



Focus4 Training

Soft Skills and
Management Courses

Table of Contents

| | |
|---|----|
| Management and Soft Skills Courses | 3 |
| Course Options and Investment..... | 3 |
| Building Self Esteem and Assertiveness | 4 |
| Business Writing Skills | 5 |
| Business Leadership: The New Manager | 6 |
| Course Aims: | 6 |
| Change - How to Deal with It - 1 Day Course | 7 |
| Coaching an Essential Leadership Skill | 8 |
| Communicating with Confidence | 9 |
| Critical Elements of Customer Care | 10 |
| Dealing with Difficult People and Situations | 11 |
| Public Speaking - Presentation Survival School | 12 |
| Professional Telephone Skills..... | 13 |
| Recognising and Managing Stress | 14 |
| Team Building: Developing High Performance Teams | 15 |
| The ABC's of Supervising Others | 16 |
| Time Management: Get Organised for Peak Performance | 17 |



Management and Soft Skills Courses

Focus4 Training has been delivering an excellent range of Soft Skills and Management courses to companies within the UK since 1991.

Courses can be held at our modern training facility in Lutterworth, Leicestershire or at your site anywhere in the UK or further afield. Our high quality, affordable courses can be customised to meet your company culture and training requirements. If we don't have the course you're looking for, let us know, and we will design it for you.

Course Options and Investment

Open Courses at Focus4 Training – Lutterworth, Leicestershire

£125 + VAT per person, per day

Lunch, course workbook and certificate included

Closed Courses at Focus4 Training - Lutterworth

£675 + VAT per day – Up to 10 delegates

Lunch, course workbook and certificate included

Courses at Client Premises

£725 + VAT per day – Up to 10 delegates

Course workbook and certificate included

Travel and Accommodation outside of Leicestershire is charged at cost





Building Self Esteem and Assertiveness – 1 Day

Building your self-esteem is essential for confidence and success, and it all begins with you. Of all the judgments you make in life, none is as important as the one you make about yourself. What's holding you back? To move forward with confidence you need to cultivate positivity and self-worth. You need to understand the balance between aggression and submission and use assertive behaviour to get what you want.

Course Aims:

This course will encourage you to build and maintain your self-image, handle criticism with confidence and negotiate as an equal

You will learn:

- To develop a positive, assertive style
- Respond productively to challenging behaviour patterns in others
- Build a personal skill set that will enable you to react positively in demanding situations
- Gain confidence in your ability to handle challenging situations

Course Outline

- Introductions and personal learning objectives
- Building your self esteem
- Positive first impressions
- Presenting clear messages
- Setting boundaries for others
- Putting others at ease
- Increasing self confidence
- The power of thought
- Developing rapport
- Asking for what you want
- Saying “no” assertively
- Communication – what it is and what are the benefits
- Recognising your communication style
- Interpersonal communication skills
- Connecting with people
- Handling difficult people and situations
- Moving awkward situations forward
- Managing conflict
- Review and personal action plans



Business Writing Skills - 1 Day Course

This course is suitable for administrators, managers, customer service teams or anyone who produces professional business letters or documents. The course can be used to ensure that all company employees use consistent company styles, layouts and fonts. The course can be customised to suit your requirements.

Course Aims:

To understand different writing styles and develop written communication skills. To recognise the importance of clear, concise writing and spell checking and proof reading.

You will learn:

- To produce clear, concise and professional documents. You will find it invaluable if you work in a role which demands that you write well, such as marketing, PR, communications, customer services or secretarial support.

Course Outline

- Advantages of written communication
- Choosing the right words
- When to add, delete or substitute words
- Eliminate words that could offend
- Rating the fog index
- Ways to eliminate wordiness
- Active instead of passive voice
- Using words more economically
- Acronyms - using them to save space/increase readability
- What, where, when, why and how
- Empathy with the reader
- Obeying the rules of grammar, spelling and punctuation
- Common punctuation problems
- Common spelling errors
- Spell check isn't perfect
- Subject-verb agreement
- Errors in pronoun usage
- Using jargon
- Proofreading
- Reviewing your document
- Putting it all together
- Format for today's letters
- Review: your top ten writing challenges
- Personal action plans and evaluations



Business Leadership: The New Manager – 2 Days

One of the hardest moves to accomplish is the transition from being a team member to that of team leader. Individuals in a management role are no longer on equal terms with their peers and have to earn their respect, show authority and leadership, often having to make unpopular decisions.

Course Aims:

The newly appointed manager needs to cope with the problems and complexities of the manager's role, but also take advantage of the possibilities and potential, enabling them to lead by example and so gain the trust and respect of their team.

You will learn:

- How to manage, organise and empower your team
- About different leadership styles and managing change
- How to inspire you team to better performance

Course Outline:

- Introductions and personal objectives
- The management challenge
- Transactional v Transformational leadership
- Situational Leadership
- Communication – what it is and how to use it effectively
- Communication cycle
- Questioning and listening skills
- Influence strategies
- Creating a supportive environment
- Inspiring employees to better performance
- Measuring individual performance
- Monitoring performance
- Providing performance feedback
- Getting feedback for your performance Building trust
- Energising and empowering your team
- Supporting your team
- Managing change
- Preparing for your journey of change
- Enabling others to handle change
- Gaining commitment
- Encouraging participation
- Getting organised
- Work with your planner
- Set your priorities
- Review and Action Plans



Change - How to Deal with It - 1 Day Course

Wherever you are with managing change helping your people is essential. Change is constant. Change is good for you. Too much change is bad for you. We need change to keep us stimulated and creative - yet we need stability and routine to make us feel safe. Most companies are either preparing for change, in the middle of managing change or just simply having a hard time recovering from some previous change. If you know there is a danger of productivity dipping because morale is about to plummet in the face of imposed change, then giving people support is the single best investment you could make to sustain and develop your changing business.

Course Aims

The course involves delegates working on their own individual and organisational change events and creating plans and procedures which will help smooth their change processes through group and individual feedback, exercises, formal inputs.

You will learn:

- Explore their personal reactions and emotions to change
- Build a shared understanding of behaviours during change
- Recognise how to ease the pain of change
- Identify strategies to build a 'thriving on change' culture

Course Outline

- Introductions and personal learning objectives
- Defining change
- When change happens
- The change process
- The change cycle
- Eight stages of organisational change
- Four stages of individual change
- Connecting organisational and individual change
- The pace of change
- Responding to change
- Moving your team forward
- Managing the change process
- Resistance to change
- Strategies for dealing with change
- Some fact about attitudes
- Review and personal action plans



Coaching an Essential Leadership Skill – 1 Day

Coaching is one of the most effective methods of enhancing performance. It involves deliberate and specific activities that are designed to help people develop their skills by learning on the job. A good coach leads highly productive teams who are keen to learn new skills and as a result significantly increase the cost effectiveness and efficiency of their department/ organisation.

Course Aims:

This Coaching and Essential Leadership Skill training course provides guidance on the planning and delivery of coaching and its application and effectiveness within a variety of workplace environments. Delegates on this coaching skills training course will benefit from practice and feedback that is geared to develop skills and build confidence in a supportive environment.

You will learn:

- To develop a coaching style which meets individual and business needs
- To determine barriers to learning and how to overcome them
- To give effective feedback in a way that encourages positive change

Course Outline:

- Introductions and Personal Objectives
- What is Coaching?
- Coaching, Managing, Leading
- Your Role as the Coach
- Learning Styles and the Coach
- Learning Styles and the Coachee
- Conditions for Coaching
- Communication Skills for Coaching
- Communication – Where Can I Improve?
- Barriers to Communication
- Coaching Skills – Effective Questioning
- Coaching Skills – Active Listening
- Non-Verbal Communication
- The Coaching Model
- STAR Model - Giving and Receiving Feedback
- Review and Personal Action Plans



Communicating with Confidence - 1 Day Course

Verbal communication skills are essential in today's business environment both formally and informally. Whether in a meeting, 1-2-1, addressing a colleague or making a presentation, this course provides you with the skills to home in on issues, organise ideas, reduce preparation and response time and handle awkward questions.

Course Aims

This practical course will dramatically improve your oral communication skills, enabling you to get your point across concisely, persuasively and memorably.

You will learn:

- To speak with more confidence and listen carefully to build rapport
- Analyse and utilise body language to your advantage
- Steer conversations and influence people
- Have the confidence to make more of an impact on your audience.
- Enhance your professionalism at work

Course Outline

- Introductions and personal objectives
- Defining good communication
- What are the characteristics of a good communicator?
- Discovering your own communication style
- The communication process
- Being aware of and removing communication barriers
- The power of positive language
- Questioning techniques
- Listening techniques
- Giving and receiving feedback
- Approaches to interpersonal relationships
- Using your body language for impact
- Developing rapport
- Developing assertiveness
- Review and personal action plans



Critical Elements of Customer Care– 1 Day

The ability to build and maintain rapport with customers is an essential business skill. The challenge of meeting customer expectations requires the ability to perceive customer requirements and respond appropriately.

Course Aims:

This course is designed to help participants build and maintain rapport with customers through developing business and effective communication skills. This will help your organisation make a great first impression every time.

You will learn:

- To demonstrate the importance of taking responsibility to achieve customer satisfaction
- Obtain from customers a clear understanding of their expectations
- Handle challenging callers calmly and confidently
- Demonstrate how you will reassure customers that their needs will be satisfied

Course Outline

- Introductions and personal objectives
- What is “customer service?”
- The 100% factor – generating improvements
- Why worry about customer service?
- Service beliefs
- Who are the customers?
- Seeing the customers point of view - meeting expectations
- Taking responsibility for customer satisfaction – owning problems
- Steps to problem-solving
- Setting targets and standards
- Systems and procedures
- Turning complaints into opportunities
- Techniques for handling people
- Dealing with difficult people
- Resolving conflict
- Keeping the pot on the boil – maintaining enthusiasm
- Managing stress and acting assertively
- Review and personal objectives

Dealing with Difficult People and Situations - 1 Day Course

Most of encounter some people we have had difficulty working with? It may be your boss, a colleague, a member of your staff or even a customer. Do you find some situations difficult to handle? Perhaps you dislike conflict, but by avoiding it you are left feeling that others are taking advantage of you. Perhaps you find it hard to manage your emotions or do not know what to do when other people express theirs.

Course Aims:

To understand behaviour and its effects and develop communication skills that help deal effectively with difficult situations.

You will learn:

- To use your increased understanding of human behaviour and its effects on others
- To utilise specific communication skills that will help control difficult situations
- To identify passive, aggressive and assertive behaviour – and the effect of this behaviour on others

Course Outline

- Introductions and personal objectives
- Could you be part of the problem?
- How can you work toward different solutions?
- Impact of Personality
- Introduction to the Myers Briggs Type Indicator
- The importance of good communication
- Choosing the right words
- Asking questions
- Listening for answers
- Non-verbal messages
- Preventative strategies
- Dealing with difficult situations
- Conquering resistance
- Recognising potential difficulties
- Difficult people: the classic types
- Specific causes of difficult behaviour
- Coping strategies for difficult behaviours
- Formula for changing attitudes of difficult people
- Change your behaviour to change the interaction
- How to overcome the feelings difficult people give you
- Put yourself in charge of you
- Review and personal action plan



Public Speaking - Presentation Survival School – 2 Day Course

Good public speaking and presentation skills are a vital element of effective communication. Modern businesses increasingly recognise that the ability to present, negotiate, inform or persuade is vital to the success and development of an organisation, both internally and externally.

Course Aims

Learn fundamental techniques for standing up and speaking with ease and confidence. Develop skills to deliver polished and professional presentations.

You will learn:

- Prepare yourself physically and mentally to speak in front of an audience and gain control of nerves
- Develop confidence in your own natural style
- Develop an understanding of how audiences respond
- Create a professional, concise and memorable presentation
- Be aware of areas where you can continue to improve

Course Outline

- Improve self awareness and impact on your audience – Johari Window
- Understand how individuals communicate
- Manage people's perceptions of you
- Understand how people send and receive information
- Be able to prepare and design presentations in a timely manner
- Use the five step approach to preparation and design
- Determine the purpose of the presentation
- Define a specific objective
- Limit your information to enhance understanding
- Developing draft notes and aids
- First impressions - developing rapport with the audience
- Audience psychology and how to use it
- Understand the impact of body language and posture
- Improve voice techniques
- Add punch to your presentation
- Manage difficult questions
- Dealing with difficult people
- Mastering your material
- Practical experience of designing and delivering energising presentations
- Review and personal action plans





Professional Telephone Skills – 1 Day

The telephone is the most familiar piece of technology in the workplace and its use is often taken for granted in the way we speak to our customers, the way relationships are forged or broken and the way information is relayed. The ability to communicate in a prompt, friendly and professional manner is essential to creating the right impression and getting your message across.

Course Aims:

Professional Telephone Skills training course will enable delegates to develop, or refresh, the techniques and skills required to make and take calls effectively. They will learn and practice methods for giving and receiving information logically and clearly, building rapport and dealing with difficult callers

You will learn:

- Create the right impression of yourself and your company and present an image of total customer care
- Communicate confidently and handle customer calls with courtesy, enthusiasm and friendly efficiency.
- Handle calls in a structured way, project professionalism in words and voice and speak with clarity.
- Manage difficult and aggressive customers and resolve problems successfully.
- Ask the right questions, listen and deal with enquiries, messages and complaints effectively.

Course Outline

- Experience of dealing with calls
- First impressions
- Basic call handling
- Communication skills
- Open and closed questions
- Active listening
- Transferring calls
- Handling difficult situations
- General rules
- Maintaining a positive approach
- Dealing with phone rage
- Overcoming anxiety
- The Do's and Don'ts
- Resolving Problems
- Review and personal action plan



Recognising and Managing Stress – 1 Day Course

Stress - we all face it, and not just at work! Focus4 Training Recognising and Managing Stress training course teaches important stress management skills and techniques to increase your productivity and maintain a positive attitude.

Course Aims

This course will help you better understand yourself and others and get more out of life and work by recognising and managing stress.

You will learn:

- To understand the symptoms of stress
- Understanding the coping process
- Managing stress - skills and techniques
- Relaxation and stress

Course Outline

- Introductions and personal Objectives
- Common causes of workplace stress
- Causes of stress
- Stress in the workplace diagnostic
- Recognising the symptoms of stress
- Work – life balance
- Personal stress assessment
- Emotional Intelligence – how does stress affect me
- Under pressure – case study: recognising symptoms of stress
- Strategy for managing stress
- Am I wasting my time?
- What's your sleep IQ
- Another dimension – the ideal workplace
- Review and personal action plans



Team Building: Developing High Performance Teams – 2 Day Course

One of your main responsibilities, as a manager or supervisor, is to analyse the strengths and weaknesses of your team in relation to its goals and to provide the motivation and skills to achieve those goals.

Course Aims

This course will help you to improve the direction, motivation and goal achievement of your team.

You will learn:

- To analyse your leadership style and team development issues
- develop your own leadership development strategy
- motivate and create a team identity

Course Outline

- Introductions and personal objectives
- Moving out of your comfort zone
- Developing an open atmosphere
- Implications for change
- Exploring high performance teams
- Types of teams
- The team performance model
- Tuckman's stages of teams
- Your role as the team leader
- Leadership styles – Situational Leadership
- Setting SMART goals
- Communicating – involving and supporting
- Developing competency
- Building trust and collaboration
- The freedom for creative thinking
- Barriers to creative thinking
- Lateral thinking vs. Vertical thinking
- Left brain/right brain
- Team problem-solving
- Decision-making climate
- Facilitation skills
- Encouraging divergent thinking
- Gathering points of view
- Facilitating convergent thinking
- Review and Personal Action Plans



The ABC's of Supervising Others – 2 Day Course

This course has been designed to build confidence for supervisors by providing comprehensive training that covers the key aspects of management and forms a solid foundation **for** your career.

Course Aims

Gain more confidence in managing relationships with your team. Understanding of the key responsibilities and expectations of management and have the practical tools to fulfil these needs.

You will learn:

- Leadership, observation and communication skills
- How to develop your team and therefore boost confidence
- Handle difficult situations with individuals and take corrective control.

Course Outline

- Introductions and personal objectives
- Knowing what is expected of you
- Transactional v transformational leadership
- Situational leadership
- Recognising individual capabilities and contributions
- Become a good observer
- Maintaining relationships with friends you now supervise
- Your leadership skills - SWOT analysis
- Communication challenges
- Barriers to effective communication
- The communication skills you need
- Questioning skills and active listening skills
- Aspects of body language
- Learning to say "no"
- Linking situational leadership and communication skills
- Smart objectives
- Performance checklist
- Stakeholder analysis
- Influencing your team, peers and your boss
- Conflict situations
- Levels of conflict and analysing your conflict style
- Resolving conflicts
- How to stand up for yourself
- Establish a daily routine
- Lead by example
- Deal with problems immediately
- Ask for help when you need it
- Review and personal action plans

Time Management: Get Organised for Peak Performance – 1 Day

If you can't manage time effectively, you'll have difficulty meeting deadlines and handling your most pressing priorities. The Manage Time training course from Focus4 Training Ltd helps you maintain your schedules, priorities, and commitments without running behind. Learn to effectively plan and prioritise each day, week, and month. Manage Time will show you how to make space for all the important things in your life.

Course Aims:

In this course, you gain the practical skills to develop and implement a framework for successful time management. You adopt proven tools and techniques to make day-to-day choices about managing your time and achieving your goals.

You will Learn:

- To integrate proven time management techniques into your daily processes
- Make informed decisions about what you do and when
- Proactively schedule tasks, construct weekly plans and daily to-do lists
- Adopt strategies and techniques to handle procrastination and interruptions

Course Outline

- Introductions and Personal Objectives
- Where Are We Now
- The Need for Change and Self-discipline
- Communicating Effectively with Your Manager
- Working on the Right Things
- Setting SMART ER Action Goals
- Removing Obstacles in the Workplace
- Dealing with Interruptions
- Dealing with the Telephone
- Taking Responsibility to Make Sure Plans Get Implemented
- Organising Your Work Area and Your Paperwork
- Handling and Reading Mail
- Managing Projects
- What is a "project"?
- Setting project goals
- Determining "Milestones"
- Developing "Project Action Plans"
- Effective Use of Meeting Time
- How to Impact Meetings
- Alternatives to Meetings and How to Use Them
- Measuring Progress
- Review and Personal Action Plans



Focus4 Training Ltd
9 High Street
Lutterworth
Leicestershire
LE17 4AT

T: 01455 550622
E: info@focus4training.com
F: 01455 206968
www.focus4training.com