

Assertiveness with Confidence – One Day

An interactive, practical and supportive course designed to develop assertiveness skills and boost self-confidence to enable people to work more effectively.

Understanding and behaving in an assertive way better ensures that people stay in control of their behaviour and their life, saying what they want and don't want and acting independently. An assertive person is less likely to react in an aggressive manner when feeling provoked and engender a more positive feeling amongst those around them.

There are subtleties involved when it comes to behaviour, certain actions in individuals can be the result of certain behaviours, e.g., passive aggressive behaviour can disrupt smooth progress, but it needs recognising before it can be addressed. Similarly, bullying and harassment can manifest itself in almost imperceptible ways, only recognisable when these behaviour traits are understood.

This course develops an understanding of assertiveness by describing what assertiveness is, examining other behaviour styles, and practising the skills of assertiveness using a range of techniques.

What do delegates get out of it?

- An understanding of what assertive behaviour is
- The ability to maintain their work-life balance using assertiveness
- Knowledge of the 'Rights of Assertiveness'
- An understanding of behaviour styles
- The link between assertiveness and body language
- An assessment of how assertive they are
- How to use positive and assertive language
- How to make and refuse requests assertively
- How to confront workplace challenges
- How to give and receive constructive feedback and build rapport

What's been said by those attending it:

'Really enjoyed the day, useful information gained'.

'Excellent course, very well delivered'.

REMEMBER:

- If any of the Dates and Venues listed in our calendar are not convenient
- You wish to customise the course
- You're looking to run it in-house

Not a problem - these are all possible, just get in touch – info@fourstraightlines.co.uk

Coaching and Mentoring Skills – One Day

An essential part of improving performance and confidence in team members is for them to be coached well and mentored by a manager or team leader.

This course provides the opportunity to appreciate what good coaching and mentoring practice is and how to become confident at both by using a recognised coaching model.

What do delegates get out of it?

- Understanding what coaching and mentoring is and why use it
- The need for effective coaching and mentoring
- Maintaining the coaching and mentoring boundaries
- Discovering the differences between coaching and other development approaches
- Approaches that might work best for those being coached and mentored
- Improving their coaching 'Style'
- Coaching skills and techniques
- Active listening and questioning skills
- Advantages and barriers to coaching
- The use and application of coaching models
- What is a mentor
- Types of mentoring
- Mentoring relationships
- How to provide good feedback

What's been said by those attending it:

'A stimulating and thought provoking day'.

'I now appreciate the benefits of making the effort to coach my team'.

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Communication Skills – One Day

Effective communication is priceless. Whether it's managing a corporate vision, changing strategy, setting and managing team or individual objectives or talking to internal and external customers, communication skills are at the crux of making a business work to best effect.

This course is applicable to all levels and addresses the essential elements relating to communication – be it verbal, written or non-verbal.

What do delegates get out of it?

- What is communication?
- Understanding interactions in communication - Transactional Analysis
- Appreciate how communication conveys and evokes feelings, emotions and ideas
- Knowledge of the three ways in which a message is conveyed
- Identify the differing types of communication and the barriers associated with these
- The part non-verbal communication plays in communication
- How to use questions
- Appreciate the three listening styles and which to adopt
- Opportunity to practice communication
- Reflect on the best style, method and overall approach to ensure communication takes place

What's been said by those attending it:

'Very informative, educational and interesting'.

'It demonstrated to me that communication is not just about words'.

'There is so much more to communication than just speaking to people'.

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Creative Thinking – One Day

Whilst respecting the past, we need to look to the future and apply creative thinking to everyday situations if new opportunities and avenues are to be identified and utilised.

This course is designed to challenge convention and bring about a new approach to solving problems through the application of creative thought.

What do delegates get out of it?

- Appreciate how things have and will continue to change
- Test their current thinking abilities
- Identify the 'Ingredients of Success'
- Recognise the barriers that can prevent our creative juices from flowing
- Identify strategies to achieve creative thought
- Six step problem solving approach
- Other approaches to problem solving using creativity

What's been said by those attending it:

'Excellent course brought to life by the use of personal experience examples'.

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Delegation – One Day

If any individual or organisation is to achieve their desired goals, then organisation and delegation skills are an essential ingredient.

Only by understanding, appreciating and implementing best practice in organising resource and delegating tasks appropriately, can people be motivated to achieve the required outcomes and make the best use of the time available.

This one day course examines key areas associated with organising and delegating, prompting and challenging attendees to re-assess their own, their bosses and their organisation's approach to organising and delegating and identifying potential areas for improvement.

What do delegates get out of it?

- The Roles and Responsibilities of those undertaking organising and delegating
- Organising:
 - Setting Objectives to support a Goal/Vision
 - Identifying the people to carry out the tasks
 - Matching skills to achieve the desired outcome
 - Gap Analysis – Incorrect skill mix – insufficient resource
 - Forecasting future work levels, productivity and labour turnover
- Delegation:
 - What is it and what are its benefits?
 - What don't people delegate?
 - Three key essentials to good delegation
 - When to delegate and when not to delegate!
 - The process of delegation
- Motivation and Empowerment:
 - How can delegation motivate?
 - Using delegation as a motivator
 - What is Empowerment?
 - The ingredients required to ensure effective empowerment
- Reviewing:
 - What has been achieved?
 - What lessons can be learnt?
 - What performance and behaviours were observed?
 - The Four Stages of Feedback.

What's been said by those attending it:

'Excellent and good at adapting the programme and the style of delivery to the needs of the delegates'.

'Really good and made some brilliant points'.

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Emotional Intelligence – One Day

More people and organisations are now reaping the benefits of understanding what is meant by emotional intelligence and applying its principles.

This is a subject that can have a significant impact upon how people think, communicate, and behave, all of which influences their motivation, commitment and performance levels.

Being aware of our emotional intelligence and that of those around us can affect the way we approach a situation and the individuals involved, providing the basis for a positive and enduring outcome.

This course examines what is meant by emotional intelligence and goes on to cover areas associated with; its benefits, the Four Domains of EI., handling emotions, EI Competencies and our Internal Critic.

What do delegates get out of it?

- An understanding of the difference between IQ, EQ and EI
- The benefits of EI
- The eleven Personal Competencies
- The thirteen Social Competencies
- The Four Domains of EI
- Handling emotions
- Understanding of the five EI Competencies
- Making use of the Internal Critic
- Using Feelings to advantage.

What's been said by those attending it:

'Very interesting – made me think about my past practices and myself!'

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Meet the Challenge – One Day

Be it in sales, managing a team, dealing with customer care and service issues – there is always a challenge to be addressed!

With the majority of such challenges, there are certain ingredients almost guaranteed to get a result, ranging from attitudes, innovation, ownership of objectives and projects, to simply reinforcing company pride.

Whatever the challenge, by applying the techniques covered in this course, a way forward becomes apparent through a re-energised mode of thinking and approach.

This course can be run either with individual delegate(s) or groups of managers/supervisors looking to overcome challenges, or with a specific team who would benefit from being re-energised in overcoming a particular challenge.

What do delegates get out of it?

- A review of some of the barriers to success and how to overcome them
- Understand the expectations of the 'customer' – be they internal or external – and how they can be met
- Appreciate the qualities, skills, and values needed to be successful
- Review the pressure and support elements affecting the way the job is currently done
- Identify the positive aspects of the current approach and how they be capitalised upon
- Identify the areas for improvement and how such improvements can be made
- The use of creative thinking techniques to identify creative, new ideas to improve a specific approach
- Identify the actions and support required for success to become a reality
- They present their personal action plan to their manager/supervisor.

What's been said by those attending it:

'Very thought provoking, leading one to new ways of approaching a situation and the people involved'.

'Enjoyed the opportunity to get away from the daily grind and work on an approach and ideas for resolving some of the challenges we face, rather than procrastinating and putting it off until tomorrow'.

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Successful Meetings – One Day

To organise and run a successful meeting is a skill, which if lacking can cause frustration, anger, time wasting, lack of apparent progress and the loss of credibility essential for productive meetings.

So much can be achieved in a well-run meeting; planning, debating, information dissemination, creative thinking, problem solving and decision-making, etc.

This course examines the essentials of conducting successful meetings, from the pre-meeting preparation, the running/chairing of a meeting through to reviewing its effectiveness.

Suitable for all involved in meetings, those new to such activity and those who might benefit from re-visiting the skills and techniques required.

What do delegates get out of it?

- The Roles and Responsibilities of those involved
- To Chair or Facilitate?
- Meeting Protocols
 - Venue and When
 - The Agenda with objectives and timings
 - Meeting Sequence
 - Minutes
 - Who will be attending?
- Decisions, Ideas and Options
- Managing the flow of a meeting, keeping it productive and focused
- Handling awkward situations
- Closing a meeting
- Evaluating a meeting's effectiveness
- Distributing minutes

What's been said by those attending it:

'Great tutor who had an extensive knowledge and provided plenty of additional information'.

'Made me appreciate how much it costs to hold a meeting and why it's so important to get it right'.

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Minute Taking – One Day

With more and more meetings now taking place, and people being generally ‘time poor’, the importance of having accurate concise minutes has never been greater. They provide a record of what was said and the decisions taken, which ensures that meetings are more effective for those who were and were not present. They could also be used in a court of law!

Times are changing and so are the skills of minute takers and the format of minutes. This course examines both the traditional methods and some others which are now being used.

What do delegates get out of it?

- Appreciate why meetings and minutes are important
- How to prepare for meetings and minute taking
- Understand the format, content and purpose of minutes
- What to do when taking minutes
- Address some of the issues that beset minute takers
- A variety of methods for recording minutes at a meeting
- Appreciate the various formats for the finished minutes
- The responsibilities of those attending a meeting

What’s been said by those attending it:

‘Most helpful and informative’.

‘Offered a large amount of ideas that I can implement in the workplace’.

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Persuading Others – One Day

**Do leaders 'lead from the front', if they do, do they turn around occasionally to see if anyone is following?
Persuading others to your point of view is a key element of good management, ensuring that conflict is reduced because people see the reasons for going in a particular direction.**

Apart from feeling they have been treated as a reasoning animal, people that are persuaded are likely to persuade others, critically, people that feel manipulated can achieve just the opposite and cause friction, delay, rethinks and stress, etc.

This course aims to impart effective approaches to influence and persuade others and provides opportunity to practice their new skills.

What do delegates get out of it?

- The difference between influencing, persuading and manipulating
- Five steps to influencing others
- The part positive and assertive behaviour plays
- Examination of eight influencing styles
- The importance of credibility
- How to sell an idea, concept, proposal
- Communication that persuades
- Tactics for handling resistance

What's been said by those attending it:

'Designed to get people to talk and think about their answers'.

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Presentation and Public Speaking Skills – One and Two Days

A good presentation and/or speech can have a lasting effect upon those in the audience, evoking feelings, emotions, ideas, and promoting the image of the person making it and the organisation they represent.

Most people at some stage in their lives will be required to make a presentation, be it for business or at a social event like a wedding! Not surprisingly, most people are nervous – if not terrified – about making one.

Through good preparation and planning, nerves can be minimised and the presentation take on a logical and powerful air, getting the points across and making it an enjoyable and memorable experience for all involved.

What do delegates get out of it?

- How to get in the right frame of mind with a positive outlook
- Visualising the result they want and what they need to do to achieve it
- Identify what makes presentations good and effective
- Understand the basic structure which underlies all presentations
- How to prepare a presentation
- Focus in on them as presenters – their voice, mannerisms, overall communication
- Understand how people learn
- Appreciate the 5 P's of presentation
- Opportunity to make a presentation and be critiqued

What's been said by those attending it:

'It was very informative and allowed me to learn new techniques. Feedback given by trainer will bring confidence in the future'.

'Now a lot more confident about giving a presentation, and also the preparation as well'.

'Were taught in an engaging manner'.

'Brilliant tutor, well presented and organised'.

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Report Writing – One Day

Decisions can be made on the arguments and evidence presented in reports, so ensuring that they ‘make the case’ is vital.

People are generally ‘time poor’ nowadays and therefore a report needs to be formatted in such a way that the key arguments and direction are clear very early on, and the reader is inspired to turn the page!

This course addresses not only structuring a report but also elements of written communication.

What do delegates get out of it?

- Explore and define communication
- Appreciate that there are different types of report
- What am I trying to achieve with a report?
- How to organise and structure a report using twelve key elements
- How to use grammar correctly
- Be aware of the ‘Plain English’ approach
- Packaging the report correctly

What’s been said by those attending it:

‘A very informative course and knowledgeable tutor’.

‘A very informative and useful course’.

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Speed Reading – Half Day

One simple fact of life in today's world is that generally people are time poor.

When computers first made an appearance in any great numbers in industry and commerce, it was muted that 'because they would do all the work, we would have more leisure time to enjoy'. Where did that theory go in the intervening years?

With the advent of computers, more information is fed into them, analysed and reports and analysis produced! Added to which, if all this analysis is to be of any use, it needs to be read!!

People in all walks of life find themselves reading copious amounts of information and data in preparation for attending meetings, presentations, discussion groups, local authority committee meetings concerning planning, finance, etc.

In simple terms, this participative half day course is designed to help people read faster. There is good reason for it being half a day and not a whole one. The technique of speed reading means adopting new reading techniques and skills, which, in essence requires everything learnt about reading up to the age of around 12 to be 'forgotten'.

What do delegates get out of it?

- What is speed reading?
- Techniques for speed reading
- Getting the eyes speed reading 'fit'
- Fixation, Regression and Vocalisation
- Comprehension – understanding and remembering what has been read
- Practical activity

What's been said by those attending it:

- *'I've already seen my reading speed increase after only three hours'.*
- *'Forgetting old reading habits is a challenge I need to overcome'.*
- *'This will help me enormously in reading all the reports I'm given'.*

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Successful Self-Management – One Day

‘The first person you must learn to manage in life is yourself – without that ability you will never reach your true potential’.

‘If it is to BE – it’s up to ME’.

We all live our lives from the inside out, that is, we are a reflection of what is going on inside of us!

This course is designed to help delegates get to know themselves a lot better, and where necessary plan to make the changes that will create the person they want to be.

A participative course designed to get delegates thinking about themselves and identifying any areas which they feel need to change.

What do delegates get out of it?

- The ‘D’ plan for designing a successful life
- The part positive thinking plays
- From Negative and Back!
- How to overcome procrastination
- Achieving Self-Confidence
- Controlling the Influences in our lives
- Being a Success
- Barriers to Success
- Managing the pressures – The Burn Out Scale
- How to cope with Stress and Pressure
- Goal Setting
- Affirmations and Visualisations
- Making use of our Senses
- A call to action – their action plan

What’s been said by those attending it:

- *‘Provided the opportunity to stand back and re-evaluate where I am’.*
- *‘Just what I needed’.*
- *‘Simple ideas put in a logical context, providing the jolt I needed’.*

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Thinking for Success – One Day

With all the change and pressure being experienced in organisations today, there is a need to generate energy and enthusiasm in employees at all levels.

This very participative course covers the key elements needed to be positive and pro-active in order to become a better manager/supervisor and team member.

Often used in-company and cascaded down the hierarchy in order to generate a 'wave' effect. But equally as effective with individual delegates, this courses objectives cover areas concerned with positive thinking, good team spirit, imaginative and creative approaches, and commitment to personal and corporate goals.

What do delegates get out of it?

- How to acknowledge both past and future change
- Understand the effects of positive and negative thinking on themselves, colleagues, customers and the organisation as a whole
- Identifying personal strengths and areas for improvement
- Appreciating the importance of the 'Pride Factor'
- Identifying the 'Ingredients of Success'
- How to use creative thinking to meet today's challenges
- Identify the elements of a successful team and plan how to become a better team member
- Production of a personal action plan to move things forward

What's been said by those attending it:

- *'A stimulating and thought provoking course'.*
- *'Provided the focus and inspiration I needed'.*
- *'Brought together the essential elements needed to move forward as a company'.*

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Time Management – One Day

Time is a finite resource, and much has been said about it;

Time is money

It's all you have, make the most of it

There is not enough time to do everything

Every second that goes by today is gone!

Recent research has shown that stress can be caused by a feeling of being 'out of control' - events appear to be controlling the person, rather than the person controlling the events. Stress related illness and absence can have many and varied impacts upon an organisation.

Whether an individual looking to adopt better time management practices, or an organisation that has found it necessary to re-structure, downsize, re-allocate roles and responsibilities, etc., and therefore get the best out of the time available, this course covers the key basics of good time management and addresses four fundamental questions:

- **Where does my time go?**
- **What wastes my time?**
- **How can I use my time more effectively?**
- **How can I stay in control of my time?**

It achieves this by exploring the bigger picture first, what practices have a major impact on the time available, from this acceptance delegates then examine techniques to adopt which can instil the discipline of good time management.

What do delegates get out of it?

- Understand the concept of time, a powerful starting point
- Examine the Pareto Principle and its implications regarding time
- What is meant by Effectiveness and Efficiency
- Identify their 'high payoff' activities
- The use and benefits of time logs
- Identify what consumes their time
- Categorise what is Important and what is Urgent
- How to manage time by Organising, Prioritising and Regularising their approach

What's been said by those attending it:

'Very clear and instructive in a friendly manner'.

'Very good, excellent examples of real life situations'.

'Good knowledge from instructor based on experience within the sector'.

'Excellent, world class tutoring. Enthusiastic and carried everyone along perfectly'.

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Train the Trainer – Two or Three Days (Depending on experience of delegate)

More and more situations are now presenting themselves for management and staff to design and deliver training with the obvious mutual benefits to be gained. To be truly effective, this training needs to be well thought through and delivered with commitment, enthusiasm and professionalism.

This course takes delegates through the various stages of training design and delivery (the depth and opportunity to practice skills dependent upon course length and experience). Delegates appreciate the importance of identifying the real need, the training objective, the structuring of a logical sequence of training activity, delivery and evaluation.

By its nature this course is participative and puts theory into practice.

What do delegates get out of it?

- Appreciate differences between training and learning
- Understand the types of training available
- Be able to answer the question: Why train?
- Adopt a methodical approach to identifying a training need via Training Needs Analysis
- Recognise the stages involved in the training process and how people learn
- Awareness and understanding of the four types of learner and learning
- Understand the Learning Cycle
- Undertake activity to identify their Learning Style and what this means
- The importance of addressing the senses when training
- Approaches that help recall
- How to establish training Objectives
- How to design good training
- How to construct a powerful piece of training
- Using a lesson plan
- The type and use of training support materials, including courseware, lesson plans and visual aids
- Why and how to validate and evaluate the training undertaken
- Recognise the Qualities and Skills required of good and effective trainers
- The use of questions and active listening
- Providing support during a training session
- How to handle difficult situations and people

What's been said by those attending it:

'Very good course and really enjoyable'.

'Great supportive tutor, always willing to help and give feedback'.

'Tutor really knew his stuff, very competent and friendly'.

'Very friendly tutor, completely engaging throughout'.

'Very adaptable to the style of the group'.

'Relaxed and comfortable – thank you for an enjoyable informative and fun course'.

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