

## Prosperity 24.7 Open Training Course Schedule - Spring 2016

Course Title	Information	Dates	Cost
Communication in the Digital Age: Service Excellence	This session will enable delegates to assess the effectiveness of current Client Service practices within their organisation and to recognise the role and responsibility every staff member has in achieving service excellence. It will also provide the tools required to attain service excellence during both face to face and voice to voice communication.	24 <sup>th</sup> February 09:30-12:30	£160
Communication in the Digital Age: Communication Skills	This session will enable delegates to review communication practices to find ways of making improvements in personal attitudes and behaviours. The training has a 'client service' focus and provides tips and techniques which will lead to a successful approach and outcome when communicating and negotiating both face to face and voice to voice with colleagues and clients.	1 <sup>st</sup> March 09:30-12:30	£160
Communication in the Digital Age: Handling Difficult Situations	This session will enable delegates to consider and work through a variety of difficult situations you can encounter during face to face or voice to voice communication with colleagues and clients and how best to manage them to ensure a win-win outcome.	9 <sup>th</sup> March 09:30-12:30	£160
Time Management – Organised Juggling!	This session aims to equip delegates with the key skills required to be able to effectively manage the multitude of tasks we are required to juggle in today's challenging working environment. Delegates will carry out a systematic review of the use of their time and be given lots of practical tools, tips and techniques to improve their own self-management.	23 <sup>rd</sup> February 09:30-12:30	£160
Presentation Skills	This one-day programme is designed to guide delegates through the many essential skills needed for the design and delivery of an effective presentation. The course is highly participative, with many of the activities providing delegates with the opportunity to build their skill base and develop confidence in their own abilities to deliver powerful presentations.	02 <sup>nd</sup> March 09:30-17:30	£325
Train the Trainer	This two-day programme aims to equip the 'trainer' with the key skills essential for successful training identification, design, delivery and evaluation. The course is highly interactive with a variety of skills practise to build confidence and maximise learning.	21st & 22nd March 09:30-17:00	£625