



**Training
Seminars
2019**

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Sally Butler Training Consultant

Sally has a passion for developing people. Her experience has encompassed 25 years of training and management. Her training is practical, thought-provoking, friendly, and interesting. Sally's experience enables her be adaptable and responsive to the needs of the client.



Qualifications

- MSc Chartered MCIPD (2009)
- ILM 5 in Business Coaching and Mentoring
- European Computer Driving License Expert level
- NVQ D32/33/36 Assessor in Business Admin
- BPS Level A & B in Psychometric Testing
- HND Business and Finance
- Institute of Customer Service Awards Assessor and Coach
- CertEd in Adult Education

Experience

- 25+ years working as a trainer / training manager
- Managed and set up three new training centres
- Five years Recruitment and Assessment centre design and delivery
- Eight years counselling (as a volunteer)
- Managed three teams of trainers and volunteers
- Sole trainer for large (5000+) tourism organisation in Cyprus
- Designed and delivered in excess of 30 different courses
- Support Group Leader for people for numerous social/psychological issues including fear and anxiety
- International Student group leader
- Seven years as a Training Consultant

Appraisal and Performance Management

Are appraisals something you dislike; would you rather avoid them?

This course will help you conduct a good and constructive appraisal meeting that is a rewarding experience for both you and your subordinate.

We will be going through the following topics:

- Preparing for the appraisal meeting
- The talking ratio
- Listening effectively
- Giving feedback constructively
- Seeing things from other points of view
- Performance not personality
- Setting achievable goals and expectations
- Recognising achievement, acknowledgement and praise
- Motivation
- Building confidence and morale
- Handling difficult messages
- Asking the right questions
- Future development possibilities?
- Gaining agreement for future performance



We will also investigate the different models of appraisal s including competency, goal setting, peer appraisal, 360 feedback and self-assessment

Assertiveness & Confidence Building

Do you find yourself saying yes when you would like to say no? Do you always avoid conflict situations? Have friends described you as a pushover? Would you like to state your points of view without hurting people or making unacceptable compromises?

If you need help with the situations above, then this is the course for you:

This assertiveness and confidence building course will provide course participants with the underpinning knowledge and skills to be more assertive and confident, both in their personal and professional lives. You will learn how to be assertive as opposed to aggressive; you will learn to deal with difficult situations in an assertive way and gain the confidence/skills to say no!



What the course will cover:

- What is assertiveness?
- The difference between submissive, aggressive and assertive behaviour and recognising the body language *
Why do people behave as they do?
- Our own personal communication style
- Self-confidence & esteem
- The benefits of being assertive
- What are the barriers to assertiveness?
- Recognising and dealing with fear or manipulation * Getting our thinking right:
- Confronting our inner dialogue
- How Transactional Analysis can help you
- Practical exercises to build up your confidence
- Saying no assertively
- Lots of practice in improving your Confidence and Assertiveness

Coaching for Improved Performance

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.

"I absolutely believe that people, unless coached, never reach their maximum capabilities." — Bob Nardelli, former CEO, Home Depot

What the course will cover:

- The managers' role as a coach
- Coaching, Mentoring, or Training?
- Qualities of the effective coach
- Knowing yourself – what's my style?
- Identifying learning needs
- Identifying individual learning styles
- Identifying barriers to learning
- Overcoming resistance to change
- Structuring the coaching session including contracting
- The four cornerstones of questioning
- The Skill/Will matrix
- Setting objectives and targets
- Coaching the new team member
- Motivation
- Managing and monitoring poor performance
- Feedback skills
- Evaluating the Coaching



We will also investigate the different models of appraisal s including competency, goal setting, peer appraisal, 360 feedback and self-assessment

Counselling Your Team (2 days)

Getting the work-life balance is difficult and putting your home issues away when you arrive at work is a struggle for some. Do you find that your team come to you with problems and you struggle with how to deal with them? You feel empathetic, but powerless to do anything.

Line managers and HR professionals are increasingly being asked to support employees in a number of roles including counselling. Indeed, counselling skills underlie and underpin many forms of employee help.

Learn the basic in how to counsel your team and give back the responsibility for their life to them.



We will be covering:

- Personal qualities of a 'counsellor'
- Understanding the dynamics of the counselling relationship
- Setting boundaries
- Confidentiality
- Listening skills
- Emotional issues
- Providing feedback and challenge
- Confronting and Challenging
- Helping People move on
- The grief cycle Kubler-Ross
- When to refer to the professional

Dealing with Difficult Behaviour

In an ideal world everyone would be friendly and reasonable. In reality we often come across difficult people and behaviour. Avoiding the issue and hoping it will go away doesn't work. Do you come across angry/difficult people and want to know the best way to deal with them? Is it important for your work to be able to communicate with a variety of different people? So how can you best deal with these situations without becoming stressed and angry? This course will provide you with the tools with which you can deal with difficult or aggressive behaviour.

Aim—To enable participants to deal with difficult situations in a professional and assertive manner and to treat difficult Customers with a positive attitude

We will learn how to

- Identify difficult situations at work
- Work with conflicting goals and reach a negotiation
- Be aware of different beliefs and attitudes
- Analyse and understand different behavioural types
- Discern the causes of conflict, looking at our needs, desires, beliefs and attitudes
- Recognise the reasons for friction with others
- Analyse what happens to us when we see a threat
- Recognise non-verbal communication and how to remain safe
- Develop effective forms of communication including: active listening, building empathy and questioning, so as to defuse conflict situations
- Use Transactional Analysis to bring out the best in people
- To look at effective forms of communication and active listening, building empathy and rapport.
- Keeping calm – managing your own emotions



Developing Resilience in a Challenging Environment

Whilst some have a predisposition towards positivity and the ability to bounce back, it can be a skill you learn. Understanding yourself and challenging your thinking will help you develop resilience. This workshop will give you the tools you need, the rest is up to you.



By the end of the workshop you will be able to:

- Define resilience and explain its importance
- Differentiate between positive and negative thinking
- Challenge the way you think, reducing anxiety at home/work by identifying:
 - Top ten thinking errors
 - How to take measured control
- Use tools that help you build resilience
- Develop key Emotional Intelligence skills
 - Self-awareness
 - Self-management
 - Social Awareness and improving personal boundaries
- Help others to build resilience

Improving the Customer Experience!

Do you create a positive image of your organisation? Do you get lots of positive feedback about your Customer Care skills? Is your internal customer important to you?



This highly interactive course aims to equip you with the skills necessary to present an excellent image of the organisation and your department. As a result of the seminar, participants will be able to:

- Improve your service internally as well as externally
- Understand what customers need and how your actions impact their perceptions
- Build good customer relations, with improved communication skills such as listening, asking questions, understanding body language and good rapport

What today's customer expects?

- First impressions creating a professional image
- The raised expectations of customers through the ages

How to make good customer service excellent

- Going the extra mile, understanding the difference your performance can make to a good customer experience
- Turning the complainers into loyal customers

Building rapport with excellent communication skills

- Understanding the subtleties of body language
- The importance of good listening face to face and over the phone
- Asking the right questions
- Pacing your customer for better rapport
- Using Transactional Analysis to improve your communication style
- Improving the self esteem of yourself and your customer **Taking that call**
- * Understand the importance of good telephone manners
- * The difficulties of telephone communication and how to overcome them

Action plan

- Putting your learning into practice!

Professional Receptionist and Telephone Handling

The receptionist represents the initial point of contact with the outside world, and as such is in a powerful position to enhance the way the company is perceived.



This course aims to equip the professional receptionist with the skills necessary to present an excellent image of the organisation. You will learn how to interpret body language, listen effectively, use good questioning skills, and deal with the tricky visitor professionally and calmly.

On this course we will cover the following:

What makes a good receptionist?

- First impressions creating a professional image
- Looking at examples of good and bad reception behaviour

How to make good customer service excellent

- Going the extra mile, understanding the difference your performance can make

Welcoming and Greeting Visitors

- Tips and techniques for working on a reception & taking calls
- Being prepared – everything to hand

Communicating Better

- Transactional analysis to improve your communication
- Active listening and questioning skills
- Building rapport
- Observing and understanding body language
- Dealing with that tricky visitor (or caller)
- Handling complaints – creating fans!

Taking that call

- Taking the message - keeping it simple
- Fielding unwelcome calls – assertiveness with that persistent caller
- Being a team player
- Taking ownership of the problem

Professional Telephone Handling

This course will enable you to answer the telephone promptly and professionally. Course includes:

- The importance of every telephone interaction
- Getting into the shoes of your caller, building rapport and empathy



- Meeting and exceeding expectations
- The stages of a professional call
- Getting the facts through questioning
- Active listening and positive communication
- Controlling the call and keeping it timely
- Dealing effectively & politely with challenging callers
- Continually improving
- Taking the message

In addition to the above you will gain practical experience through activities, build upon your skills and eliminate unwanted behaviour.

Presentation Skills

Out of a list of 10 top fears **speaking in public** comes 2nd. In fact it comes higher than fear of death which is 6th! It is easy to recognise a poor presentation, but how do we avoid falling into the same trap?



This training will provide you with the necessary skills to deliver fantastic presentations. This is a very practical hands-on course.

You will learn how to:

- Prepare and be ready for the presentation
- Tame the Tiger – and manage your nerves
- Choose the right visual aid
- Structure a presentation to meet the needs of the audience
- Make the most of your body language and eliminating your ticks
- Use the 4 P's of Pitch, Pause, Power and Projection
- Spice up your content and keep it well balanced
- Prepare good presentation notes to remind yourself
- Use stories and hooks to capture the imagination
- Which media to choose including PowerPoint tips

You will also receive valuable feedback and coaching on how you can improve your presentations

Managing Change

Change has a considerable psychological impact on the human

mind. To the fearful it is threatening because it means that things may get

worse. To the hopeful it is encouraging because things may get better.

To the confident it is inspiring because the challenge exists to make things better. King Whitney Jr



We all experience change from time to time. Without change we would stagnate. However, change can be perceived negatively as a threat, or positively as an opportunity. This course will equip you to incorporate and manage change in yourself, helping you to navigate the waters of change and understand the effect change will have upon you. It will also help you support and understand others through times of change.

We will be covering

- The escalating pace of change – looking at change through the ages and the impact on people
- The four different types of change
- Understand the impact that change has on people
- The emotional and physical reactions to change
- Personal change - a look at the Elisabeth Kübler-Ross model and the different reactions to change we all experience and how to navigate through the varying stages
- Stepping out of our comfort zone
- The “locus of control” are we a victim or a victor of our circumstances
- Proactive rather than reactive change
- Dealing with loss and marking passages of time
- Setting goals for the future

Managing Stress in Our Lives

This course can be offered as a Managers guide

Feeling Stressed? At the end of your tether? Is anxiety keeping you awake at night? Are you finding that you are losing concentration? Are you more emotional than usual? Then this course will give you the tools to become resilient to stressful situations and manage your emotions and pressures better.

During financial lean times or during change, we sometimes feel that we are struggling to cope emotionally. Why not equip yourself with these important life skills?



You will learn how to:

- Recognize the **signs and symptoms of stress** (in yourself and others)
- Gain an understanding of the **effects** of both **short term** and **long term stress on your health**
- **Address destructive thinking** and make your thought life work for you!
- **Analyse your own personal stressors**
- Practice some quick **stress reduction techniques**
- Establish healthy **copng strategies & preventative methods**
- Set **clear boundaries** around you to **strengthen control over your life**
- Improve your **time management** and organisation skills including watching out for the time stealers
- Clear guidelines and tips on what to do when you are feeling stressed

Introduction to First Line Management (2days)

Who is it for:

- Anyone new to management
- Those that have been recently promoted to the management role
- Those who have been a manager for just a short while
- People aspiring to the role of management



Managing Oneself

- The roles & responsibilities of the manager
- Changing from doing to delegating
- Know yourself – your style of management and communication preference
- Self-development using Johari Window
- Managing yourself and your time
- Planning and looking at the big picture

Getting the message over clearly

- The role of assertive communication in managing others
- Identifying barriers to communication
- Powerful questioning to bring about change in your team
- Performance Management – getting the best out of your people including a brief look at: Appraisals, One to ones, Return to Work interviews
- Setting SMART objectives
- The role of giving (and receiving) feedback

Managing the Team

- Management theories as a means to understand natural management styles and their effects on the individual
- Changing your management styles to meet the needs of the individual and situation
- How to motivate the team
- The life cycle of a team
- Managing and chairing meetings
- Decision making
- Managing change

Report Writing Course

Who is the course for?

This course is designed specifically for people who either want to start writing reports for their organisation/club, or for those who want to improve their report writing skills and make their reports more accessible and attractive to their readers.



Aim

To increase the course participants knowledge and skills to produce an effective written report

Objectives

- To recognise the elements of a well written effective report
- To understand the principles of the Rhetorical Triangle (Audience, Writer and Purpose) and how to use it to formulate reports
- To recognise and apply the Plain English Principles including good use of grammar and spelling
- To be able to pull together and design attractive eye catching graphs, charts, tables and flow charts to meet the needs of the reader
- To apply learning and produce a short report using images, graphs and flow charts as appropriate

Programme/Event content

- Plain English concepts including grammar, punctuation and spelling
- Structuring the report – what is important to include?
 - Attracting the reader by considering the “What’s in it for me!” element
 - Writing a plan for your report
 - Creating effective Images, Flow charts, Graphs, and tables
 - Practical application of report writing with laptop

Train the Trainer (2 Days)

Are you required to train others as part of your role? Would you like to learn how to make this engaging? Do you want to ensure that your learners are able to retain and transfer what they learn back into the workplace?



This practical **Train the Trainer** course will equip you with a number of skills to enable you to train others in an interesting and memorable way.

The aim of this course is to provide the learner with the core skills and understanding on what makes a successful trainer. We will cover areas such as: learning styles, the learning process and using the right media to communicate your message. The second day of the course allows the learner to create their own training session and look at content, timings, transfer strategies and how to present effectively.

You will learn how to:

- Write the aims and objectives
- Set up a learning contract
- Run an icebreaker or energiser
- Identify the principles of adult learning including the different learning styles
- Identify the barriers to learning and find solutions to help overcome them
- Recognise and manage group dynamics and how to facilitate discussion and feedback sessions using good questioning skills, including handling resistance and responding to the impossible question
- Use different methods and mediums in your training
- Improve retention through different methods
- Coach and provide qualitative feedback to help build self esteem of course participants
- Create a lesson plan
- Assess learning to ensure learning has taken place
- Write a role play
- Prepare a PowerPoint presentation
- Plan and deliver a short 10-minute training session

Writing Effective Business Letters and Emails

This course is designed specifically for people who want to improve their Business Writing communication, to get their message over, whilst building or maintaining rapport. It is a hands-on practical course giving opportunity to write letters and receive feedback.



The course will include the following:

- Analysing and determining the barriers of written communication in sending and receiving the message
- The importance of structuring and planning in conveying a message to meet objectives
- Using the principles of the “Rhetorical Triangle” to win your audience over
- Developing and building rapport in writing
- A look at the styles of writing through the ages including what we want today
- To recognise and apply the Plain English principles
 - Avoiding jargon and clichés
 - Using the right word in the right context
 - Watching out for repetition
 - Making your writing easy to understand
 - Spelling, punctuation, grammar and turning passive to active language
- Using format to convey a message (typeface, white space, colours, bullets, images)
- Writing messages using positive language
- Proof reading and editing your message

Writing Minutes of Meeting Notes

Have you been asked to write minutes for a meeting and don't know where to start? Or perhaps you want to improve the professionalism of your minute writing? Action points can easily get forgotten and meetings become a repetition of the last occasion.



This course is aimed at the non -secretary, the person who needs to take notes in meetings. You will learn how to gather the important pertinent information, summarise, write action points, remain objective, and improve your grammar in your writing. You will go away with a check list that will help you remember all the important features to minute writing.

The course programme will cover the following:

- Taking the minutes of a meeting
- The Purpose of Meetings
- What to include in your minutes the standard format
- Analyse and Compare different minutes
- Taking Minutes – tips and practice from the agenda through to writing up
- Making note-taking more simple
- Barriers to note taking
- Proofing & Storage (The Eight Principles of Data Protection)
- Summarising
- *Common Grammatical Errors including spelling*
- Active versus passive voice
- Taking minutes of a meeting with feedback
- Prepare for yourself a checklist of things to do

Introduction to First Line Management 2018

I now feel better able to develop my trust in colleagues, which in turn will enable me to delegate work, giving me more time to help/train others **RPC M & H Market Rasen**

"The Trainer gave opportunities for questioning and explained again if it was needed. I found the courses Valuable and inspiring".

Train the trainer NKDC

Excel Intermediate the way we were taught held my attention and was memorable. I now know what Excel offers and it's capabilities
Lincoln City Council

Stress Management
training workshop - I now feel able to recognise when I am getting stressed and find positive ways to relax (without alcohol!!)
Community Lincs

Minutes of meetings

Been on a minute taking course today. It was fantastic, I learnt so many tips and tricks! Thanks
LFPT Dec 2016

Dealing with Difficult Behaviour I feel able to implement the strategies, remain calm when difficult situation arise
- **Bishop Grosseteste**
2018

Communication for Managers & Leaders - It was a brilliant course very informative and professional. I certainly valued the discussions and exercises plus help with future direction - **CAB 2016**

"I thoroughly enjoyed this training course. I was reluctant to attend the course and I was extremely nervous, as public speaking is an area that I really struggle with, but I am very pleased I did as it was extremely beneficial. The course has definitely increased my self-confidence and changed my perception about presentation. I felt put at ease immediately. I enjoyed the interactive exercises there was a good balance between theory and practical activities." **Lincs County Council - Presentation Skills Course**

Investment Prices

Flat price for all Open Programmes £135 per person and £120 for further attendees

Soft Skills - I will come to your venue for only £550 for up to 10 participants (including workbooks and certificates). Refreshments / lunch supplied by you.

Need a training venue, why not book a day for only £650? Refreshments, lunch, and workbooks inclusive (for up to ten attendees).

One to one training is also possible for only £50 per hour or £275 for the whole day (including workbooks, certificates, refreshments, and lunch).

Further afield - please allow travel costs/time. Local price to venue if over 30 miles from Lincoln will be charged at £1 per mile. Over 60 miles then overnight accommodation will be needed for the night before.

If you are an organisation and you want to book multiple courses (within three months) for your staff a reduced rate is available on a sliding scale:

- 6 to 10 courses (price reduction of £50 per course)
- 11 + courses (price reduction of £75 per course)



Terms & Conditions

Cancelled Open Programme courses will be charged at the full daily rate if they are cancelled within 5 working days of the agreed course date, or at 50% if cancelled one week to 21 days before the course. Cancelled Bespoke courses will be charged at the full daily rate if they are cancelled within 10 working days of the agreed courses date, or at 50% if cancelled between 10 working days and 15 working days before the course. However, if agreed, cancellation charges may be waived if another suitable date can be arranged in its place.

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Based in Skellingthorpe Lincolnshire