; dismissal, unfair dismissal, 'reasonableness', reasons for dismissal; grievance procedures and absenteeism; the ACAS Code of Practice.



Performance Appraisal

“If you don't take the time to appraise your staff how will you know they are performing?
Perhaps it's time to praise the appraisal!”

Aim: to show the benefits of quality performance appraisal and how painlessly it can be achieved through the correct skills & attitudes married to a confidence & belief in the process itself.

Content Summary: appraisal and performance management; setting and measuring objectives; feedback skills, critical and positive feedback, agreeing and exchanging views; the appraisal meeting, preparation and appraisee expectation; appraisal skills, questioning, listening recording; performance expectation, inputs, outputs, pivotal situations; getting management 'buy-in'.