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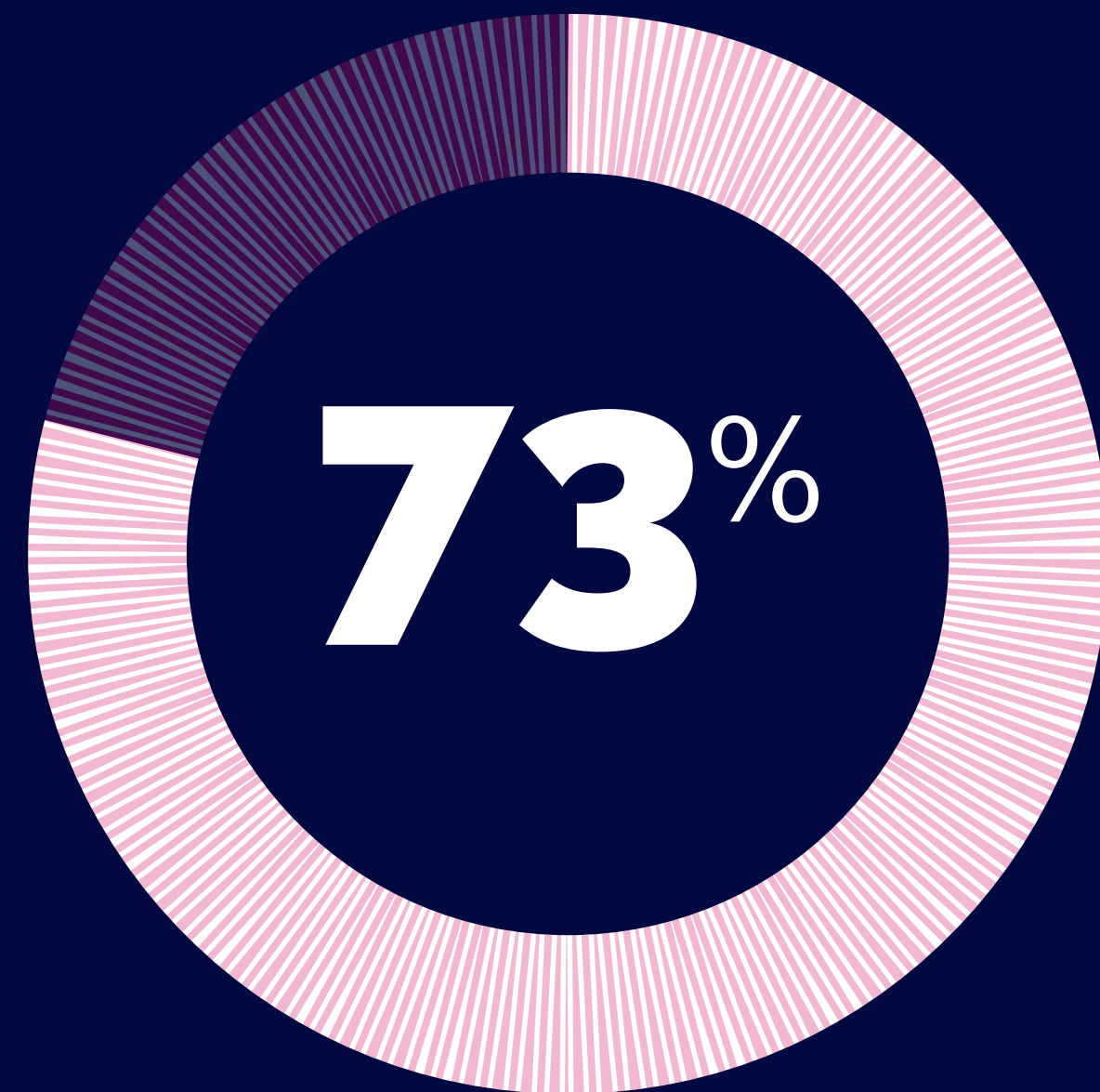
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of PAs have never
received any
formal training

CHOOSE THE COURSE:

PAS/EAS

[The Exceptional PA](#)

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The Exceptional PA

Full day session for Personal or Executive Assistants looking for practical ways to handle a demanding role.

You'll learn how to:

- understand the executive personal assistant's role, with time spent reflecting on its importance and the impact it can have
- boost your assertiveness, communication and leadership skills to help manage your executive successfully
- stay ahead in your field and manage your own development, particularly with regards to new technology, networking and self-improvement opportunities
- be more productive in your role, through management tools and prioritisation techniques
- build an effective partnership between yourself and your executive
- leverage emotional intelligence and neuro-linguistic programming techniques for building effective relationships at all levels

Why delegates love it:

"The Exceptional EA course was excellent. Heather Baker is a fantastic trainer. The course was very informative. It wasn't just about how to be a top class EA. It also made you aware of your self worth and how important the EA role is to the success of your company. Heather made the day fun too which created a relaxed and and enjoyable. I would highly recommend."

"Outstanding. Areas covered and information given was so useful and insightful, Heather is very engaging and fun. Left me feeling very impressed and proud of my profession. Excellent course on practical and emotional skills needed for being a mind blowing PA. Very empowering."



TRAINER:

Heather Baker Finstam



With 22 years of experience as a secretary and PA, Heather trains and inspires PAs, EAs and administrators to excel.

She's the author of four Amazon top ten selling books, a certified NLP practitioner, winner of numerous local and national awards and the creator of the BakerWrite speedwriting system. Her training programmes are CPD certified and endorsed by the Institute of Administrative Management.

She's also a proud supporter of Isipho Admin in South Africa, a Prince's Trust business mentor and a Fellow of the Institute of Administrative Management.

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PA as a Manager (2 day course)

An intensive two-day course for experienced PAs, EAs, senior secretaries and office managers who want to build on their skills and expertise.

You'll learn how to:

- define the importance of the PA role
- improve communication, confidence, and assertiveness
- adapt to organisational change and be flexible
- turn limiting beliefs into empowering beliefs
- understand human behaviour and learn how to influence, negotiate and lead
- master techniques to plan projects successfully
- prepare to take minutes and more efficient notes in meetings
- deliver engaging presentations and overcome nerves
- Plus: you'll walk away with a personal development plan solidifying your learnings and putting goals in place

Why delegates love it:

"This was a brilliant course, Heather was a very engaging trainer and had a wealth of knowledge about all areas of being a PA. It nice to be be appreciated and all attendees agreed that the role is much more than just "Tea and Typing". Would recommend this course to all PAs/EAs, both new to the role and those that have been in the role for years - it's always good to refresh those skills, as well as networking. This course was very interactive and really kept the attention of the audience."

"Brilliant tutor, engaging, motivating and knowledgeable. This course restores belief of how important PAs are."

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Other PA courses

We also offer the following courses on an ad-hoc basis:

Meetings and Minute Taking

- Define the importance of the PA role
- Gain practical ways to improve communication, confidence, and assertiveness
- Learn how to adapt to organisational change and be flexible
- Turn limiting beliefs into empowering beliefs
- Understand human behaviour and learn how to influence, negotiate and lead

**CHECK
AVAILABILITY**

Business Writing Excellence

- Define the importance of the PA role
- Gain practical ways to improve communication, confidence, and assertiveness
- Learn how to adapt to organisational change and be flexible
- Turn limiting beliefs into empowering beliefs
- Understand human behaviour and learn how to influence, negotiate and lead

**CHECK
AVAILABILITY**



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Finance for Non Financial Directors

One day session for directors looking to learn how to scrutinise and question annual accounts with confidence.

You'll learn how to:

- read financial statements and what they are saying
- analyse financial ratios – what's healthy; what's not
- identify your financial and commercial responsibilities
- determine what information is required by directors at this level
- use financial information to make better decisions that drive the business forward
- manage the relationship between financial and corporate strategies
- understand and measure liquidity
- navigate financial risk and manage risk assessment

Why delegates love it:

"Great course and Sarah set a clear, friendly and knowledgeable tone from the outset. Even with all of us coming from different backgrounds she made the course accessible and useful."

"This course was excellent - extremely interesting, engaging, and informative. I could not recommend it more highly! Sarah is an excellent teacher, and the training material and case studies were first class."

 **Trainer:**

Sarah Hobbs



Sarah is the co-founder of Vondel Professional Development, and is an engaging and highly qualified business and training consultant who specialises in making finance easily comprehensible for non-financial professionals.

She has worked with a variety of clients across both the private and public sector including HMRC, Ince & Co, Wolseley, United Biscuits, PwC, Knight Frank, Mothercare, Nabarro, Norton Rose, BMJ Publishing and Barclays Bank.

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Finance for Non Financial Managers (2 days)

his practical and interactive training course will enable you to be more financially pro-active in your current role.

You'll learn how to:

- read the three main financial statements: the balance sheet, the profit and loss account and the cash flow statement
- link the three statements together
- increase your organisation's bottom line by understanding profit drivers, both financial and non-financial
- manage working capital as effectively as possible, making cash work as well for the business as It can
- use KPIs to assess your organisation's financial performance
- analyse cost behaviour and their organisational impact on profitability
- calculate break even point, and how to use CVP (Cost Volume Profit) analysis to work out optimum sales levels
- identify which costs are relevant for decision making purposes, and which should be ignored
- appraise different investment projects – from payback period to discounted cash flows
- carry out a qualitative and quantitative cost/benefit analysis
- analyse and interpret budgets and variances

Why delegates love it:

"Excellent; well delivered and good pace. From a beginner point of view, a good understanding of subject matter achieved rather quickly. Event was well organised from morning coffee to afternoon lunch. Staff were friendly and approachable."

 **Trainer:**

Sarah Hobbs



Sarah is the co-founder of Vondel Professional Development, and is an engaging and highly qualified business and training consultant who specialises in making finance easily comprehensible for non-financial professionals.

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Finance Made Easy

A fun and engaging finance ‘refresher’ workshop for non-finance managers.

You'll learn how to:

- work the Balance Sheets and P&L
- understand cash vs profit
- write brilliant business cases
- leverage the two main pricing methodologies
- manage budgets and forecasts
- identify problem areas and inefficiencies and their cost on the business
- assess your own actions affect the finances
- leverage the finance function; its role and relationship with your department
- save costs without affecting the customer experience
- deal with Inflation
- improve finances: things managers could do daily, weekly, monthly and yearly

 **Trainer:**

Naeem Anwar



As a Chartered Accountant with over 20 years of experience, Naeem has developed a knack for being able to explain difficult financial concepts in plain English. Having run his own successful accountancy practice, he now offers finance training to non-finance managers. He puts every effort into making his courses fun and engaging, and attendees leave the training with an increased confidence in their ability to review the figures, a better understanding of the specific subject matter and a sense of enjoyment that came from attending the workshop.

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Step up to Leadership

How to move from managing to leading.

You'll learn how to:

- shift your identity from a manager to leader
- master the essential building blocks of leadership: authenticity, self-awareness and articulating your vision, values and purpose
- map out your own leadership timeline and reflect on what your career has taught you
- build trust and collect feedback
- develop and communicate your vision to others
- understand that you are always a work in progress and make time for your development
- translate your new insights into practical actions that will make you a more effective leader

Why delegates love it:

"I found the course really insightful. would definitely recommend this course to anyone who has taken the step up to be a manager, or even if you are an existing manager, there are some great tips in the course!"

 **Trainer:**

Emma Walker-Cotton



Emma is an award winning trainer specialising in leadership development. She has over 20 years' experience of training design and delivery in both the public and private sector, including working as a director for a large housing association and for Amnesty International.

Emma is passionate about individuals having the opportunity to fulfil their potential and creates a positive, fun and stimulating learning environment.

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Foundations of Leadership (2 days)

Essential team leadership skills to those who are newly promoted to a leadership role.

You'll learn how to:

- explore leadership as a concept
- identify what makes a great leader
- find your own leadership style
- work with others successfully
- build an exceptional team
- communicate like a confident leader
- give and receive better feedback
- manage difficult conversations
- handle delegation
- take advantage of coaching and mentoring (you'll also get the opportunity to gain practical experience of coaching and being coached)
- effectively reflect individually and as a team
- create individual action plans

Trainer:

Cath Brown



Cath brings a fresh approach to coaching and training by combining nearly two decades of working with companies and individuals, initially as a practising barrister and, more recently, as coach, trainer and facilitator.

Cath was inspired to create this programme after speaking to one too many “leaders” who, due to being great at their day job, were promoted to lead a team or a department, but... Full stop, that was it.

She passionately believes that the principles of brilliant leadership are simple and that you can learn them and then practise them. This course will help you do just that!

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Women Advancing in Leadership

Perfect for female professionals who want to develop and progress in their career within a leadership role.

You'll learn how to:

- influence at a business strategy level
- identify ways gender messages have affected your behaviour as a leader
- build and maintain confidence and self belief
- enhance your strengths
- improve your resilience
- challenge negative language
- communicate with confidence and raise your profile
- network more effectively
- apply current research on leadership into your role
- play a key role in changing your organisational culture
- manage work/life pressures
- use top nine senior leadership competencies to become a high performing leader

Why delegates love it:

"I highly recommend this course and Emma is an excellent trainer. The course was balanced between theory, breakout discussions and self reflection exercises, with plenty of references to accessible resources."

"I often find that virtual training can feel a little dry and padded out. However, I thoroughly enjoyed this one. It was fast-paced with just enough stats to provide an evidence based approach to an interesting topic. I have already quoted a lot from the course and shared much of the insight with both male and female colleagues in similar positions."

 **Trainer:**

Emma Walker-Cotton



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 **Trainer:**

Dorinda Nartey

Dorinda is a career and leadership coach within the healthcare sector and life sciences industry. She works with organisations in enabling leaders harness the different facets of their character strengths in staying grounded, motivated and encouraged in supporting members of their teams.

She's passionate about understanding the psychology of people and particularly aims to help others find meaning and movement in challenging circumstances. She is an accredited Senior Practitioner Coach with the European Mentoring and Coaching Council (EMCC).

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Women of Colour in Leadership

Empowering female leaders of colour.

You'll learn how to:

- identify practical strategies in managing the spoken and unspoken challenges of your role
- define your own personal brand, aligning this with your organisational objectives
- develop new habits that enhance your effectiveness and professional presence as a leader
- develop a framework for building stronger interpersonal relationships fuelled by trust
- connect and share experiences with other female leaders, gaining connections that can support your journey
- gain courage and momentum to pursue future leadership aspirations with great success

Why delegates love it:

"Today was a positive, uplifting day. The trainer Dorinda was absolutely amazing, very genuine and open, warm spirit. So nice to be around grounding women of colour. Nice to have a reminder that we matter, we can do this and all coming from a place of unconditional love. Thank you so much. I will continue to strive to be the best me."

"I found the Women of Colour in Leadership workshop to be very insightful. It felt good to walk into a room and feel like you belong. Meeting all the other women and knowing that we all face similar challenges in the workplace was re-assuring that I am not alone. I wish to have had more time to hear from all the women in attendance, but overall Dorinda did a fantastic job navigating the workshop and sharing her own experiences but also made sure everyone who had a point shared it freely with everyone."

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High Impact Leader

Perfect for senior leaders looking to amplify their influence, enhance their leadership skills and make their organisations more competitive.

You'll learn how to:

- motivate your team and identify your leadership style and competencies
- leverage values and purpose to boost employee engagement
- assess how well you're leading your team at a senior level
- make your leadership inclusive - looking at options from directive through to non directive support
- become a more effective listener
- navigate the great resignation - areas for strategic planning and four actions to take to help inspire and retain people within your organisation
- make strategic choices, take great decisions without bias and leave space for innovation
- develop your own diverse network and how this will improve your performance

Why delegates love it:

"The High Impact Leader course was a very worthwhile training event. The facilitator was really knowledgeable and we covered a lot of ground in a day. I came away with a number of new strategies and I have already used some of them."

 **Trainer:**

Emma Walker-Cotton



Emma is an award winning trainer specialising in leadership development. She has over 20 years' experience of training design and delivery in both the public and private sector, including working as a director for a large housing association and for Amnesty International.

Emma is passionate about individuals having the opportunity to fulfil their potential and creates a positive, fun and stimulating learning environment.

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Coaching Skills for Leaders (Half day)

Stop firefighting and start leading! Learn easy techniques to create coaching interactions that work online and face to face.



 **Trainer:**

Shona Ward

Shona loves to help people make changes in their people skills that produce big results. She's been designing and delivering interactive training events since 1987. She began her career providing individual counselling and psychotherapy in Further Education, Health and Social services and uses this background in psychology to make her training effective and long lasting. Our clients say that she is engaging, informative, and inspires confidence.

You'll learn how to:

- use powerful words to turn a conversation into a coaching interaction using five-minute coaching opportunities
- master three communication skills that will get you coaching
- use 'GROW' to structure coaching conversations
- identify if your coaching skills are effective and when another type of response is needed

Why delegates love it:

"The session was excellent. It not only provided good advice, real examples and learning tips that we can all use effectively in our roles, it felt like a team building session."

"A very focused and productive course that could be used by a leader or manager at any level. Highly interactive, with well-structured practical exercises, there were many useful take-aways. The course was also extremely well led by Shona. I would highly recommend this course."

£280+VAT

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Director Refresh and Reboot (2 days)

An interactive 'refresh and reboot camp' for directors who would like to be freshly inspired and re-energised by the latest in leadership thinking.



 **Trainer:**

Sarah Hobbs

Sarah is the co-founder of Vondel Professional Development, and is an engaging and highly qualified business and training consultant who specialises in making finance easily comprehensible for non-financial professionals.

She has worked with a variety of clients across both the private and public sector including HMRC, Ince & Co, Wolseley, United Biscuits, PwC, Knight Frank, Mothercare, Nabarro, Norton Rose, BMJ Publishing and Barclays Bank.

You'll learn how to:

- move away from the operational side of the business to focusing on strategy and leadership
- utilise latest thinking around strategy, leadership and motivation into your daily work
- get your team/organisation back on track
- lead your organisation in the right direction using straightforward and impactful ideas
- check if your strategic ladder is up against the right wall

Testimonials:

"The event delivered on expectations and was relevant, challenging, interactive, supportive and reflective as well as enjoyable. Highly recommended."

"Highly recommended for all directors and leaders in any business. Especially those that believe they know it all, this will be a real eye opener for you and support you to become an even better leader in reality that's what you believe in your mind."

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How to Build Your Leadership Presence

Practical tools to help you build your confidence and leadership credibility.



 **Trainer:**

Shona Ward

Shona loves to help people make changes in their people skills that produce big results. She's been designing and delivering interactive training events since 1987. She began her career providing individual counselling and psychotherapy in Further Education, Health and Social services and uses this background in psychology to make her training effective and long lasting. Our clients say that she is engaging, informative, and inspires confidence.

You'll learn how to:

- enhance your leadership presence when most people don't
- increase your physical presence and make people listen
- master positive self-beliefs and eliminate negative ones
- identify your leadership values and convey them to others
- connect with others and get them to trust you
- inspire others through storytelling and illustration
- take the lead in progressing discussions and meetings
- put your views across in an authoritative & engaging way
- deal assertively with conflict and personal attacks
- take it further: next steps and action planning

Why delegates love Shona:

"Shona was fantastic at explaining and guiding us through every step. A real eye opener! Definitely some key fundamentals I'll be taking with me on my line management journey - thanks Shona!"

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The New Manager Bootcamp

Learn the skills you need to succeed in your first management role with this new manager training course.

You'll learn how to:

- **practically** manage people effectively by giving better feedback, set goals, get more out of your team, and engage and motivate
- **understand** the psychology of change, authentic leadership, how to keep cool under pressure, and stop wasting time doing things you don't need to do any more as a manager
- **manage** jealous colleagues, different generations, older team members with more experience, poor performance, and your own boss
- solve your current problems you might be struggling with and identify three steps to take after the course

Why delegates love it:

"The New Manager Bootcamp was both fun and enlightening! I feel like I've learnt a lot and feel more confident within my role as a result of this course!"

"I really liked this course and I feel that I learned useful methods and tips which I can use during my everyday work. The mixture of the 'theoretical' and the practice part was perfect for me."

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Trainers:

James Perryman



With 20+ years of experience and a number of qualifications in emotional intelligence, behavioural and personality type tools, James runs leadership and talent development programmes, providing 1:1 coaching and business consultancy. He is passionate about bringing clarity, direction and a sense of purpose to individuals, teams and organisations – all aimed at helping people and organisations grow and become better for themselves and their customers. James is also a member of the Professional Speakers Association.



Larry Reynolds



Larry is our courageous conversations expert. He develops managers in a wide variety of organisations in both the private and public sector – recent clients include Bolton NHS, Cambridge University, Johnson & Johnson, London Borough of Hackney, Tetra Pak and Torus Housing. Our delegates love Larry's energy, knowledge, and practical approach to management and leadership.

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Powerful Female Managers (2 days)

The course provides a unique opportunity to work with a group of women as you develop insights about your management and learn from each other's experiences.



 **Trainer:**

Emma Walker-Cotton

Emma is an award winning trainer specialising in leadership development. She has over 20 years' experience of training design and delivery in both the public and private sector, including working as a director for a large housing association and for Amnesty International.

Emma is passionate about individuals having the opportunity to fulfil their potential and creates a positive, fun and stimulating learning environment.

You'll learn how to:

- make big impact on organisational culture
- bridge the gap so more women go into senior management
- become a resilient high performer and eliminate habits that sabotage your daily efforts
- be heard when you speak up and deal with interruptions
- manage demanding workloads
- cultivate a mindset which enables more innovation and value to be created
- build a high performing team that trusts you and your vision using modern approaches and coaching frameworks
- assess your current managerial challenges and engage with your team better using management styles
- run meetings and projects more effectively for increased performance and credibility
- claim your time back by saying 'no' the right way
- manage change and help others navigate it better
- network better using a five step model and identifying 12 key roles essential to your success

Why delegates love it:

"Really great training day. I've been on a lot and this is right up there with one of the best. Everyone should go on this! The trainer Emma was brilliant."

"Clear, concise, well delivered, well structured and practical. Pitched at the right level and pace. Very good referencing of sources. Focused. Extremely useful course for anyone in middle to senior management. Excellently delivered."

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Seriously Excellent Management (3 days)

In this intensive three-day management skills training course you will learn all the essential skills of good management.

You'll learn how to:

- transition into management and what's expected
- identify your own leadership style and build emotional intelligence
- bring more self awareness, assertiveness, and influence into your communication skills so you're effective at working with other communication styles
- leverage and build on your thinking skills like critical/logical/reflective/lateral thinking and problem solving, creativity and decision making
- manage your time and create a 'work map'
- improve work life balance and remove distractions
- find what motivates you and your team and ways to create a motivating environment
- understand others' behaviour and manage conflict
- delegate effectively
- manage teams and change and give feedback more effectively
- start coaching and do it well
- network more effectively

Why delegates love it:

"Engrossing and entertaining. I thoroughly enjoyed the course and presentation of it, will happily recommend to others. You will be interested from start to end and come away having learned something."

"James is a great mix of open, humourous and real, and got everyone on the course to be comfortable and open. The course seemed to be flexible and well-adapted to the interests of the attendees, and was delivered clearly with well-backed examples. Would definitely recommend to both new and experienced managers!"

Trainer:

James Perryman



With 20+ years of experience and a number of qualifications in emotional intelligence, behavioural and personality type tools, James runs leadership and talent development programmes, providing 1:1 coaching and business consultancy. He is passionate about bringing clarity, direction and a sense of purpose to individuals, teams and organisations – all aimed at helping people and organisations grow and become better for themselves and their customers. James is also a member of the Professional Speakers Association.

£1,480+VAT

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HR Essentials for People Managers

Are you responsible for recruiting and managing people, want to do it brilliantly but unsure of the employment law knowledge you need to do it well?

You'll learn how to:

- navigate employment rights and up to date advice
- manage employer responsibilities for employees - both in the workplace and for home working
- structure recruitment and induction to avoid discrimination and assumptions
- manage the probationary period
- manage performance including regular 1-1s, plan performance improvement plans and learning and development
- navigate discipline and grievance
- manage absence effectively, keeping in contact and supporting people to return
- manage the exit - gathering and acting on feedback

 **Trainer:**

Emma Walker-Cotton



Emma is an award winning trainer specialising in leadership development. She has over 20 years' experience of training design and delivery in both the public and private sector, including working as a director for a large housing association and for Amnesty International.

Emma is passionate about individuals having the opportunity to fulfil their potential and creates a positive, fun and stimulating learning environment.

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Dealing with Difficult People and Challenging Behaviour at Work

How to manage 'difficult' people and deal with challenging behaviour at work.

You'll learn how to:

- prevent and deal with conflict and difficult situations
- listen objectively (without making assumptions)
- create more productive working relationships
- manage different types of difficult behaviour and difficult conversations
- give feedback that works
- understand what drives others' behaviour
- recognise your own state and choose your behaviours
- remain calm in difficult situations and manage receiving feedback from others
- use a model for conflict management
- plus: top tips for dealing with conflict

Why delegates love it:

"I attended the Dealing with Difficult People and Challenging Behaviour course and found it hugely valuable. There was lots of opportunity to reflect on behaviours and situations you encounter at work, as well as tangible tips and tools to take away for the future. I'd recommend it."

"Great session with Hub events, the course was well delivered and very interesting. I would recommend them to anyone looking to better themselves in a particular topic. They have a variety to offer."

 **Trainer:**

James Perryman



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£580+VAT

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Mental Health Awareness Training for Managers (Half day)

Managing mental ill health at work - get the facts and confidence to support your staff on this practical mental health awareness training course.

You'll learn how to:

- understand of the most common mental illnesses, including depression and anxiety
- understand what poor mental health looks like at work, how to recognise the signs and when to get involved
- what your role as a manager is in supporting someone with a mental health problem
- understand why the fear of being judged is so important to people experiencing mental health problems
- listen and have a conversation that is open and supportive
- manage a crisis
- make simple, reasonable adjustments that will help mental health sufferers remain productive
- take steps to make your organisation more mental health friendly and aware

Why delegates love it:

"I would highly recommend this training, Jonny's background gives the course credibility and he improved my understanding of mental health before giving us tips and tools on how to support our teams."

"Very insightful session. I thought I knew a lot about mental health but I learnt more than I expected. Very engaging and interesting, particularly considering the circumstances of having to work over zoom rather than the normal classroom format."

Trainer:

Jonny Ward



Jonny Ward is a clinical psychotherapist, a firefighter and an experienced mental health first aid trainer. After personal and professional experiences of mental ill health in the form of rescues involving those in crises and losses of friends to suicide, he is passionate about both reducing mental health stigma and delivering quality training. He believes that all workplaces and all manager can be better at supporting people with mental ill health, and he focuses on pragmatism, reality and honesty in his teaching.

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Emotional Intelligence at Work

Emotional intelligence is not a “nice to have”, it's a critical skill that is more valuable than ever in the modern workplace.

You'll learn how to:

- use the four pillars of emotional intelligence
- understand how emotions drive thought processes and decisions, and can sometimes limit thinking
- apply emotional intelligence to specific challenges within the workplace, such as motivating yourself and others and dealing with conflict
- leverage the basic physiology of the brain and empathy in the workplace
- manage your own triggers
- manage your emotions under stress
- develop your rapport with individuals and read non-verbal language more effectively
- manage and work with people more effectively by understanding their emotions, motivations and styles
- adapt to how others think and what different perspectives they have

Why delegates love it:

"Today has been amazing and Joanne is an inspiration. How she brings the topic to life with stories and examples is wonderful. Time to stop and see the real you and understand how we take the world around us in and translate it into our own interpretation depending on what's going on in your own head."

"A real eye opening course, where I learnt a lot about myself as well managing other people."

 **Trainer:**

Joanne Spencer



Joanne delivers inspiring and empowering change management, strategic leadership and people development programmes which maximise potential and make sustainable improvements to individual, team and organisational performance. She brings a proven track record in embedding cultural change and organisational transformation within a variety of ‘blue chip’ organisations. Her experience as an NLP Master Practitioner, Programme Manager, facilitator and experienced coach in such varied and complex organisations gave her a taste for personal and professional development, and it's a passion that has stayed with her ever since.

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Courageous Conversations

This is a course about courageous conversations - the difficult conversations you must have if you want to create a high performing team where people love to work.

You'll learn how to:

- give feedback in a way that delivers the message and enhances the relationship
- set challenging goals
- be honest with yourself about your team's performance
- learn about four conversations to enhance trust
- use tools to motivate and engage your team
- engage people more creatively in problem solving
- tackle underperformers in a way that produces measurable change
- have courageous conversations with your high performers
- develop people through coaching

Why delegates love it:

"There is nothing I would change about the training. It has been the most relevant and engaging training I've been involved with in a long time. I learnt an awful lot during the course which will help me during the day to day management of my team plus interacting with my colleagues. Very good tools to handle different people and situations plus lots to consider when looking at what motivates and demotivates people."

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Trainers:

James Perryman



With 20+ years of experience and a number of qualifications in emotional intelligence, behavioural and personality type tools, James runs leadership and talent development programmes, providing 1:1 coaching and business consultancy. He is passionate about bringing clarity, direction and a sense of purpose to individuals, teams and organisations – all aimed at helping people and organisations grow and become better for themselves and their customers. James is also a member of the Professional Speakers Association.



Larry Reynolds



Larry is our courageous conversations expert. He develops managers in a wide variety of organisations in both the private and public sector – recent clients include Bolton NHS, Cambridge University, Johnson & Johnson, London Borough of Hackney, Tetra Pak and Torus Housing. Our delegates love Larry's energy, knowledge, and practical approach to management and leadership.



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[Personal and Career Development](#)

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Building your Resilience at Work

An in-depth look and the personal application of practical simple tools to help you cope with demands and pressures at work.



 **Trainer:**

Shona Ward

Shona loves to help people make changes in their people skills that produce big results. She's been designing and delivering interactive training events since 1987. She began her career providing individual counselling and psychotherapy in Further Education, Health and Social services and uses this background in psychology to make her training effective and long lasting. Our clients say that she is engaging, informative, and inspires confidence.

You'll learn how to:

- use and apply the seven elements of personal resilience
- gain perspective during stressful situations
- create a powerful personal mission statement that will keep you on track
- get back to sleep when you wake in the night and worry about issues at work
- recognise the negative bias of the brain causes us problems and the physiology of stress
- use your body to change your emotions
- leverage supportive relationships with co-workers
- become stronger using affirmations used by highly resilient people

Why delegates love Shona:

"The best course I have been on in a very long time. Amazing teacher and full of tips and tricks that I know I will use at home and in work. Thank you!"

"I would recommend this course to anyone who finds themselves worn out with 'coping' at work. Although I thought I had insight into what drives my stress reactions, Shona's resilience dashboard has given me new ways to tackle my anxiety levels and my new understanding of my personal stress drivers is also helping me keep calm and carry on."

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How to be a High Impact Introvert at Work

Practical tools to help you speak up, raise your profile in meetings and group situations and succeed at work as an introvert.

You'll learn how to:

- create a confident impression when you introduce yourself
- participate effectively and raise your profile in meetings without being the subject expert
- explain your opinions clearly using a four-step structure
- deal with difficult questions
- respond assertively to verbal challenges
- make your suggestions more persuasive
- use verbal and physical techniques for sounding and looking confident in public situations
- build flexibility and stay in control of your responses
- navigate 'cocktail party' type events
- use seven simple techniques to build a strong professional network

Why delegates love it:

"This was the first development course on communication that I've been to that I've found genuinely useful. (A lot of other courses sometimes feel like hippie mindfulness courses instead and generally over-do things like voice/power posing). Shona's course actually has a lot of great takeaway's that are realistic for an introvert to actually go and apply in real life. It covers a wide array of areas - such as networking, meetings and even a bit on short speeches. Shona was also an excellent trainer, thank you!"

"Very useful and practical, learning through doing rather than just theory. It is really worth doing!"



 **Trainer:**

Shona Ward

Shona loves to help people make changes in their people skills that produce big results. She's been designing and delivering interactive training events since 1987. She began her career providing individual counselling and psychotherapy in Further Education, Health and Social services and uses this background in psychology to make her training effective and long lasting. Our clients say that she is engaging, informative, and inspires confidence.

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Influencing without Authority

Learn how the skills of powerful influencers can be turned into practical tools that you can use to gain genuine buy-in, even in the most challenging situations.

You'll learn how to:

- identify what you really want – and why
- influence others by identifying what they really care about
- appear more credible, trustworthy and likeable
- tell great stories
- harness the power of social proof
- increase dissatisfaction with the status quo
- leverage the power of small commitments for big impact
- reduce the risk
- prepare the ground
- influence strategically

Why delegates love it:

"One of the best training days I have ever attended. Very engaging good mix of demonstration, information and group activity. Good techniques to help with daily frustrations."

"I've had 3 training sessions so far with Larry Reynolds - and all 3 sessions have been outstanding. Larry is great to listen to, he is full of positive energy and really focuses on real-life examples to convey his message. Another good aspect of his training sessions is that he incorporates a lot of group exercises, ensuring that the groups are always different so that everyone gets a chance to practice and know each other. I would highly recommend Larry to anyone who wants to improve their management skills including delegation, providing feedback and influencing without authority."



Larry Reynolds



Larry is our courageous conversations expert. He develops managers in a wide variety of organisations in both the private and public sector – recent clients include Bolton NHS, Cambridge University, Johnson & Johnson, London Borough of Hackney, Tetra Pak and Torus Housing. Our delegates love Larry's energy, knowledge, and practical approach to management and leadership.

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Presentation Skills for the Reluctant Presenter

The tools and skills you learn will be relevant in both a face to face or virtual environment.

You'll learn how to:

- plan and prepare professional presentations that create maximum impact
- manage your anxiety with 4 specific techniques that are transferable to other situations
- recognise and transform areas that you find difficult
- handle your audience with confidence
- deliver effective presentations, achieving your desired outcome

Why delegates love it:

"I'm so glad I came. the facilitators were great, the venue, and the whole layout was awesome. I learnt not only things to benefit my presentation skills, but generally tips on how to control anxiety and thought etc. It's nice to know that there are other people who also struggle with presenting and that I am not alone. I will take on the advice and practice."

"I attended this course as I had accidentally volunteered to present to a conference which I hadn't done before and some of my recent attempts were not that successful. The tips that I got from the course not only steadied my nerves but also ensured that my practice work was useful. When the presentation came around, I felt much calmer and in control thanks to the tips from the course.



 **Trainer:**

Shona Ward

Shona loves to help people make changes in their people skills that produce big results. She's been designing and delivering interactive training events since 1987. She began her career providing individual counselling and psychotherapy in Further Education, Health and Social services and uses this background in psychology to make her training effective and long lasting. Our clients say that she is engaging, informative, and inspires confidence.

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Personal and Career Development (Half day)

Practical tools to help you realise your potential, map out your vision, and bring more resilience into your life.

You'll learn how to:

- identify which career path(s) could be most relevant to achieving your aspirations
- recognise your personal values, motivations and priorities
- balance ambition and drive with resilience and self-care
- step back, see where your time/effort is being spent and start to see some goals/aspirations
- describe your vision more effectively, make it feel real and plan backwards to start action planning
- identify which learning style(s) and development opportunities would help you learn and grow
- figure out who you might need in your support network to help you achieve your career goals

Why delegates love James:

"James is a great mix of open, humorous and real, and got everyone on the course to be comfortable and open."

"James was incredible! He explains giving so many examples that it makes you think that management is the easiest job to do. I would 100% recommend any course with him."

"James Perryman was an incredible trainer who delivered an interesting and very informative course! James knew his stuff inside and out and was clearly passionate about both training and management. He kept everyone engaged throughout the day and was very approachable. Thoroughly enjoyed the course!"

 **Trainer:**

James Perryman



With 20+ years of experience and a number of qualifications in emotional intelligence, behavioural and personality type tools, James runs leadership and talent development programmes, providing 1:1 coaching and business consultancy. He is passionate about bringing clarity, direction and a sense of purpose to individuals, teams and organisations – all aimed at helping people and organisations grow and become better for themselves and their customers. James is also a member of the Professional Speakers Association.

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Assertiveness courses

Everything you need to become more assertive at work.

Assertiveness at Work

- The ten steps to being assertive at work
- Knowing the difference between aggression, passivity and assertiveness and recognising those responses in ourselves
- How our body language helps us be assertive and communicate confidence to others
- How our self beliefs can help and hinder us
- How to use your self-awareness to make the best choices about how to respond to a challenging situation
- Why it's ok to say "No" and how to do it assertively
- How to give feedback to others, and respond to criticism or accept compliments
- How to avoid undermining yourself in your emails
- Assertiveness in meetings - how to get your chance to speak and make your point

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Assertiveness for Women

- An understanding of gender stereotypes and how these may impact your behaviour at work
- How your use of or lack of assertiveness can help or hinder your performance in the workplace, and what you can do about it
- Assertive communication, including how to make requests assertively and how to say no
- Practical models for assertive delivery of feedback and goal setting
- Strategies to develop your resilience and project confidence in business and workplace situations
- Tools for staying positive in challenging situations
- The language of influence and active listening
- Ways to develop a powerful network

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