

## The Courses

### Train the Trainer

"Knowledge is useful and skills are valuable, but the ability to impart these to others is priceless."

**Aim:** to provide the new trainer with the essential skills to design and deliver effective training and also to evaluate its impact.

**Content Summary:** the importance of individual learning styles when designing effective training; organisation & individual needs; setting realistic, measurable and worthwhile objectives; 'Accelerated Learning'; common design & delivery 'failures'; delivery style, manner, vocals & body language; using visual aids; managing the event and controlling nerves; evaluating the impact and effectiveness of your training; practice at designing & presenting brief training sessions.

### Mentoring

*"Mentoring is a potent skill which provides a supportive, learning relationship for encouraging both personal and professional growth."*

**Aim:** to demonstrate what it takes to be an effective mentor and to give an understanding of the mentoring process and the skills, qualities and knowledge required to evaluate, stimulate and facilitate.

**Content Summary:** the skills and qualities of a mentor and who can benefit from mentoring; assessing our own skills and qualities; mentoring ground rules, boundaries and preferred learning styles; setting and achieving goals; the role of evaluation, stimulation, facilitation and reflection; effective feedback; using 'SNOB' analysis and identifying opportunities for mentoring in the workplace.

All the above are 1 day courses except the Train the Trainer course which is usually 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 South West Ltd



## Professional Development 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

## Assertiveness

"Assertive behaviour is 'appropriate' behaviour - appropriate to your needs, the needs of staff, colleagues & the business."

**Aim:** to explore the ways that we behave at work and to ensure that this behaviour is effective in dealing with all possible situations.

**Content Summary:** assertive behaviour, what it is and what it isn't; aggressive or passive behaviour, assessing our own style of behaviour at work; rights and responsibilities; assertiveness techniques and body language; criticism and praise, receiving and giving; using assertiveness at work and a strategy for assertiveness.

## Bullying and Harassment

"If unchecked, bullying and harassment is like a cancer which will spread its tentacles across the entire organisation & strangle it."

**Aim:** to demonstrate that workplace bullying is everybody's problem and show how effective anti-bullying policies and procedures are the responsibility of us all to implement.

**Content Summary:** what is workplace bullying, acceptable and unacceptable forms of behaviour; the legal definitions and statutory rights; the shocking effects on a business; how to recognise bullying and its many forms; policies and procedures that really work; raising awareness in the workplace.

## Problem Solving

"Inside every problem is an opportunity waiting to get out!"

**Aim:** to raise awareness of different problem types and to provide a range of powerful techniques to analyse and solve them.

**Content Summary:** common problem types ; barriers to problem solving; situation analysis, including Pareto and SWOT; problem analysis; creative thinking techniques; root cause analysis, 'fishbone' diagrams; quality and continuous improvement; identifying potential problems and assessing risk.

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## Time Management

"They say 'Time is Money' – and yes, it really is!"

**Aim:** to investigate the rationale underpinning time management principles and to explore a number of practical techniques that will allow you more 'space' for success and achievement at work.

**Content Summary:** the nature of time and the principles of time management; efficiency and effectiveness; good habits of effective time managers; not planning to fail; prioritising; controlling paperwork, the phone and e-mail; common time wasters; avoiding fire-fighting and interruptions; planning methods; effective delegation; developing a personal time management strategy.



## Introduction to Management

"Leadership may be seen as glamorous & management rather plain, but there's nothing dull about being the key player in getting a business to prosper and individuals to achieve."

**Aim:** to be responsive to the needs of new managers and introduce them to the skills, knowledge and attitudes necessary for a rewarding and influential management role.

**Content Summary:** management, the role and purpose; self management and organisation; managing the task, team and individual; methods of communication; creating, leading and motivating quality teams; dealing with difficult people; staff development; performance and change management; overview of key management methodologies.