

High Impact

One Day Training Sessions

What are they?

High Impact training sessions are one day sessions designed to assist those in work develop their skills in key areas. Each one day session offers practical solutions and promotes better communication to help organisations motivate their staff, improve efficiency and increase profitability. Sessions are suitable for individuals or a whole team.

How much does it cost?

£175 per person per day. If you book three High Impact training sessions you get the fourth free.

How do I book a place?

Please contact us on **0845 833 2328** or email response@wlc.ac.uk to reserve a delegate place. An invoice will be issued on booking.

Group booking?

For groups of 8 or more from the same organisation we can deliver the training sessions at your place of work at no additional cost.

Where will the training take place?

At the RESPONSE business training centre:
Hammersmith & West London College, Gliddon Road, Barons Court, London W14 9BL

Other Courses Available

As well as High Impact training sessions, we also offer more in-depth courses exploring Management & Leadership, Retail, Housing, Customer Service, Business Administration, Accountancy, Marketing, Human Resource Management and Coaching & Mentoring. Whatever the delivery option, we aim to provide practical solutions that promote better communication and effectiveness.

"I have always found the training to be of a high quality and reasonably priced"

Tony Marshall, Quality and Training Manager, Capital Careers

"There is a good variety of training provided and the service is always efficient. I've only ever received positive feedback after someone has attended a course!"

Frances Hall, Stuart Alexander

"RESPONSE continues to provide flexible training and assessment on our premises. These qualifications are an important part of our training programme to enhance staff in their work roles"

Emma Tracey, Head of Vocational Development, Hammersmith Hospitals NHS Trust



RESPONSE Industry Skills and Training

For further information please call us on

Visit us online

email

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www.response.wlc.ac.uk

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March - July 2009

Turning Around Poor Performance May 1st

Develop your skills to manage and improve the performance of your team members. Practice getting the language right during reviews. You will consider ways to re-motivate staff and raise performance and standards wherever possible. This is essential for anyone who manages staff performance.

Effective Time Management May 15th

Get a better understanding of how and when to delegate work. Understand the link between successful time management and delegation. You will identify time stealers, and examine strategies to support effective use of your time. You will explore a number of tips and tricks to help you plan your time more effectively.

Managing Successful Projects May 29th

Are you managing a project? Or about to become involved in the management planning and implementation of a project? You will explore a range of effective project techniques to help reduce spend, beat deadlines and plan for problems before they occur. You will also look at how you plan for the change process and minimise areas where conflict can occur.

Personal Development Planning June 12th

Need to do a personal development plan? This high impact course will build your skills and boost your confidence. You will learn how to carry out a personal skills audit and be introduced to interactive and on-line tools that will support the analysis of an individual's strengths and weaknesses. You will then build a Personal Development Plan and use SMART targets as the basis for implementing this plan.

Coaching for Results May 22nd

Discover how coaching can help you develop the performance of individuals in your team. This introductory coaching skills course will help you understand the core principles and benefits of coaching. You will look at the role of the coach and start to develop effective coaching principles. This course is suitable for anyone who is responsible for the performance of others.

Presentations – Powerful Points Mar 13th | June 5th

Develop effective presentation skills using drama based learning. You will explore vocal projection, stance, expression, gesture, as well as tips and tricks to make your PowerPoint presentations more powerful and memorable. Use will be made of action centred learning through interactive role plays.

Putting Customers First! Mar 6th | June 19th

Understand the importance of customer service best practice as a tool for achieving success in today's business environment. Identify why organisations lose customers and how this can be prevented. Explore effective methods for exceeding customers' needs and maintaining that business advantage. This High Impact training session is suitable for anyone in the organisation who is expected to deliver excellent customer service – internally or externally.

Getting that Sale! Mar 20th | July 10th

This High Impact training session is for anyone who wants to improve the results they get from their sales activities and efforts. The course will explore the tools and techniques that can be used to improve the return from direct sales efforts and prospecting activities and how to enhance relationships with existing customers to develop trust and loyalty.

Embracing Diversity in the Workplace Mar 27th | July 3rd

Discrimination is not just wrong – it can also be very expensive! This High Impact training session will build awareness of current legislation and explore the impact of diversity on business performance. You will explore and evaluate strategies for managing diversity and be trained to move beyond simply "valuing" diversity to leveraging its power.

Budget Planning and Decision Making May 8th | July 17th

Straightforward and no nonsense. This focussed session will help you demystify financial information and give you confidence and control when dealing with budgets and making financial decisions. You will identify the main sources of financial information and interpret their meaning. You will analyse variances in budgets and know how to take remedial action and be able to perform confidently in the financial environment.

Developing an Effective Team Apr 3rd | June 26th

Develop your practical management skills that will help you and your team become more effective. You will also review objective setting, performance measures, delegation and communication techniques and how you motivate teams and individuals. We examine the common pitfalls that teams face and develop techniques for effective management. This course is for managers wanting their teams to function more effectively.

Asserting Yourself Apr 24th | July 24th

This High Impact training session is aimed at anyone who occasionally feels submissive or frustrated and wants to learn to say "no" firmly and tactfully. Learn how to stand up for your ideas whilst showing a respect for others. It is equally valuable for those who want to learn techniques to handle difficult communications and behaviours. The course will help you to become more effective, and positive in the workplace.



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