



INNOVATION TECHNOLOGY PEOPLE



At ITP Solutions we deliver a wide portfolio of training and development interventions that range from nationally recognised qualifications, stand alone training and the design and delivery of bespoke company specific courses.

ITP Solutions is an accredited Scottish Qualification Authority centre, ILM Management centre, Microsoft Hub Academy and a CSCS test centre.

Our SVQ portfolio covers the following topics:

- Information Technology – SVQs Level 3
- Management - SVQs Levels 3 to 5
- Business and Administration – SVQs Level 3
- Customer Service – SVQs Level 3

## Management Development – Course Selection

### Peak Performance (1 day)

- Motivation
- Time management
- Overcoming resistance to change
- Stress awareness
- Goal setting

### Coaching Skills (1 day)

- Listening skills
- Appraisals
- Evaluation
- Setting targets
- Constructive feedback

### Stress Management (1 day)

- Basic endocrinology and physiology of stress
- Causes and symptoms
- Practice in relaxation techniques
- Personal stress profile
- Remedial aspects
- Personality types



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### **Effective Communication (1 day)**

- Self Awareness
- Written communication
- Reference systems
- Assertiveness dealing
- Verbal and non-verbal communication
- Meta-communication
- Internal dialogue

### **Dealing with Difficult People (1 day)**

- Body language
- Effective communication
- Negotiation skills and creating the win-win situation
- Identifying personality types
- Confidence building

### **Time and Task Management (1 day)**

- Organising
- Planning
- Internal vs external time
- Prioritising
- Introduction to accelerated learning

### **Effective Meetings (1 or 2 day)**

- Types of meetings
- Meeting pre-planning
- Encouraging participation and involvement
- Agenda setting and writing up of minutes
- Generating effective listening and discussion
- Dealing with conflict
- Reaching decisions

### **Effective Performance Appraisals (1 day)**

- Benefits and limitations of performance management programmes
- Setting and agreeing performance objectives
- Aligning individual and business objectives to the wider aims of the organisation
- Developing performance appraisal systems and forms



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### **Effective Presentations (1 or 2 days)**

- Preparing the content and structure of a presentation
- Developing skills involved in effective delivery
- Establishing and maintaining audience contact
- Non-verbal communication appropriate to effective presentations
- Visual aids, handling questions

### **Counselling and Interviewing in the Workplace (1 day)**

- Introduction to theory
- Establishing rapport and developing the skills of active listening
- The role of non-verbal communication
- Practice the skills of effective communication required in interviewing
- Stages of counselling; practice in giving and receiving effective feedback

### **Developing High Performance Teams (1 or 2 day)**

- Identify the principles of effective teams
- Types of teams and team dynamics
- Factors which influence team performance
- Team roles
- Leadership skills and their impact on team effectiveness
- Increase understanding of how supportive communication styles influence team behaviour
- Revitalising complacent teams

### **Managing Organisational Change (1 day)**

- Identify principles of change
- Situational variables
- Strategies of change
- Psychological effects of change
- Force field analysis
- Factors following change

### **Negotiation Skills (1 day)**

- Understanding the principles of negotiation
- Setting objectives
- Planning and practical application
- Harnessing your own power
- Planning the strategy
- Developing the art of negotiation



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### **Creative Management Techniques (1 day)**

- Creative approaches to solving management problems
- Lateral thinking techniques
- Innovative solutions
- Stages of problem solving
- Overcoming conceptual blocks

### **Personal Career Planning (1 day)**

- Reflecting on current career path
- Developing an action plan
- CV's and job search
- Identifying strengths and objectives
- Interview skills

All of the discussed workshops are based on theories and topics highlighted as best practice by the Chartered Institute of Management. All can be tailored to your individual requires following a needs analysis.

### **Material**

All material (handouts etc) will be supplied on the day and if required branded with your company insignia.

### **Evaluation**

After each session an evaluation sheet will be presented to all attendees, the results of this feedback will be made visible for review. Or, if preferred a company own evaluation form can be used.

### **Cancellation**

You may cancel any workshop at no cost and be fully refunded of any fees you have paid provided you have given us **more than 10 working days notice** that you wish to cancel your place.

If you cancel after this time you will be charged 50% of the course fee.

If you require any further information please don't hesitate to contact us on: -

Tel: 01463 245600

