

# Flexible. Practical. Powerful.



## 90 MINUTE MANAGEMENT & LEADERSHIP

- Appraisal Skills
- Building Your Team
- Challenging Conversations
- Coaching
- Delegation
- Developing Management Style
- Developing Your People
- Emotional Intelligence
- How Effective is Your Team?
- Introduction to Management
- Leadership
- Leading a Remote Team
- Managing Absence
- Managing Change
- Managing Meetings
- Managing People
- Managing Performance
- Managing Projects
- Managing Risk
- Mentoring
- Monkey Management
- Motivating Others
- One Minute Management®
- Planning & Organising
- Running Effective 1-1 Reviews
- Selection Interviewing
- Setting Goals & Objectives
- Strategic Thinking
- The Engaging Manager
- The Organised Manager
- 90 Minute Teambuild

## 90 MINUTE PERSONAL PERFORMANCE

- Accelerate Your Learning
- Building Self-Confidence
- Coping With Change
- Creative Thinking
- Creative Thinking in Groups
- Decision Making
- Develop Yourself
- Effective Teamwork Skills
- Getting Things Done!
- Handle Your Stress
- Identifying Your Strengths
- It's Your Appraisal
- Managing Upwards
- Mentee Skills
- Personal Accountability
- Personal Effectiveness
- Personal Impact
- Problem Solving
- Rapid Reading
- Skills for PA's & Assistants
- Skills for Receptionists
- Succeed at Interviews
- Time Management – 1
- Time Management – 2
- Visual Thinking

## 90 MINUTE COMMUNICATION

- Assertiveness – 1
- Assertiveness – 2
- Body Language
- Building Positive Relationships
- Communication Skills
- Dealing With 'Difficult' People
- Diversity Awareness
- Facilitation Skills (120 mins)
- Feedback
- Handling Conflict
- Influencing
- Interpersonal Skills
- Negotiation – 1
- Negotiation – 2
- Networking
- Powerful Persuasion
- Team Briefing
- Developing a Presentation
- Presentation Delivery Skills
- Presentations – Advanced (120 mins)

### Written Communication

- Effective Email
- Writing Agendas & Minutes
- Writing for Results
- Writing Great Reports
- Writing Persuasively
- Writing a Professional CV
- Writing Readable Documents

## 90 MINUTE CUSTOMER SERVICE & SALES

- Service & You
- Face-to-Face Service Skills - 1
- Face-to-Face Service Skills – 2
- Telephone Service Skills – 1
- Telephone Service Skills – 2
- Difficult or Complaining Customers
- Winning & Keeping Customers
- Handling the 'Moments of Truth'
- Internal Service & Teamwork
- The Customer Service Game
- Managing for Service
- Recruiting for Service

### Sales

- Successful Face-to-Face Selling
- Opening the Outbound Sales Call
- Establishing Customer Needs
- Presenting Your Product or Service
- Handling Objections
- Maximising Inbound Sales Calls
- Account Management

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