



BUSINESS COURSES

DELIVERED THROUGHOUT WALES

1 DAY . £265 ON APPLICATION- YOU PAY £53 +VAT



THE PEOPLE SKILLS COURSES.

- **Leading and Managing**
- **Getting the Best out of People**
- **Managing Teams**



Best to do leading and managing first, as the other courses build on leading and managing. Really good sharp courses , ideal if you employ anyone, and useful for managing professional relationships as it gives you an insight into what makes people “tick”. We have had excellent feedback from participants on these courses- we have been told that it improves family relationships as well, as they can identify why Dad, Mam, Son , daughter do that !

Leading and managing

- ✓ Leadership and Management- is there a difference?
- ✓ Your leadership style- Get to know yourself
- ✓ Handling Change
- ✓ Assertive Communication and feedback.
- ✓ Delegation- effective tool- often badly used.



Getting the Best out of People

- ✓ Goal setting and linking objectives to business priorities
- ✓ the importance of rapport and feedback.
- ✓ Motivation- how to motivate.
- ✓ Learning and processing styles- it really does matter !
- ✓ Good instruction and use of questions



Managing Teams

- ✓ Team dynamics
- ✓ How teams work- profiling.
- ✓ Choose your team wisely- what works
- ✓ Developing the individual and the team.



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