



**dcm**

# **Inhouse Training Course Directory**

Bespoke training for groups of 5+ learners within your organisation.

# Directory Contents

<b>Welcome</b>	<b>3.</b>
<b>Our Dedicated Team</b>	<b>4.</b>
<b>DCM Membership</b>	<b>5.</b>
<b>Inhouse Course Topics</b>	<b>6.</b>
Management & Leadership	7.
Project Management & Lean	27.
Agile Project Management	42.
Learning & Development	45.
Communication & Presentation	54.
Information Technology	62.
Finance & Credit Control	67.
Written Communication	73.
Personal Development	81.
Customer Service	84.
Sales	95.
Equality, Diversity & Inclusion	99.
Wellness & Wellbeing	106.





# Welcome

Thank you for considering working with us here in DCM Learning.

In DCM, we've been setting the benchmark for excellence in learning and development for nearly a decade. At our core, we believe people learn best by doing. We design fun, powerful experiences that have a profound and lasting impact on people and their careers, inspiring new ways of thinking, building critical capabilities and unleashing business success.

We work with small and large companies, individuals, Government Agencies, Universities and blue chip companies such as Keelings, Novartis, IBM and Symantec, so you can have confidence in our ability to deliver the results you want to achieve.



*Denise Howard*

**Denise Howard**  
Managing Director

# Our Dedicated Team

DCM Learning has a diverse team of over 60 professionals, including two working directors, a Sales, Support & Digital team based in Drogheda and over 45 professional trainers operating nationwide and virtually.



## Identify

We assess your development needs and create processes to align them strategically with your business goals.



## Measured Results

Measure the impact of the training, ensure the learning is being applied and expected results are achieved.



## Tailor & Design

Our training is designed to provide a high-level solution that reflects your company's culture and objectives.



## Deliver

Training is delivered in your chosen location and we train staff in a way that suits your business needs.



## Improved ROI

In DCM we believe calculating return on training investment is a core part of how we assess training success.

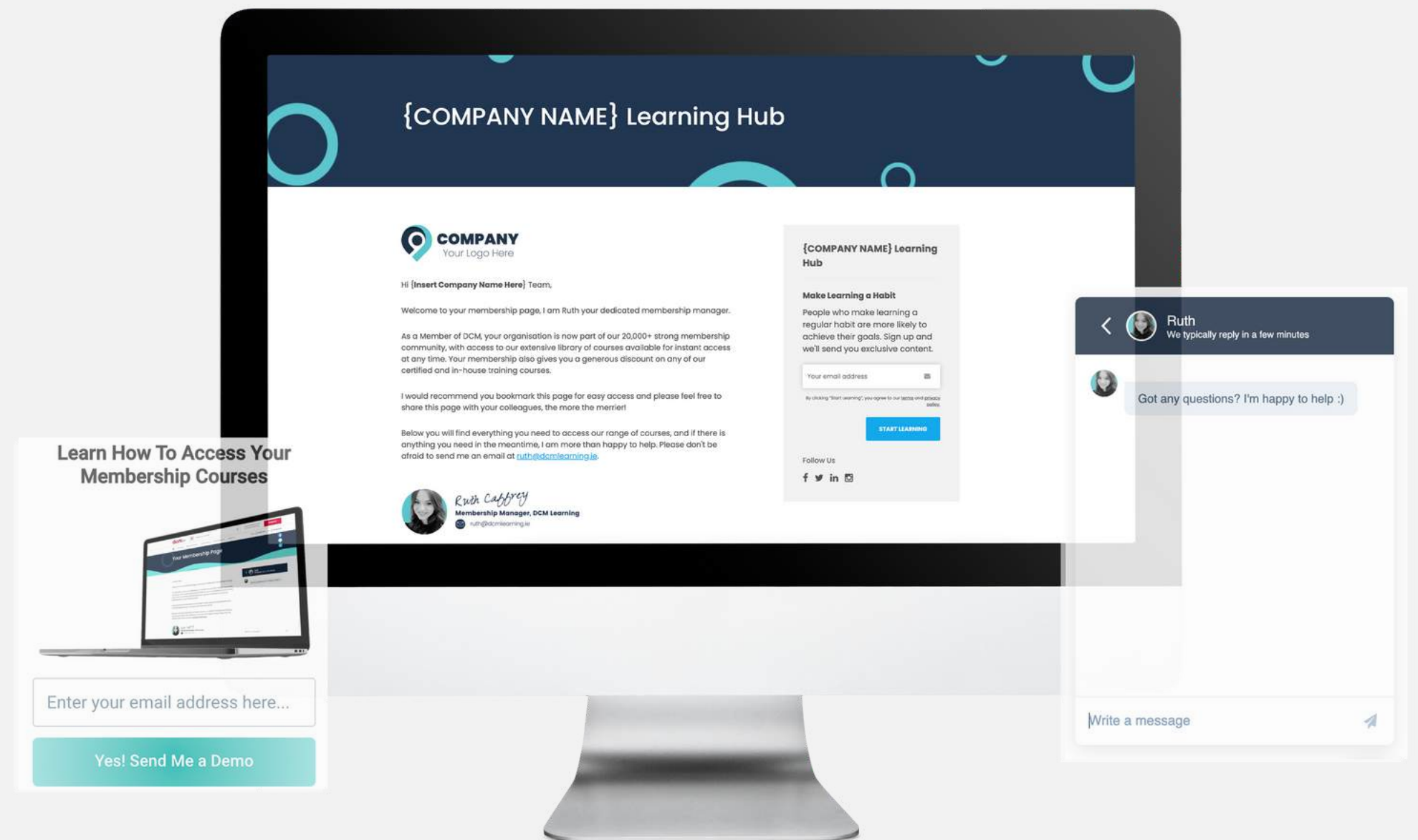
# DCM Membership

As a Member of DCM, your organisation has the opportunity to be part of our 20,000+ strong community, with access to our extensive content library, all of which is available as instant access.

**With an active DCM Membership you get a 10% discount applied on all in-house training.**

## DCM Membership Package

- Get a custom learning hub with 140+ Free Online Courses. Have an existing LMS System? We can provide you with the same courses to upload and use within your existing LMS.
- Get Free and unlimited access for your entire organisation to attend a wide range of live monthly webinars and mini-programmes.
- Get a 10% discount on all in-house training, as well as a €200 discount on all public training courses.



**Small Company** <20 employees  
**€495**

**Medium Company** 21 - 149 employees  
**€695**

**Charitable Organisation** For 1 Year  
**FREE**

**Large Company** >150 employees  
**€995**

# Inhouse Course Topics

If you can't find a particular topic that fits your team's needs, don't hesitate to reach out to us! We understand that every organisation is unique, and we're more than happy to discuss your specific requirements.

Whether you're looking to upskill your team in a specialised area or create a comprehensive training programme, we can develop a tailored solution that meets your objectives.

**Management & Leadership**

**Page 7-26**

**Project Management & Lean**

**Page 27-41**

**Agile Project Management**

**Page 42-44**

**Learning & Development**

**Page 45-53**

**Communication & Presentation Skills**

**Page 53-60**

**Information Technology**

**Page 61-65**

**Finance & Credit Control**

**Page 66-71**

**Written Communication**

**Page 72-79**

**Personal Effectiveness**

**Page 80-82**

**Customer Service**

**Page 83-93**

**Sales**

**Page 94-97**

**Equality, Diversity & Inclusion**

**Page 98-104**

**Wellness & Wellbeing**

**Page 105-108**

# Management & Leadership



Course Name	Course Overview	Topics
<p data-bbox="1186 302 1486 408"><b>QQI Certified Management</b></p> <p data-bbox="1169 1168 1469 1202"><a href="#"><u>Full Course Details</u></a></p>	<p data-bbox="1712 302 2392 667">Our 96.9% pass rate for the QQI People Management course is just the beginning. This certified course is designed to enhance your skills to help you to become more confident and competent in all areas of people management. Each learner will gain a better awareness of themselves, their work environment and their management style.</p> <p data-bbox="1712 718 2392 1084">This internationally recognised qualification will enable you to manage your team more effectively and achieve results. With expert trainers equipped with 20+ years of experience in people management, this course utilises real-life insights and practical everyday business examples. You can have confidence in DCM Learning to deliver the knowledge you need.</p>	<ul data-bbox="2518 302 3158 1168" style="list-style-type: none"><li>• What Makes a Good Manager?<ul style="list-style-type: none"><li>◦ Qualities of a good manager</li><li>◦ Management styles</li><li>◦ Dealing with underperformance</li></ul></li><li>• Management Skills<ul style="list-style-type: none"><li>◦ Clear delegation of tasks</li><li>◦ Delegation and time management</li><li>◦ Motivation and decision making</li></ul></li><li>• Performance Management<ul style="list-style-type: none"><li>◦ Setting clear objectives</li><li>◦ Performance techniques</li><li>◦ Communication &amp; under-performance</li></ul></li><li>• Motivating Your Team<ul style="list-style-type: none"><li>◦ Discover your management style</li><li>◦ Being a positive role model</li><li>◦ Creating a culture of empowerment</li></ul></li><li>• Legislation, Regulation and Policies<ul style="list-style-type: none"><li>◦ Employment Law</li><li>◦ Equality</li><li>◦ Diversity in the workplace</li></ul></li></ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>QQI Certified Supervisory Management</b></p> <p><a href="#">Full Course Details</a></p>	<p>Our 96.6% pass rate for this course is just the beginning. Supervisors need confidence in their people and process skills in order to have a positive impact on their team. Overcoming barriers to communication and giving constructive feedback is important and can have an effect on the performance of your team.</p> <p>With this course you will be able to define your supervisory style and learn the skills to become more assertive and overcome difficult behaviours and situations. Gain your recognised certification with a training provider you can trust to deliver the essential knowledge and skill you need to be a successful leader.</p>	<ul style="list-style-type: none"><li>• What makes a good supervisor?<ul style="list-style-type: none"><li>◦ Delegation of tasks</li><li>◦ Time management</li><li>◦ Decision making</li></ul></li><li>• Leadership<ul style="list-style-type: none"><li>◦ Your leadership style</li><li>◦ From team member to supervisor</li><li>◦ Leading by example</li></ul></li><li>• Solving Problems<ul style="list-style-type: none"><li>◦ Making important decisions</li><li>◦ Being timely and decisive</li><li>◦ Involving staff</li></ul></li><li>• Effective Communications<ul style="list-style-type: none"><li>◦ Giving direction to others</li><li>◦ Delivering bad news</li><li>◦ Active listening skills</li></ul></li><li>• Performance Management<ul style="list-style-type: none"><li>◦ Effective delegation</li><li>◦ Monitoring results</li><li>◦ Motivating your team</li></ul></li><li>• Challenging Behaviours<ul style="list-style-type: none"><li>◦ Conflict resolution</li><li>◦ Changing attitudes</li><li>◦ Influencing skills</li></ul></li></ul>



# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Women in Leadership Programme</b></p> <p><a href="#">Full Course Details</a></p>	<p>The Women in Leadership Course is designed to empower aspiring and current women leaders with the knowledge, skills, and confidence to excel in their professional journeys. This course aims to address the unique challenges faced by women in leadership roles and provide strategies for breaking through barriers, leveraging strengths, and achieving success.</p> <p>By the end of this course, learners will be equipped with the tools and insights to maximise your leadership potential, inspire others, and drive positive change.</p>	<ul style="list-style-type: none"> <li>• Module 1                             <ul style="list-style-type: none"> <li>◦ Explore the challenges faced by female leaders</li> <li>◦ Examine the impact of unconscious bias</li> <li>◦ Promoting awareness towards gender issues.</li> </ul> </li> <li>• Module 2                             <ul style="list-style-type: none"> <li>◦ Fostering inclusive leadership</li> <li>◦ Promoting diversity through decisions</li> <li>◦ Cultivating inclusive culture</li> </ul> </li> <li>• Module 3                             <ul style="list-style-type: none"> <li>◦ Developing leadership presence and self-assurance</li> <li>◦ Nurturing leadership capabilities and dispelling self-limiting beliefs</li> <li>◦ Leading without fear of failure</li> <li>◦ Becoming a role model</li> </ul> </li> </ul>
<p><b>1 Day Management Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Managers have a significant effect on the sustainability of improvements made in the workplace. Our Management training concentrates on the key skills Managers need to lead effectively. This 1-day workshop is designed to enhance the soft skills of your management staff.</p> <p>Learners will be provided with a range of tools to help them learn how to delegate tasks effectively and to motivate their team. Learn how to delegate and get the most from your team.</p>	<ul style="list-style-type: none"> <li>• Workshop Overview                             <ul style="list-style-type: none"> <li>◦ Setting goals</li> <li>◦ Motivation</li> <li>◦ Delegating effectively</li> </ul> </li> <li>• Management in Action                             <ul style="list-style-type: none"> <li>◦ Agreeing key priorities</li> <li>◦ Reviewing performance</li> <li>◦ Motivating your team</li> </ul> </li> <li>• Delegating Effectively                             <ul style="list-style-type: none"> <li>◦ Benefits of delegation</li> <li>◦ Delivering feedback</li> <li>◦ Difficult conversations</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p data-bbox="1186 305 1426 408"><b>Team Leadership</b></p> <p data-bbox="1169 1296 1462 1328"><a href="#"><u>Full Course Details</u></a></p>	<p data-bbox="1712 302 2392 709">Team leaders need confidence in their people and process skill in order to have a positive impact on their team. Overcoming barriers to communication and giving constructive feedback is important and can have an effect on the performance of your team. Define your team leader style and learn the skills to become more assertive and to overcome difficult behaviours and situations.</p> <p data-bbox="1712 761 2392 877">This 3-day course aims to give the core team leader skills needed by all supervisors to successfully achieve their teams' goals.</p>	<ul data-bbox="2512 302 3092 1333" style="list-style-type: none"><li>• What Makes a Good Team Leader?<ul style="list-style-type: none"><li>◦ Quality that make a good team leader</li><li>◦ Delegation</li><li>◦ Time management</li></ul></li><li>• Leadership<ul style="list-style-type: none"><li>◦ Your leadership style</li><li>◦ From team member to leader</li><li>◦ Leading by example</li></ul></li><li>• Solving Problems &amp; Decisions<ul style="list-style-type: none"><li>◦ Being timely and decisive</li><li>◦ Involving staff</li><li>◦ Decision making</li></ul></li><li>• Effective Communication<ul style="list-style-type: none"><li>◦ Giving direction to others</li><li>◦ How to deliver bad news</li><li>◦ Active listening skills</li></ul></li><li>• Performance Management<ul style="list-style-type: none"><li>◦ Effective delegation</li><li>◦ Setting clear objectives</li><li>◦ Difficult team members</li></ul></li><li>• Challenging Behaviour<ul style="list-style-type: none"><li>◦ Conflict resolution</li><li>◦ Changing attitudes</li><li>◦ Negotiation skills</li></ul></li></ul>

# Management & Leadership



Course Name	Course Overview	Topics
<b>New Manager</b>	<p>New managers need confidence in their people and process skill in order to have a positive impact on their team. Overcoming barriers to communication and giving constructive feedback is important and can have an effect on the performance of your team. Define your supervisory style and learn the skills to become more assertive and to overcome difficult behaviours and situations.</p> <p>This 3-day course aims to give the core leadership skills needed by all supervisors to successfully achieve their teams' goals.</p>	<ul style="list-style-type: none"><li>• What Makes a Good Manager?<ul style="list-style-type: none"><li>◦ Qualities of a good manager</li><li>◦ Management styles</li><li>◦ Dealing with underperformance</li></ul></li><li>• Management Skills<ul style="list-style-type: none"><li>◦ Clear delegation of tasks</li><li>◦ Delegation and time management</li><li>◦ Motivation and decision making</li></ul></li><li>• Performance Management<ul style="list-style-type: none"><li>◦ Setting clear objectives</li><li>◦ Performance techniques</li><li>◦ Communication &amp; under-performance</li></ul></li><li>• Motivating Your Team<ul style="list-style-type: none"><li>◦ Discover your management style</li><li>◦ Being a positive role model</li><li>◦ Creating a culture of empowerment</li></ul></li><li>• Building Effective Relationships<ul style="list-style-type: none"><li>◦ Leadership</li><li>◦ Understanding diversity</li><li>◦ Conflict resolution</li></ul></li><li>• Legislation, Regulation and Policies<ul style="list-style-type: none"><li>◦ Employment Law</li><li>◦ Equality</li><li>◦ Diversity in the workplace</li></ul></li></ul>
<a href="#">Full Course Details</a>		

# Management & Leadership



Course Name	Course Overview	Topics
<b>High Performance Leadership</b>	<p>This course aims to advance your leadership skills, set goals and develop a vision for your team. Participants will gain techniques that will help them make improvements to their team's performance. Decision making and challenging behaviours are also important factors covered in this course.</p> <p>This 3 Day course uses a mixture of class room study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"><li>• What Makes a Good Leader?<ul style="list-style-type: none"><li>◦ Leader qualities</li><li>◦ Organising effectively</li><li>◦ Motivating a team</li></ul></li><li>• Delegation<ul style="list-style-type: none"><li>◦ Time management</li><li>◦ Decision making</li><li>◦ Effective delegation</li></ul></li><li>• Leadership<ul style="list-style-type: none"><li>◦ Developing your style</li><li>◦ From team member to management</li><li>◦ Leading by example</li></ul></li><li>• Effective Communication<ul style="list-style-type: none"><li>◦ Giving direction to others</li><li>◦ Communication delivery</li><li>◦ Active listening skills</li></ul></li><li>• Performance Management<ul style="list-style-type: none"><li>◦ Setting clear objectives</li><li>◦ Monitoring results</li><li>◦ Motivating your team</li></ul></li><li>• Challenging Behaviours<ul style="list-style-type: none"><li>◦ Conflict resolution</li><li>◦ Problem employees</li><li>◦ Influencing skills</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Management & Leadership



Course Name	Course Overview	Topics
<b>Frontline Management</b>	<p>This course equips first line managers with confidence and proven management techniques to drive performance through your team and manage staff effectively. Delegate will become more aware of their management style and how it affects the performance of others. Through a strong communication style and effective delegation, objective and goals will be achieved.</p> <p>This 3 Day course uses a mixture of class room study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"><li>• Managers Role<ul style="list-style-type: none"><li>◦ Understanding frontline management</li><li>◦ Inspiring and motivating</li><li>◦ Key responsibilities</li></ul></li><li>• Communication Skills<ul style="list-style-type: none"><li>◦ Verbal and non verbal</li><li>◦ Your communication style</li><li>◦ Effective delegation</li></ul></li><li>• Motivation<ul style="list-style-type: none"><li>◦ Motivations of individuals</li><li>◦ Boosting 'satisfiers'</li><li>◦ Eliminating potential damage</li></ul></li><li>• Delegation<ul style="list-style-type: none"><li>◦ Five point process</li><li>◦ What should be delegated?</li><li>◦ Avoiding common pitfalls</li></ul></li><li>• Management Styles<ul style="list-style-type: none"><li>◦ Management attributes</li><li>◦ Lead and motivate your team</li><li>◦ Monitor and evaluate performance</li></ul></li><li>• Leadership<ul style="list-style-type: none"><li>◦ Setting objectives</li><li>◦ Achieving objectives</li><li>◦ Delivering feedback</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Workplace Coaching</b></p> <p><a href="#">Full Course Details</a></p>	<p>This workplace coaching course is aimed to enhance and build on existing skills, boosting individual and team performance and productivity. Our courses aim to improve personal effectiveness and enhance teacher performance, vital to excellent student interactions and overall educational excellence.</p> <p>Exercises, case studies and role plays will be used throughout to allow staff to self-assess their current skills and identify areas of improvement.</p>	<ul style="list-style-type: none"> <li>• What Makes a Good Coach                             <ul style="list-style-type: none"> <li>◦ What is coaching?</li> <li>◦ Coaching vs. Training</li> <li>◦ Qualities of a good coach</li> </ul> </li> <li>• Using Tools and Models                             <ul style="list-style-type: none"> <li>◦ GROW/STAR model</li> <li>◦ Using psychometrics</li> <li>◦ Practice and feedback</li> </ul> </li> <li>• Achieving Results                             <ul style="list-style-type: none"> <li>◦ Measuring commitment</li> <li>◦ Planning next steps</li> <li>◦ Monitoring progress</li> </ul> </li> </ul>
<p><b>Employee Engagement</b></p> <p><a href="#">Full Course Details</a></p>	<p>This course allows managers to be inspirational leaders by fully engaging with their employees. This course is aimed at reinforcing mutual respect between managers and their teams. Our trainers take a refreshing approach that combines practical leadership and management skills with the latest research.</p> <p>You will be given the skills to build a working environment that strives on continuous improvement, reinforcing mutual respect between managers and their teams.</p>	<ul style="list-style-type: none"> <li>• Good Engagement                             <ul style="list-style-type: none"> <li>◦ Developing a common understanding</li> <li>◦ Overview of employee engagement</li> <li>◦ Understanding a business case study</li> </ul> </li> <li>• Creating the Right Environment                             <ul style="list-style-type: none"> <li>◦ Consider the strategic narrative</li> <li>◦ Employee voice and communication</li> <li>◦ Issues that impact engagement</li> </ul> </li> <li>• Engaged Managers and Integrity                             <ul style="list-style-type: none"> <li>◦ Consider the strategic narrative</li> <li>◦ Employee voice and communication</li> <li>◦ Issues that impact engagement</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Delegation Skills</b></p> <p><a href="#">Full Course Details</a></p>	<p>The Delegation Skills course will help learners to overcome the barriers to delegation and to manage the delegation process, to identify the tasks suitable for delegation and take the time needed to delegate effectively so that everyone knows what they're expected to do and when.</p> <p>Learners will be provided with a range of tools and templates to help them learn how to delegate tasks effectively and to motivate and challenge their team.</p>	<ul style="list-style-type: none"> <li>• What is Delegation?                             <ul style="list-style-type: none"> <li>◦ Delegation overview</li> <li>◦ Effective delegation</li> <li>◦ Why managers don't delegate</li> </ul> </li> <li>• Benefits of Good Delegation                             <ul style="list-style-type: none"> <li>◦ Past delegation experience</li> <li>◦ Key principles</li> <li>◦ The art of delegation</li> </ul> </li> <li>• How to Delegate Effectively                             <ul style="list-style-type: none"> <li>◦ How not to delegate</li> <li>◦ Conveying delegated tasks</li> <li>◦ 6 steps to effective delegation</li> </ul> </li> </ul>
<p><b>Employee Motivation Training</b></p> <p><a href="#">Full Course Details</a></p>	<p>Motivating your team is essential to maintaining engagement and eagerness. Managers must be aware of the work culture and attitudes in order to gauge the motivation of teams. Applying motivational theories and managing staffs expectations will improve morale and team performance.</p> <p>This course teaches the various methods of staff motivation such as Herzberg's theory of motivation and the expectancy theory.</p>	<ul style="list-style-type: none"> <li>• Defining Motivation                             <ul style="list-style-type: none"> <li>• Motivators and demotivators</li> <li>• Understanding the difference</li> <li>• Maintaining Motivation</li> </ul> </li> <li>• The Theories of Motivation                             <ul style="list-style-type: none"> <li>• Common theories of motivation</li> <li>• Applying the theories</li> <li>• Understanding the theories</li> </ul> </li> <li>• Motivation and Leadership                             <ul style="list-style-type: none"> <li>• Building motivation</li> <li>• Staff surveys</li> <li>• Personal motivation</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Dispute Resolution</b></p> <p><a href="#">Full Course Details</a></p>	<p>Learn how to understand people's behaviour and how to manage disputes effectively. Managers must display confidence while offering guidance through a workplace dispute between colleagues. Having a positive approach towards colleagues can create a happy working environment making disputes easier to manage.</p> <p>This 1 day course uses a mixture of class room study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"> <li>• Understanding Conflict                             <ul style="list-style-type: none"> <li>◦ Dynamics of conflict</li> <li>◦ Types of conflict</li> <li>◦ Conflict escalation</li> </ul> </li> <li>• Managing Conflict                             <ul style="list-style-type: none"> <li>◦ Theories and processes</li> <li>◦ Moving beyond conflict</li> <li>◦ Conflict management styles</li> </ul> </li> <li>• The Mediation Process                             <ul style="list-style-type: none"> <li>◦ Processes and procedures</li> <li>◦ Assessing options</li> <li>◦ Agreement and conclusion</li> </ul> </li> </ul>
<p><b>Brainstorming Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Everybody brainstorms, and the goal is to have the best ideas and the best techniques. This workshop is aimed to open up your mind to the world of brainstorming and will help you develop a sustainable culture of innovation for your team. Assessing and engaging employees will create a dynamic synergy, increasing creativity.</p> <p>This 1-day workshop uses a mixture of classroom study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"> <li>• Conventional Brainstorming                             <ul style="list-style-type: none"> <li>◦ Risks of brainstorming</li> <li>◦ Different methods</li> <li>◦ Rules of brainstorming</li> </ul> </li> <li>• Creative Thinking Techniques                             <ul style="list-style-type: none"> <li>◦ Generating ideas</li> <li>◦ Problem solving</li> <li>◦ Brainstorming sessions</li> </ul> </li> <li>• Solving Problems with Brainstorming                             <ul style="list-style-type: none"> <li>◦ Encouraging contribution</li> <li>◦ Repeating ideas</li> <li>◦ Uncomfortable silence</li> </ul> </li> </ul>



# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Conflict Resolution Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Learn how to understand people's behaviour and how to manage conflict effectively. Managers must display confidence while offering guidance through a workplace dispute between colleagues. Having a positive approach towards colleagues can create a happy working environment making disputes easier to manage.</p> <p>This 1-day workshop uses a mixture of classroom study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"> <li>• Understanding Conflict                             <ul style="list-style-type: none"> <li>◦ Dynamics of conflict</li> <li>◦ Types of conflict</li> <li>◦ Conflict escalation</li> </ul> </li> <li>• The Mediation Process                             <ul style="list-style-type: none"> <li>◦ Processes and procedures</li> <li>◦ Assessing options</li> <li>◦ Agreement and conclusion</li> </ul> </li> <li>• Negotiation Skills                             <ul style="list-style-type: none"> <li>◦ Assessing issues</li> <li>◦ Guidelines to negotiations</li> <li>◦ Joint problem solving</li> </ul> </li> </ul>
<p><b>1 Day Building Better Teams</b></p> <p><a href="#">Full Course Details</a></p>	<p>This 1 day workshop aims to give managers the tools they need to build a better team and a culture focused on teamwork. Strong communication and leadership skills are vital when setting clear team objectives. Each delegate will learn how to focus on each role while valuing each individual. When building a team it's important to celebrate both the successes and failures.</p> <p>This 1-day workshop uses a mixture of classroom study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"> <li>• Defining Teams                             <ul style="list-style-type: none"> <li>• Types of teams</li> <li>• Advantages and disadvantages</li> <li>• Team contracts</li> </ul> </li> <li>• Working as a Team                             <ul style="list-style-type: none"> <li>• Degree of support</li> <li>• Team player type</li> <li>• Strengths and weaknesses</li> </ul> </li> <li>• Building Team Trust                             <ul style="list-style-type: none"> <li>• Relationships</li> <li>• Team development</li> <li>• Tuckman and Jensen's Five Stages</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Decision Making Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>This 1-day course is suitable for managers who are responsible for making and recommending decisions. This course has been designed to teach learners how to apply systematic decision-making processes to reduce risk and choose the best course of action for their project, team and organisation.</p> <p>During the course delegates will learn how to set the context around which decisions must be taken and how to evaluate all factors involved.</p>	<ul style="list-style-type: none"> <li>• Making Good Decisions                             <ul style="list-style-type: none"> <li>◦ Key principles</li> <li>◦ Best practice approach</li> <li>◦ Using a team approach</li> </ul> </li> <li>• Whole Brain Thinking                             <ul style="list-style-type: none"> <li>◦ Model of lateral thinking</li> <li>◦ Critical thinking in problem solving</li> <li>◦ Applications, examples &amp; case studies</li> </ul> </li> <li>• 10 Steps to Better Decisions                             <ul style="list-style-type: none"> <li>◦ Five causes of poor decision making</li> <li>◦ How to present your decision</li> <li>◦ Practical exercise and case-studies</li> </ul> </li> </ul>
<p><b>Team Building Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Team communication is one of the key factors that impact on your team's ability to be effective. DCM Learning has a range of role play and interactive activities that demonstrate the different ways people communicate and how your team members should be managing their communication with their peers and team leaders to get the best results.</p> <p>Through the process, team members can learn more about themselves and also the preferences of their teammates and therefore learn how they can all best work together.</p>	<ul style="list-style-type: none"> <li>• Team Communication                             <ul style="list-style-type: none"> <li>◦ Role play &amp; interactive activities</li> <li>◦ Team communication games</li> <li>◦ Communication styles</li> </ul> </li> <li>• Strategic Goal Setting                             <ul style="list-style-type: none"> <li>◦ Common goals</li> <li>◦ Practical outcomes</li> <li>◦ Realistic goals</li> </ul> </li> <li>• Success and Leadership                             <ul style="list-style-type: none"> <li>◦ Interchangeable leadership</li> <li>◦ Effective team leader</li> <li>◦ Pitfalls of poor management</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Staff Appraisals for Managers</b></p> <p><a href="#">Full Course Details</a></p>	<p>Although staff appraisals should be a positive thing where the employee feels valued and motivated, in reality, this is not always the outcome. However, if done well, stress and conflict during the appraisal are significantly reduced and the overall objectives of the appraisal are met.</p> <p>By the end of the course, learners will have a clear understanding of the benefits of effective staff appraisals. Learners will also have the chance to assess their current skills.</p>	<ul style="list-style-type: none"> <li>• Importance of Staff Appraisals                             <ul style="list-style-type: none"> <li>◦ Appraisals and reviews</li> <li>◦ Organisational success</li> <li>◦ Effective appraiser</li> </ul> </li> <li>• Planning and Preparation                             <ul style="list-style-type: none"> <li>◦ Drafting plan</li> <li>◦ Fairness and equality</li> <li>◦ Gathering support</li> </ul> </li> <li>• The Appraisal Meeting                             <ul style="list-style-type: none"> <li>◦ Honest communication</li> <li>◦ Participative discussion</li> <li>◦ Motivational feedback</li> </ul> </li> </ul>
<p><b>Facilitation Skills Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Facilitators help others to maximise their contribution in groups and teams by creating a supportive and outcome focused environment. You will learn to use a range of tools and techniques to generate enthusiasm for effective results. Facilitation has become an increasingly important part of the manager's role.</p> <p>This one-day course will provide you with the knowledge, skills, and a variety of techniques used by effective facilitators.</p>	<ul style="list-style-type: none"> <li>• Effective Facilitation                             <ul style="list-style-type: none"> <li>◦ Define facilitation</li> <li>◦ The benefits</li> <li>◦ Effective facilitator</li> </ul> </li> <li>• Structured Sessions                             <ul style="list-style-type: none"> <li>◦ Assigning roles</li> <li>◦ Tracking progress</li> <li>◦ Clarifying outcomes</li> </ul> </li> <li>• Communications                             <ul style="list-style-type: none"> <li>◦ Team engagement</li> <li>◦ The dynamic of the group</li> <li>◦ Managing conflict</li> </ul> </li> </ul>

# Management & Leadership

14

Course Name	Course Overview	Topics
<p><b>Problem Solving</b></p> <p><a href="#">Full Course Details</a></p>	<p>Managers must endorse change for problem-solving to be effective. This workshop will focus on creating innovative ideas for problem resolution. Looking at how the change will impact the business and how it is communicated will improve the overall problem-solving process. Applying practical methods to the thinking process to improve the problems.</p> <p>This workshop gives participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that can be used every day.</p>	<ul style="list-style-type: none"> <li>• The Problem Solving Method                             <ul style="list-style-type: none"> <li>◦ Defining a 'problem'</li> <li>◦ Problem solving process</li> <li>◦ Information gathering</li> </ul> </li> <li>• Problem Defined                             <ul style="list-style-type: none"> <li>◦ Problem solvers</li> <li>◦ Problem statement</li> <li>◦ Brainstorming</li> </ul> </li> <li>• Gathering Solutions                             <ul style="list-style-type: none"> <li>◦ Mind mapping</li> <li>◦ Wants and needs</li> <li>◦ Cost analysis</li> </ul> </li> </ul>
<p><b>Risk Management</b></p> <p><a href="#">Full Course Details</a></p>	<p>Risk management is essential for the success of any project, event or organisational change. Learn to identify risks and implement a strategy to minimise the threats and maximise potential. This workshop covers the skills and method to create any risk management plan that will support a project or organisational change.</p> <p>The workshop is highly participative and will focus on providing an opportunity for participants to practise the skills needed to create a comprehensive risk assessment plan.</p>	<ul style="list-style-type: none"> <li>• Awareness of Risk Management                             <ul style="list-style-type: none"> <li>◦ What constitutes a risk</li> <li>◦ Benefits to the business</li> <li>◦ Every day management</li> </ul> </li> <li>• Assessment of Identified Risks                             <ul style="list-style-type: none"> <li>◦ Analyse risk</li> <li>◦ Decision making information</li> <li>◦ Risk assessment matrix</li> </ul> </li> <li>• Documentation and Management                             <ul style="list-style-type: none"> <li>◦ Documents used during process</li> <li>◦ A risk register</li> <li>◦ Monitoring and control</li> </ul> </li> </ul>

# Management & Leadership

15

Course Name	Course Overview	Topics
<p><b>Emotional Intelligence</b></p> <p><a href="#">Full Course Details</a></p>	<p>Become more self-aware of your emotions and learn how to interpret others. Managing reactions of others in the workplace effectively is important to the success of the team. Being able to interpret other emotions is what sets a leader apart from a manager. The skills to identify emotional triggers are key to emotional intelligence.</p> <p>The workshop is highly participative and will focus on providing an opportunity for participants to practise the skills needed to gain better emotional intelligence.</p>	<ul style="list-style-type: none"> <li>• What is Emotional Intelligence                             <ul style="list-style-type: none"> <li>◦ Defining Emotional Intelligence</li> <li>◦ Outlining the core EI competencies</li> <li>◦ Assessing your own EI</li> </ul> </li> <li>• The Self Aware Manager                             <ul style="list-style-type: none"> <li>◦ Self-awareness for development</li> <li>◦ Your strengths &amp; weaknesses</li> <li>◦ Seeking ongoing feedback</li> </ul> </li> <li>• Building Relationships                             <ul style="list-style-type: none"> <li>◦ Why relationships succeed or fail</li> <li>◦ Building and managing relationships</li> <li>◦ Communicating and influencing others</li> </ul> </li> </ul>
<p><b>Change Management</b></p> <p><a href="#">Full Course Details</a></p>	<p>When staff or policies need to be changed it is important to manage these changes. As a manager or leader responsible for implementing the introduction of change, having the key skills are vital for success. Using a range of tools and techniques delegates will be shown how to analysis, introduce and monitor changes.</p> <p>Stakeholders, team members and customers all have different attitudes and perspectives on change.</p>	<ul style="list-style-type: none"> <li>• Right Conditions for Change                             <ul style="list-style-type: none"> <li>◦ How culture impacts change</li> <li>◦ Employ the change kaleidoscope</li> <li>◦ Stakeholder mapping</li> </ul> </li> <li>• Suitable Change Approach                             <ul style="list-style-type: none"> <li>◦ Avoid the pitfalls</li> <li>◦ Use the change cycle</li> <li>◦ Uncover the enablers and constraints</li> </ul> </li> <li>• Appropriate Tactic for Implementation                             <ul style="list-style-type: none"> <li>◦ Choose the best managing style</li> <li>◦ Agreeing on change targets</li> <li>◦ Motivational communication plans</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Mentoring Skills for Managers</b></p> <p><a href="#">Full Course Details</a></p>	<p>Mentoring is a key skill that all managers should practice. This course will help you develop a mentoring style to support the individuals in the organisation. Create inspiration in others by establishing a mentoring culture and developing a mentoring plan. Identifying your mentoring style will help you assess your effectiveness and deliver feedback.</p> <p>Our course will provide you with the skills to mentor your team to your greatest ability and get the best results.</p>	<ul style="list-style-type: none"> <li>• Defining Mentoring                             <ul style="list-style-type: none"> <li>◦ What is mentoring?</li> <li>◦ Mentoring styles</li> <li>◦ Mentoring differences</li> </ul> </li> <li>• Mentoring in Action                             <ul style="list-style-type: none"> <li>◦ The first meeting?</li> <li>◦ Experiential learning cycle</li> <li>◦ Model discussions</li> </ul> </li> <li>• Putting Learning into Practice                             <ul style="list-style-type: none"> <li>◦ Building a bank of questions</li> <li>◦ Individual feedback</li> <li>◦ Creating SMART action plans</li> </ul> </li> </ul>
<p><b>Conflict Management</b></p> <p><a href="#">Full Course Details</a></p>	<p>Learn how to understand people's behaviour and how to manage conflict effectively. Managers must display confidence while offering guidance through a workplace dispute between colleagues. Having a positive approach towards colleagues can create a happy working environment making disputes easier to manage.</p> <p>This 1 day workshop uses a mixture of class room study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"> <li>• Understanding Conflict                             <ul style="list-style-type: none"> <li>◦ Dynamics of conflict</li> <li>◦ Types of conflict</li> <li>◦ Conflict escalation</li> </ul> </li> <li>• The Mediation Process                             <ul style="list-style-type: none"> <li>◦ Processes and procedures</li> <li>◦ Assessing options</li> <li>◦ Agreement and conclusion</li> </ul> </li> <li>• Negotiation Skills                             <ul style="list-style-type: none"> <li>◦ Assessing issues</li> <li>◦ Guidelines to negotiations</li> <li>◦ Joint problem solving</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Performance Management</b></p> <p><a href="#">Full Course Details</a></p>	<p>Performance management should be a positive thing where the employee feels valued and motivated, in reality, this is not always the outcome. However, if done well, stress and conflict during the appraisal are significantly reduced and the overall objectives of the appraisal are met.</p> <p>By the end of the course, learners will have a clear understanding of the benefits of effective performance management. Learners will also have the chance to assess their current skills.</p>	<ul style="list-style-type: none"> <li>• Value of Performance Management                             <ul style="list-style-type: none"> <li>◦ What is performance management?</li> <li>◦ Why does it matter?</li> <li>◦ Reasons for underperforming</li> </ul> </li> <li>• Managing Individual Performance                             <ul style="list-style-type: none"> <li>◦ Identifying your personal leadership</li> <li>◦ Developing performance</li> <li>◦ Praising good performance</li> </ul> </li> <li>• Managing Under-Performers                             <ul style="list-style-type: none"> <li>◦ What constitutes poor performance</li> <li>◦ Disciplinary and grievance procedures</li> <li>◦ Disciplinary situations</li> </ul> </li> </ul>
<p><b>Influencing &amp; Persuading Skills</b></p> <p><a href="#">Full Course Details</a></p>	<p>This course is designed to help learners to identify their influencing and persuading style and to enhance their techniques. Effective leadership today relies more than ever on influencing others and impacting their ideas, opinions, and actions.</p> <p>This course is designed to enable you to be more influential and persuasive at work with the use of effective tools and techniques.</p>	<ul style="list-style-type: none"> <li>• Effective Communication Skills                             <ul style="list-style-type: none"> <li>◦ Defining effective communications</li> <li>◦ Self analysis</li> <li>◦ Skills audit</li> </ul> </li> <li>• Positive &amp; Assertive Communication                             <ul style="list-style-type: none"> <li>◦ Expressing your ideas</li> <li>◦ Contributing at meetings</li> <li>◦ Cooperation from others</li> </ul> </li> <li>• Persuasive Communication                             <ul style="list-style-type: none"> <li>◦ Questioning and listening skills</li> <li>◦ Persuasive communication</li> <li>◦ Gaining others' agreement</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Performance Review</b></p> <p><a href="#">Full Course Details</a></p>	<p>Performance reviews should be a positive thing where the employee feels valued and motivated, in reality, this is not always the outcome. However, if done well, stress and conflict during the appraisal are significantly reduced and the overall objectives of the appraisal are met.</p> <p>By the end of the course, learners will have a clear understanding of the benefits of effective performance reviews. Learners will also have the chance to assess their current skills.</p>	<ul style="list-style-type: none"> <li>• Value of Performance Reviews                             <ul style="list-style-type: none"> <li>◦ What is a performance review?</li> <li>◦ Why does it matter?</li> <li>◦ Reasons for underperforming</li> </ul> </li> <li>• Planning and Preparation                             <ul style="list-style-type: none"> <li>◦ Drafting plan</li> <li>◦ Fairness and equality</li> <li>◦ Gathering support</li> </ul> </li> <li>• The Appraisal Meeting                             <ul style="list-style-type: none"> <li>◦ Honest communication</li> <li>◦ Participative discussion</li> <li>◦ Motivational Feedback</li> </ul> </li> </ul>
<p><b>Effective Feedback Skills</b></p> <p><a href="#">Full Course Details</a></p>	<p>The Effective Feedback Skills course will help participants learn why the way we deliver feedback is important. Learners will gain the tools to deliver a message so that peers can accept it, and make changes that may be needed. Also covered is the importance of how to accept feedback that we are offered.</p> <p>By the end of the course, learners will have improved their feedback skills. If delivered correctly, Giving effective feedback can be used to motivate peers to change.</p>	<ul style="list-style-type: none"> <li>• What is Effective Feedback?                             <ul style="list-style-type: none"> <li>◦ Six characteristics</li> <li>◦ Framework feedback discussions</li> <li>◦ Applying new skills</li> </ul> </li> <li>• Communication Strategies                             <ul style="list-style-type: none"> <li>◦ Improve communication skills</li> <li>◦ Giving good feedback</li> <li>◦ Questioning techniques</li> </ul> </li> <li>• Receiving Feedback Graciously                             <ul style="list-style-type: none"> <li>◦ Receiving feedback</li> <li>◦ Effective listening</li> <li>◦ Positive response</li> </ul> </li> </ul>



# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Mindful Leadership</b></p> <p><a href="#">Full Course Details</a></p>	<p>The importance of mindfulness and enhancing self-awareness in the workplace is vital for sustained team performance. Self-development and emphasising the emotional &amp; physical importance of implementing a mindfulness plan to your team is essential for a happy, healthy culture.</p> <p>This innovative 2-day workshop is designed for managers and team leaders to enhance performance and well being.</p>	<ul style="list-style-type: none"> <li>• What is Mindfulness?                             <ul style="list-style-type: none"> <li>◦ Mindfulness and leadership</li> <li>◦ Mindful communication</li> <li>◦ Dialogue</li> </ul> </li> <li>• Stages of Awareness                             <ul style="list-style-type: none"> <li>◦ Mindful practices, letting go</li> <li>◦ Being present</li> <li>◦ Train your mind</li> </ul> </li> <li>• Leadership Purposes                             <ul style="list-style-type: none"> <li>◦ Mindful movement and relaxation</li> <li>◦ Self compassion</li> <li>◦ A new way of being</li> </ul> </li> </ul>
<p><b>Communication Skills for Senior Managers</b></p> <p><a href="#">Full Course Details</a></p>	<p>As a manager, effective communication with all levels is crucial. Assess your communication style and how it impacts on your message that you are trying to get across. Understand what generates obstacles to getting people to engage and cooperate with you. Learn how to manoeuvre your mindset and that of others towards achieving a positive result</p> <p>This one day course will show you dramatic results in your everyday life of communicating, making your conversations at home or at work clear, concise, and time efficient.</p>	<ul style="list-style-type: none"> <li>• How Do You Communicate?                             <ul style="list-style-type: none"> <li>• How others see you</li> <li>• The perception divide</li> <li>• Positive outcomes</li> </ul> </li> <li>• High Impact Communications                             <ul style="list-style-type: none"> <li>• Controlling emotional responses</li> <li>• Using psychological masks</li> <li>• The right triggers</li> </ul> </li> <li>• Theory Meets Practice                             <ul style="list-style-type: none"> <li>• What impact do you generate?</li> <li>• Creating a 'resonance'</li> <li>• Overcoming inhibitions</li> </ul> </li> </ul>

# Management & Leadership



Course Name	Course Overview	Topics
<p><b>Negotiation Skills</b></p> <p><a href="#">Full Course Details</a></p>	<p>Negotiating is an integral part of the day to day interactions of a director or senior manager. On this course, you will learn how to examine the skills and behaviours of a good negotiator. Senior management needs to have a confident approach when negotiating and this course will give the necessary skills.</p> <p>Learn your negotiating style and its strengths and weaknesses. Understand how blockages and deadlocks happen when negotiating.</p>	<ul style="list-style-type: none"> <li>• The Stages of Negotiation                             <ul style="list-style-type: none"> <li>◦ Understanding the phases</li> <li>◦ Developing a strategy</li> <li>◦ Key characteristics</li> </ul> </li> <li>• Negotiation in Practice                             <ul style="list-style-type: none"> <li>◦ Getting feedback and coaching</li> <li>◦ Different types of negotiator</li> <li>◦ How to negotiate with each type</li> </ul> </li> <li>• Why Negotiations Fail                             <ul style="list-style-type: none"> <li>◦ Why negotiations fail</li> <li>◦ Managing negotiations</li> <li>◦ Understanding their behaviours</li> </ul> </li> </ul>
<p><b>Finance for Non-Finance</b></p> <p><a href="#">Full Course Details</a></p>	<p>Our Finance for Non-Finance course is designed to provide you with an understanding of the importance of good financial management and to give them the skills needed to read and manage financial accounts with confidence. This course will enable you to get straight to the heart of financial issues, demystifying financial information and giving them confidence and control when making financial decisions.</p> <p>The course helps learners to gain a clear understanding of the fundamentals of business finance and the financial implications of decisions they make.</p>	<ul style="list-style-type: none"> <li>• Nature and Purpose of Accounting                             <ul style="list-style-type: none"> <li>◦ Accounting framework</li> <li>◦ Who uses the accounts?</li> <li>◦ What do they use them for?</li> </ul> </li> <li>• Profit &amp; Loss   Balance Sheets                             <ul style="list-style-type: none"> <li>◦ Structure and terminology</li> <li>◦ Using financial information</li> <li>◦ Understanding operational income</li> </ul> </li> <li>• Managing Finance                             <ul style="list-style-type: none"> <li>◦ Understanding working capital</li> <li>◦ Optimising working capital</li> <li>◦ Difference between profit &amp; cash flow</li> </ul> </li> </ul>

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>QQI Certified Project Management</b></p>	<p>Our 95.6% pass rate for this course is just the beginning. After the course, you'll have the skills to work effectively while managing and overseeing projects in the workplace. Our courses are designed for real-life application and this practical course provides essential knowledge and skills to implement and review projects.</p> <p>Become certified in QQI Project Management and demonstrate your skills in planning, managing, closing projects, risk management, resource and scope planning, quality control and leadership techniques. We have had people from all walks of life and industries attend this course and gain this internationally recognised certificate.</p>	<ul style="list-style-type: none"> <li>• What is a Project?                             <ul style="list-style-type: none"> <li>◦ Defining a project</li> <li>◦ Determining a structured approach</li> <li>◦ Understanding why projects fail</li> </ul> </li> <li>• Defining a Project                             <ul style="list-style-type: none"> <li>◦ Role of the project manager</li> <li>◦ Importance of teamwork</li> <li>◦ Agreeing objectives and scope</li> </ul> </li> <li>• Planning a Project                             <ul style="list-style-type: none"> <li>◦ Exploring tools and techniques</li> <li>◦ Key project documentation</li> <li>◦ Scheduling techniques</li> </ul> </li> <li>• Implementing a Project                             <ul style="list-style-type: none"> <li>◦ How to monitor, track and control</li> <li>◦ Determine corrective actions</li> <li>◦ How to communicate the status</li> </ul> </li> <li>• Closing and Reviewing a Project                             <ul style="list-style-type: none"> <li>◦ Measuring what actually happened</li> <li>◦ Learning lessons</li> <li>◦ Closing down and moving on</li> </ul> </li> <li>• Case Studies                             <ul style="list-style-type: none"> <li>◦ Case studies</li> <li>◦ Exercises</li> <li>◦ Review of project work</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>QQI Certified Lean Six Sigma Green Belt</b></p>	<p>Our 95.2% pass rate for the QQI Lean Six Sigma Green Belt is just the beginning. This certified course is designed to help you to optimise processes, reduce costs and improve quality across a variety of industries from manufacturing, IT, healthcare and customer services.</p> <p>With expert trainers equipped with 10+ years of experience in Lean and having delivered this course to some of the world's leading brands, you can have confidence in our ability to deliver the results you want. Our courses are designed for real-life application for a practical learning experience so learners are not only equipped with a certificate but the ability to implement lean in the workplace.</p>	<ul style="list-style-type: none"> <li>• Lean Six Sigma Introduction                             <ul style="list-style-type: none"> <li>◦ Understanding variability</li> <li>◦ Lean principles and waste</li> <li>◦ Process basics</li> </ul> </li> <li>• Process Control                             <ul style="list-style-type: none"> <li>◦ Potential solutions</li> <li>◦ Ongoing process</li> <li>◦ Control and improvement</li> </ul> </li> <li>• Principals                             <ul style="list-style-type: none"> <li>◦ DMAIC improvement model</li> <li>◦ Understanding customer requirements</li> <li>◦ Measuring and analysis</li> </ul> </li> <li>• Defining Customer Value                             <ul style="list-style-type: none"> <li>◦ Cost of poor quality</li> <li>◦ DMAIC overview</li> <li>◦ Critical to quality requirements</li> </ul> </li> <li>• SIPOC Diagrams                             <ul style="list-style-type: none"> <li>◦ Measurement basics</li> <li>◦ Basic data analysis</li> <li>◦ Process mapping</li> </ul> </li> <li>• Cause and Effect                             <ul style="list-style-type: none"> <li>◦ Brainstorming techniques</li> <li>◦ Evaluating &amp; developing solutions</li> <li>◦ FMEA risk analysis</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>PSM™ Professional Scrum Master</b></p> <p><a href="#">Full Course Details</a></p>	<p>Our 97.8% pass rate for this course is just the beginning. After the course, you'll have the confidence and know-how of the Scrum process, maintaining a productive effective work environment. Our courses are designed for real-life application for a practical learning experience.</p> <p>This course investigates vision creation, the use of the product backlog, backlog formatting techniques, story point estimation and how to use this to formulate a release plan. Once you pass the PSM I assessment you will receive an industry recognised PSM certification.</p>	<ul style="list-style-type: none"> <li>• Introduction to Agile             <ul style="list-style-type: none"> <li>• Agile values, principles &amp; practices</li> <li>• Plan driven versus Agile</li> <li>• Business benefits of Agile</li> </ul> </li> <li>• The Scrum Framework             <ul style="list-style-type: none"> <li>• Scrum Roles</li> <li>• Scrum Events</li> <li>• Scrum Artefacts</li> </ul> </li> <li>• Requirements Management             <ul style="list-style-type: none"> <li>• Exercise: Using User Stories</li> <li>• Rightsizing Work</li> <li>• Breaking up Work &amp; Defining Spikes</li> </ul> </li> <li>• Sprint Planning             <ul style="list-style-type: none"> <li>• Managing Change with Scrum</li> <li>• Minimum Viable Features</li> <li>• Working with Scrum at Scale</li> </ul> </li> <li>• Scrum Simulation             <ul style="list-style-type: none"> <li>• Simulate a Scrum Project</li> <li>• Taking on the roles</li> <li>• Using Artefacts</li> </ul> </li> <li>• Exam Preparation             <ul style="list-style-type: none"> <li>• Recap of the Scrum Framework</li> <li>• Exam Tips &amp; Techniques</li> <li>• Sample Exam Questions</li> </ul> </li> </ul>

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>PSPO™ Certified Product Owner</b></p>	<p>When an organisation transforms its current framework to Agile practices, the sheer volume and complexity of the transition can be overwhelming. A professional Agile trainer can be instrumental in this process. This 2-Day course teaches the Scrum terminology, practices, and principles that will enable learners to fulfil the role of Product Owner on a Scrum team.</p> <p>The course includes classroom-type training, interactive exercises, sample exam questions and in-depth discussions.</p>	<ul style="list-style-type: none"> <li>• Introduction                             <ul style="list-style-type: none"> <li>◦ The Scrum Framework</li> <li>◦ Scrum basics</li> <li>◦ The product owner</li> </ul> </li> <li>• The Product Owner Role                             <ul style="list-style-type: none"> <li>◦ The scrum team</li> <li>◦ Responsibility and collaboration</li> <li>◦ Scaling the product owner role</li> </ul> </li> <li>• The User Experience                             <ul style="list-style-type: none"> <li>◦ Describing target users</li> <li>◦ Capturing the user experience</li> <li>◦ Functionality with user stories</li> </ul> </li> <li>• The Product Backlog                             <ul style="list-style-type: none"> <li>◦ The product backlog</li> <li>◦ Product backlog grooming steps</li> <li>◦ The Product Canvas</li> </ul> </li> <li>• Sprint Meetings                             <ul style="list-style-type: none"> <li>◦ The right sprint goal</li> <li>◦ The sprint review meeting</li> <li>◦ Research and validation techniques</li> </ul> </li> <li>• Release Planning                             <ul style="list-style-type: none"> <li>◦ Release planning techniques</li> <li>◦ Estimating product backlog</li> <li>◦ The project progress</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		

# Project Management & Lean



Course Name	Course Overview	Topics
<b>Project Management Professional (PMP)<sup>®</sup> Exam Prep</b>	<p>The Project Management Professional (PMP)<sup>®</sup> certification is one of the industry's most respected and in-demand certifications. This training course has been designed to prepare participants to take the Project Management Institute<sup>®</sup> Project Management Professional (PMP)<sup>®</sup> exam.</p> <p>This 5 Day course has been designed for experienced project managers who are looking for recognition of their competence to deliver projects.</p>	<ul style="list-style-type: none"><li>• Project Management Context<ul style="list-style-type: none"><li>◦ The phases of a project</li><li>◦ The project life cycle</li><li>◦ Organisational influences</li></ul></li><li>• Project Management Processes<ul style="list-style-type: none"><li>◦ The 5 process groups</li><li>◦ Process interaction</li><li>◦ Resource planning</li></ul></li><li>• Project Integration Management<ul style="list-style-type: none"><li>◦ Creating a project plan</li><li>◦ Tools and techniques</li><li>◦ Executing the project plan</li></ul></li><li>• Project Scope Management<ul style="list-style-type: none"><li>◦ Scope planning</li><li>◦ Definition</li><li>◦ Change control</li></ul></li><li>• Project Time Management<ul style="list-style-type: none"><li>◦ Defining activities</li><li>◦ Sequencing and estimating duration</li><li>◦ Developing a schedule</li></ul></li><li>• Project Quality Management<ul style="list-style-type: none"><li>◦ Relevant quality standards</li><li>◦ Ongoing quality assurance</li><li>◦ Controlling quality</li></ul></li></ul>
<a href="#">Full Course Details</a>		

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>Certified Associate in Project Management (CAPM)<sup>®</sup></b></p>	<p>The CAPM<sup>®</sup> course is the first step in becoming an experienced, accredited Project Manager. Having the certification will be of great benefit in your first Project Management role within your existing organisation or outside. The course is designed to give learners the skills that are required to work effectively while managing or overseeing projects in the workplace.</p> <p>Our 3-Day Certified Associate in Project Management (CAPM)<sup>®</sup> Course is an exam preparation course designed to prepare learners to complete their (CAPM)<sup>®</sup> exam with PMI.org.</p>	<ul style="list-style-type: none"> <li>• An Overview                             <ul style="list-style-type: none"> <li>• A Guide to the PMBOK<sup>®</sup> Guide</li> <li>• What is project management</li> <li>• Your project experience</li> </ul> </li> <li>• Module 2 and 3                             <ul style="list-style-type: none"> <li>• Defining the Project</li> <li>• Project Stakeholders</li> <li>• The Framework</li> </ul> </li> <li>• Module 4 and 5                             <ul style="list-style-type: none"> <li>• Project Management Charter</li> <li>• Stakeholder Management</li> <li>• Scope Management Processes</li> </ul> </li> <li>• Module 6 and 7                             <ul style="list-style-type: none"> <li>• Time Management</li> <li>• Cost Management</li> <li>• The Processes</li> </ul> </li> <li>• Module 8, 9 and 10                             <ul style="list-style-type: none"> <li>• Risk Management</li> <li>• Quality Management</li> <li>• Procurement Management</li> </ul> </li> <li>• Module 11, 12 and 13                             <ul style="list-style-type: none"> <li>• Integration Management</li> <li>• HR and Stakeholder Management</li> <li>• Your Personal Study Plan</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		



# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>PMI-ACP® Agile Project Management</b></p>	<p>This course is ideal for experienced agile practitioners who plan to take the PMI-ACP® exam, as well as PMP® credential holders with Agile experience who wish to enhance their accreditation. An Agile certified practitioner has the knowledge of both Agile and Waterfall practices and is able to lead teams on Agile projects.</p> <p>By holding this Agile Practitioner Certification a practitioner verifies their Agile expertise to companies looking to adopt the Agile methodology.</p>	<ul style="list-style-type: none"> <li>• Value-Driven Delivery                             <ul style="list-style-type: none"> <li>◦ The Agile Manifesto</li> <li>◦ Six domains of Agile development</li> <li>◦ The PMI-ACP® Exam</li> </ul> </li> <li>• Stakeholder Engagement                             <ul style="list-style-type: none"> <li>◦ Stakeholder Needs</li> <li>◦ Involvement</li> <li>◦ Expectations</li> </ul> </li> <li>• Boosting Team Performance                             <ul style="list-style-type: none"> <li>◦ Cross-functional Team Formation</li> <li>◦ Empowering teams</li> <li>◦ Establishing Team collaboration</li> </ul> </li> <li>• Adaptive Planning                             <ul style="list-style-type: none"> <li>◦ Changes in requirements</li> <li>◦ Measuring velocity</li> <li>◦ Planning levels</li> </ul> </li> <li>• Problem Detection &amp; Resolution                             <ul style="list-style-type: none"> <li>◦ Maintaining a visible list</li> <li>◦ Resolving problems</li> <li>◦ Communicating with stakeholders</li> </ul> </li> <li>• Continuous Improvement                             <ul style="list-style-type: none"> <li>◦ Non value-adding processes</li> <li>◦ Reducing work in progress</li> <li>◦ New techniques and process ideas</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>Introduction to Project Management</b></p> <p><a href="#">Full Course Details</a></p>	<p>The Introduction to Project Management course will the practical tools and techniques to help you in your project management role. For successful project management, it is essential to understand the fundamental terminology and processes of effective project management.</p> <p>This course is designed for people who are new to project management. If you have little to no experience, this course is perfect for you.</p>	<ul style="list-style-type: none"> <li>• What is a Project?                             <ul style="list-style-type: none"> <li>◦ Definition of a project</li> <li>◦ A structured approach</li> <li>◦ The project lifecycle</li> </ul> </li> <li>• Planning a Project                             <ul style="list-style-type: none"> <li>◦ Exploring tools and techniques</li> <li>◦ Work breakdown structures</li> <li>◦ Change management process</li> </ul> </li> <li>• Implementing a Project                             <ul style="list-style-type: none"> <li>◦ How to monitor</li> <li>◦ Track and control activities</li> <li>◦ Determine corrective actions</li> </ul> </li> </ul>
<p><b>Technical Report Writing</b></p> <p><a href="#">Full Course Details</a></p>	<p>Technical writing is a skill used by people in scientific roles such as engineering, software development and media. Technical writing is a way that these various sectors communicate their knowledge to peers. It is the process of writing and sharing important information in a clear professional way.</p> <p>This course will benefit all technical writers looking to communicate their subject - both to peers and to a wider, non-technical leadership.</p>	<ul style="list-style-type: none"> <li>• Introduction                             <ul style="list-style-type: none"> <li>◦ Methods, results and conclusion</li> <li>◦ Present complex information</li> <li>◦ Tailor your content</li> </ul> </li> <li>• Approach Writing Confidently                             <ul style="list-style-type: none"> <li>◦ Present clear messages</li> <li>◦ Build a logical structure</li> <li>◦ Know what to put in the abstract</li> </ul> </li> <li>• Effective Reporting                             <ul style="list-style-type: none"> <li>◦ Illustrations and graphics</li> <li>◦ Poor punctuation and grammar</li> <li>◦ Construct clear paragraphs</li> </ul> </li> </ul>

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>Understanding Lean Workshop</b></p>	<p>This course is an introduction to the methods of Lean and Six Sigma. These approaches to process improvement reduce waste, boost productivity and increase overall profitability. Lean Six Sigma can be successfully implemented in organisations of every size and in all sectors of industry.</p> <p>Our Understanding Lean Processes Workshop aims to provide you with a balance of theoretical learning and practical know-how in Lean and Six Sigma methodologies.</p>	<ul style="list-style-type: none"> <li>• Concepts of Lean Thinking                             <ul style="list-style-type: none"> <li>◦ Value Streams &amp; Mapping</li> <li>◦ Batch Processing</li> <li>◦ Single Piece Flow Exercise</li> </ul> </li> <li>• Workplace Alignment                             <ul style="list-style-type: none"> <li>◦ Single Piece Flow</li> <li>◦ Create Pull Systems</li> <li>◦ Processing Levelling</li> </ul> </li> <li>• Process Improvement                             <ul style="list-style-type: none"> <li>◦ Mapping the Current State</li> <li>◦ Planning the Future State</li> <li>◦ The Importance of Measurement</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		
<p><b>Lean Six Sigma Yellow Belt</b></p>	<p>Our Certified Lean Six Sigma Yellow Belt training course will help the students to understand how to optimise processes, reduce costs, and improve quality. The aim of this two day Yellow Belt programme is to improve the understanding and awareness of delegates in lean processes and techniques.</p> <p>Certified Lean Yellow Belts will become effective team members faster which will result in improved performance and reduced timescales for Lean Six Sigma projects.</p>	<ul style="list-style-type: none"> <li>• Lean Six Sigma Introduction                             <ul style="list-style-type: none"> <li>◦ Understanding variability</li> <li>◦ Lean principles and waste</li> <li>◦ Process basics</li> </ul> </li> <li>• Principles of Quality Improvement                             <ul style="list-style-type: none"> <li>◦ The DMAIC improvement model</li> <li>◦ Activities required at each stage</li> <li>◦ Understanding customer requirements</li> </ul> </li> <li>• Analysing Performance                             <ul style="list-style-type: none"> <li>◦ Basics of measuring</li> <li>◦ Analysing performance</li> <li>◦ Evaluation of potential solution</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>5S Lean Training</b></p> <p><a href="#">Full Course Details</a></p>	<p>There is nothing more important in the lean toolkit than 5S to establish and maintain the lean culture of a company. Put simply, successful lean companies consider 5S the basis for all improvement. It sets in place standards and rules that are critical for higher level improvement activities and innovations. It heightens the awareness of all employees in regards to safety, quality, efficiency, cost and time.</p> <p>Join this one-day course to see how 5S can become a powerful management tool in your workplace. Learn through examples from some of the leading lean organisations in the world.</p>	<ul style="list-style-type: none"> <li>• Understanding Kaizen                             <ul style="list-style-type: none"> <li>◦ The role of 5S in Kaizen</li> <li>◦ Identify techniques</li> <li>◦ Continuous improvement</li> </ul> </li> <li>• 5S Strategies                             <ul style="list-style-type: none"> <li>◦ Establishing a 5S workplace</li> <li>◦ Definition of 5S</li> <li>◦ Strategies to sustain a 5S culture</li> </ul> </li> <li>• 5S Outline                             <ul style="list-style-type: none"> <li>◦ Sort and Straighten</li> <li>◦ Shine and Standardise</li> <li>◦ Sustain</li> </ul> </li> </ul>
<p><b>Root Cause Analysis</b></p> <p><a href="#">Full Course Details</a></p>	<p>This course is designed to give the tools and techniques needed to get to the root of problems faced within the workplace and also helps them identify the nature of their successes. Looking deeper to figure out what's causing the problem can help learners to fix the underlying systems and processes so that it goes away for good.</p> <p>During the course staff will learn about analysing root causes using Poka-Yoke, Mistake Proofing, Fishbone Diagrams, Genchi Genbutsu and A3 thinking system.</p>	<ul style="list-style-type: none"> <li>• What is Root Cause Analysis                             <ul style="list-style-type: none"> <li>◦ Apparent Causes</li> <li>◦ Root Causes and Symptoms</li> <li>◦ Benefits of Root Cause Analysis</li> </ul> </li> <li>• Subjects and Techniques                             <ul style="list-style-type: none"> <li>◦ Reactive or Proactive</li> <li>◦ Pareto Analysis</li> <li>◦ Criticality Analysis</li> </ul> </li> <li>• Root Cause Analysis Techniques                             <ul style="list-style-type: none"> <li>◦ Events &amp; Causal Factors Analysis</li> <li>◦ Tree Diagrams</li> <li>◦ Evaluating methods</li> </ul> </li> </ul>

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>Continuous Improvement Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Organisations looking to implement a continuous improvement program will need training and support for their implementation activities. Learners will gain the fundamental tools and organisational concepts to implement a continuous improvement program and educate team members in the basics of Lean Six Sigma.</p> <p>This workshop will demonstrate reporting methods, discuss implementation using real examples and provide the impetus to start the process.</p>	<ul style="list-style-type: none"> <li>• Defining Continuous Improvement                             <ul style="list-style-type: none"> <li>◦ The keys to success in implementation</li> <li>◦ KPO/PMO structure and goal setting</li> <li>◦ The fundamentals of Lean</li> </ul> </li> <li>• Establish Goals and Objectives                             <ul style="list-style-type: none"> <li>◦ Continuous Improvement Techniques</li> <li>◦ Identify various kinds of waste</li> <li>◦ Sensible data collection</li> </ul> </li> <li>• Total Productive Maintenance                             <ul style="list-style-type: none"> <li>◦ Process improvement approaches</li> <li>◦ Value stream mapping</li> <li>◦ How to choose initial projects</li> </ul> </li> </ul>
<p><b>A3 Problem Solving</b></p> <p><a href="#">Full Course Details</a></p>	<p>Managers must endorse change for problem-solving to be effective. This workshop will focus on creating innovative ideas for problem resolution. Looking at how the change will impact the business and how it is communicated will improve the overall problem-solving process. Applying practical methods to the thinking process to improve the resolution of the problems.</p> <p>This workshop gives participants an overview of the entire creative problem-solving process, as well as key problem-solving tools that can be used every day.</p>	<ul style="list-style-type: none"> <li>• The Problem Solving Method                             <ul style="list-style-type: none"> <li>◦ Defining a 'problem'</li> <li>◦ Problem solving process</li> <li>◦ Information gathering</li> </ul> </li> <li>• A3 Problem Solving                             <ul style="list-style-type: none"> <li>◦ A3 thinking as a system</li> <li>◦ Analyse root causes</li> <li>◦ Introduce A3 thinking</li> </ul> </li> <li>• Gathering Solutions                             <ul style="list-style-type: none"> <li>◦ Mind mapping</li> <li>◦ Wants and needs</li> <li>◦ Cost analysis</li> </ul> </li> </ul>

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>Kanban Practitioner</b></p>	<p>The Kanban method is an evolutionary approach to change and change management by starting with what you already do. The Kanban method is an evolutionary approach to change and change management by starting with what you already do. Using a Kaizen approach reduces the risks associated with complex change programmes.</p> <p>This Kanban Practitioner Course is a highly interactive two-day course and provides in-depth training in Kanban practices.</p>	<ul style="list-style-type: none"> <li>• Kanban Introduction                             <ul style="list-style-type: none"> <li>• Kanban to Manage Change</li> <li>• Principles of the Kanban Method</li> <li>• When is Kanban Typically Used?</li> </ul> </li> <li>• Identify Work Items                             <ul style="list-style-type: none"> <li>• Demand Analysis</li> <li>• Handling Large Work Items</li> <li>• Sizing Work Items</li> </ul> </li> <li>• Value Streams                             <ul style="list-style-type: none"> <li>• What is a Value Stream</li> <li>• Knowledge Discovery Process</li> <li>• Value Stream Mapping</li> </ul> </li> <li>• Kanban Boards                             <ul style="list-style-type: none"> <li>• Kanban Board &amp; the Value Stream</li> <li>• Using a Kanban Board</li> <li>• Queues and Buffers</li> </ul> </li> <li>• Limit Work In Progress (WIP)                             <ul style="list-style-type: none"> <li>• Calculating Lead Time</li> <li>• Calculating Release Time</li> <li>• Techniques to Limit WIP</li> </ul> </li> <li>• Final Lessons                             <ul style="list-style-type: none"> <li>• Empirical Feedback</li> <li>• Apply Your Learning</li> <li>• Kanban in your Organisation</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>1 Day Agile Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Our Agile course aims to help staff improve teamwork and increase productivity, enabling them to fully benefit from the Agile framework. The course looks at using the Scrum methodologies to break up big tasks into smaller, manageable to-do items so learners can more easily prioritise and assign tasks in order to meet deadlines for upcoming projects.</p> <p>This workshop will be conducted in an activity based learning mode and is beneficial for teams or team leads who are transitioning into Agile as a methodology.</p>	<ul style="list-style-type: none"> <li>• Agile Project Lifecycle                     <ul style="list-style-type: none"> <li>• Hands on workshop</li> <li>• Essence of Agile Simulation</li> <li>• Agile values</li> </ul> </li> <li>• Agile Principles                     <ul style="list-style-type: none"> <li>• Product discovery overview</li> <li>• Minimum value product</li> <li>• Release planning</li> </ul> </li> <li>• Scrum Framework                     <ul style="list-style-type: none"> <li>• Sprint durations</li> <li>• Agile estimating techniques</li> <li>• Roles and responsibilities</li> </ul> </li> </ul>
<p><b>1 Day Scrum Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>The workshop will give you a better perspective on the Scrum principles and the most common myths that surround it. The training looks at using the Scrum methodologies to break up big tasks into smaller, manageable to-do items so learners can more easily prioritise and assign tasks in order to meet deadlines for upcoming projects.</p> <p>This workshop uses a mixture of class room study, group exercises &amp; discussions and real-world trainer experiences to teach you how a Scrum project works.</p>	<ul style="list-style-type: none"> <li>• Introduction to Scrum                     <ul style="list-style-type: none"> <li>◦ The Agile Manifesto</li> <li>◦ Common Myths</li> <li>◦ Incremental Process</li> </ul> </li> <li>• Origins of Scrum                     <ul style="list-style-type: none"> <li>◦ Rationale behind it</li> <li>◦ Develop better practices</li> <li>◦ Introduction to user stories</li> </ul> </li> <li>• Planning and Monitoring                     <ul style="list-style-type: none"> <li>◦ Sprint planning</li> <li>◦ The Daily Scrum</li> <li>◦ Roles and responsibilities</li> </ul> </li> </ul>

# Project Management & Lean



Course Name	Course Overview	Topics
<p><b>Scaled Scrum/Agile Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Building a successful Well-Formed Scrum Team can be a difficult yet rewarding endeavour. The training looks at using the Scrum methodologies to break up big tasks into smaller, manageable to-do items and to understand the complexities of multi-team environments and its communication framework.</p> <p>This workshop uses a mixture of class room study, group exercises and discussions. Understanding the complexities of a multi-team environment is critical to the successful scaling of Scrum.</p>	<ul style="list-style-type: none"> <li>• Scrum Patterns                             <ul style="list-style-type: none"> <li>◦ Well-formed team; team coach</li> <li>◦ Business owner, project leader</li> <li>◦ Definition of done</li> </ul> </li> <li>• Applying Scrum Patterns                             <ul style="list-style-type: none"> <li>◦ Traditional Scrum vs. Modern Scrum</li> <li>◦ Distribution Team</li> <li>◦ Program Team</li> </ul> </li> <li>• Scaling Methods                             <ul style="list-style-type: none"> <li>◦ SAFe (Scaled Agile Framework)</li> <li>◦ LeSS (Large Scale Scrum)</li> <li>◦ Case Study</li> </ul> </li> </ul>
<p><b>Brainstorming Workshop</b></p> <p><a href="#">Full Course Details</a></p>	<p>Everybody brainstorms, and the goal is to have the best ideas and the best techniques. This workshop is aimed to open up your mind to the world of brainstorming and will help you develop a sustainable culture of innovation for your team. Assessing and engaging employees will create a dynamic synergy, increasing creativity.</p> <p>This 1-day workshop uses a mixture of classroom study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"> <li>• Conventional Brainstorming                             <ul style="list-style-type: none"> <li>◦ Risks of brainstorming</li> <li>◦ Different methods</li> <li>◦ Rules of brainstorming</li> </ul> </li> <li>• Creative Thinking Techniques                             <ul style="list-style-type: none"> <li>◦ Generating ideas</li> <li>◦ Problem solving</li> <li>◦ Brainstorming sessions</li> </ul> </li> <li>• Solving Problems with Brainstorming                             <ul style="list-style-type: none"> <li>◦ Encouraging contribution</li> <li>◦ Repeating ideas</li> <li>◦ Uncomfortable silence</li> </ul> </li> </ul>



# Project Management & Lean

15

Course Name	Course Overview	Topics
<b>Design Thinking Workshop</b>	<p>This two-day course will give you a sound overview of design thinking. You'll get to know the tools and terminology and put these into practice straight away with support from our trainer. On the course, you will gain an understanding of Personas, Customer journey mapping, Stakeholder mapping, Stakeholder value network, Opportunity space and Empathy map/ design research.</p> <p>Our courses are interactive and thought-provoking and learners will practice using tools that are most fundamental to design thinking. You'll experience how to generate ideas, map stakeholders and networks, then test and pitch their ideas. By the end of the course, you will learn how to be a design thinker and will have the skills, tools and confidence they need to drive change across the business.</p>	<ul style="list-style-type: none"><li>• Gathering Insights<ul style="list-style-type: none"><li>◦ Understand design thinking framework</li><li>◦ Identifying users pain points</li><li>◦ Learn how to gather data</li></ul></li><li>• Ideation<ul style="list-style-type: none"><li>◦ Reframing and Ideation</li><li>◦ Problem solving techniques</li><li>◦ Needs based on user personas</li></ul></li><li>• Implementation<ul style="list-style-type: none"><li>◦ Prototyping and testing</li><li>◦ Learn how to iterate swiftly</li><li>◦ How to manage frustration</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Agile Project Management



Course Name	Course Overview	Topics
<p><b>Agile Coaching</b></p> <p><a href="#">Full Course Details</a></p>	<p>Agile and Lean work when there are deep respect and consideration for people. However, often the behaviours we experience and sometimes exhibit at work are not in alignment with our own goals and the goals of the organisation. This is what makes achieving agility so hard. Professional coaching helps individuals and teams increase the transparency of their own internal and external blockers that stop them from being successful in achieving their goals.</p> <p>During this 2-day highly interactive Agile Coaching course you will learn specific professional coaching skills required to help others who are moving towards Agile ways of working.</p>	<ul style="list-style-type: none"> <li>• What is Agile Coaching?             <ul style="list-style-type: none"> <li>◦ Introduces the formal concept of professional agile coaching</li> <li>◦ Difference from agile mentoring</li> <li>◦ Emotional Intelligence (EQ)</li> </ul> </li> <li>• Learning about the four skills of emotional intelligence             <ul style="list-style-type: none"> <li>◦ Practice sessions</li> <li>◦ Active Listening</li> <li>◦ Going beyond the typical "levels of listening"</li> </ul> </li> <li>• Practicing multi-spectrum awareness             <ul style="list-style-type: none"> <li>◦ Advice and Feedback</li> <li>◦ COIN and awards as methods for giving feedback</li> <li>◦ Three levels of advice and mentoring conversations</li> </ul> </li> <li>• Finding and Facilitating Change             <ul style="list-style-type: none"> <li>◦ Techniques for finding impediments</li> <li>◦ Use ADKAR, a change management model based on individual change</li> </ul> </li> <li>• Building Great Teams             <ul style="list-style-type: none"> <li>◦ "Agile Game" which demonstrates everything in the Agile Manifesto and Scrum in 20 minutes.</li> <li>◦ Agile techniques &amp; activities</li> </ul> </li> </ul>

# Agile Project Management



Course Name	Course Overview	Topics
<b>Agile Executive Briefing</b>	<p>The Agile Executive Briefing is a workshop which introduces what Agile is, why it is so compelling, its potential benefits to the company, and who and what are involved to achieve those benefits. This overview is recommended for C levels, Principals, Sponsors, Business and Technical Senior Managers, and key organisational stakeholders whose organisations are either exploring how to improve the Return on Investment of a company's technology investment or are already in transition to Agile.</p> <p>Executives and management play a key role in Agile adoption and it is critical to have a consistent perspective with clear expectations of what is involved for success.</p>	<ul style="list-style-type: none"><li>• Rationale and Benefits<ul style="list-style-type: none"><li>◦ Agile manifesto &amp; principles</li><li>◦ Applicability, benefits &amp; risks</li><li>◦ Leading agile methods</li></ul></li><li>• Agile Framework<ul style="list-style-type: none"><li>◦ Agile "Scrum" process</li><li>◦ Key Agile Roles</li><li>◦ Product &amp; Sprint Backlogs</li></ul></li><li>• Successful Agile Transformation<ul style="list-style-type: none"><li>◦ Leading the Agile Organisation</li><li>◦ Creating Agile Team Structures</li><li>◦ Embedding Agile thinking</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Agile Project Management



Course Name	Course Overview	Topics
<b>User Stories Workshop</b>	<p>All projects start with their requirements. How those requirements are documented has a tremendous influence on the rest of the project. These requirements are also known as user stories. But writing these user stories the right way can be hard. User stories are short, simple descriptions of a feature told from the perspective of the person who desires the new capability, usually a user or customer of the system. They are usually written on a sticky note or note card.</p> <p>Learn how to write effective user stories and improve your user story writing practice by attending our workshop at DCM, and become an effective user storyteller. Attendees should be familiar with Agile principles and have worked in an Agile environment already.</p>	<ul style="list-style-type: none"><li>• User Story Basics<ul style="list-style-type: none"><li>◦ Structure &amp; content of user stories</li><li>◦ Three Cs concept of user stories</li><li>◦ Improving the quality of user stories</li></ul></li><li>• Managing User Stories<ul style="list-style-type: none"><li>◦ User Story Mapping</li><li>◦ Right-sized stories: different size stories for different purposes</li></ul></li><li>• Planning and Estimating<ul style="list-style-type: none"><li>◦ Estimation of stories</li><li>◦ Managing risks with deadlines</li><li>◦ Using spikes to deal with unknowns</li></ul></li></ul>
<a href="#">Full Course Details</a>		

# Learning & Development



Course Name	Course Overview	Topics
<p><b>QQI Certified Train the Trainer</b></p>	<p>Our 97.7% pass rate for this course is just the beginning. After the course, you'll have the confidence and know-how to design and deliver training immediately after the course. Our courses are designed for real-life application. Become a certified training professional with DCM.</p> <p>This practical course enables you to overcome barriers to effectively and confidently deliver high impact training. This course provides guidance on the effective planning and delivery of training in the office, shop floor, retail, factory, hotel, laboratory or other areas including beauty, hairdressing, health and safety. We have had people from all areas attend this course.</p>	<ul style="list-style-type: none"> <li>• Planning Your Training Session                             <ul style="list-style-type: none"> <li>◦ Structuring your day</li> <li>◦ Types of activities to schedule based on time of day</li> <li>◦ The best time to conduct reviews and summaries</li> <li>◦ Developing professional slides</li> <li>◦ How to design handouts</li> <li>◦ How to engage learners</li> </ul> </li> <li>• Delivery Skills                             <ul style="list-style-type: none"> <li>◦ Developing confidence and overcoming nerves</li> <li>◦ Questioning and listening techniques</li> <li>◦ Building rapport with your learners</li> <li>◦ Motivate learners and keep your training fun</li> <li>◦ Dealing with difficult delegates</li> <li>◦ Professional image</li> </ul> </li> <li>• Evaluating Training                             <ul style="list-style-type: none"> <li>◦ Models of evaluation</li> <li>◦ Design your own evaluation forms</li> <li>◦ Analysing the results obtained from training</li> <li>◦ Determine training problems and improvements</li> <li>◦ Preparing an evaluation report</li> <li>◦ Providing written and verbal feedback</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		

# Learning & Development



Course Name	Course Overview	Topics
<b>QQI Certified Train Needs Identification &amp; Design</b>	<p>This course will equip you with the skills required to carry out a training needs analysis. You will be able to make recommendations and implement findings to ensure a good return on your training investment. Course participants would include the following; training directors and managers, as well as training and development specialists and coordinators.</p> <p>This course would also be relevant to the likes of; needs assessment analysts, instructional designers, evaluators of training programs, and individuals in a leadership and support role for the training function will also benefit from this programme.</p>	<ul style="list-style-type: none"><li>• Training Needs Identification<ul style="list-style-type: none"><li>◦ Identifying training needs in a business-driven context</li><li>◦ Linking to corporate vision, strategy and organisational objectives</li><li>◦ Recognising training needs revealed by business performance shortfall</li></ul></li><li>• A Systematic Model<ul style="list-style-type: none"><li>◦ Understanding the stages of the systematic training needs analysis model</li><li>◦ Logical sequencing</li><li>◦ Identifying residual, present and future training needs</li></ul></li><li>• Developing Solutions<ul style="list-style-type: none"><li>◦ Appropriate training interventions</li><li>◦ Producing the initial action plan</li><li>◦ Determining priorities</li><li>◦ Defining costs, success criteria and benefits</li></ul></li></ul>
<a href="#">Full Course Details</a>		

# Learning & Development



Course Name	Course Overview	Topics
<p><b>Managing Learning &amp; Development</b></p> <p><a href="#">Full Course Details</a></p>	<p>86% of business leaders consider employee development critical for business outcomes, spending an average of €500 per employee per year. As an effective L&amp;D Manager, you will recognise the importance of delivering a service that meets business needs. This four-day course will provide you with the skills and knowledge to help you ensure that your L&amp;D function is at the heart of your organisation, from strategic objectives to front line delivery.</p> <p>Learn about setting the strategic vision, agreeing on objectives, identifying business learning needs, evaluating interventions, measuring results, marketing the L&amp;D function and providing an internal consultancy service.</p>	<ul style="list-style-type: none"> <li>• Strategic Approach                             <ul style="list-style-type: none"> <li>◦ Current trends affecting the management of learning and development</li> <li>◦ Characteristics of a strategic approach</li> <li>◦ Types of strategy influences</li> <li>◦ Sources of learning and development needs</li> </ul> </li> <li>• Implementing the Strategy                             <ul style="list-style-type: none"> <li>◦ Operating as an internal consultant: Defining internal consultancy</li> <li>◦ Advantages and disadvantages</li> <li>◦ Types of consultative approaches</li> <li>◦ Stages of internal consulting</li> <li>◦ Diagnostic tools</li> </ul> </li> <li>• Measuring Results                             <ul style="list-style-type: none"> <li>◦ Evaluating the contribution of learning and development</li> <li>◦ Costing, cost comparison and cost-benefit analysis</li> <li>◦ Collecting evaluation data</li> <li>◦ Return on investment</li> </ul> </li> </ul>

# Learning & Development



Course Name	Course Overview	Topics
<b>LinkedIn for Recruitment &amp; HR</b>	<p>Our one day LinkedIn for Recruitment course is designed to show learners how to take a best practice approach to attract the best quality candidates, by building their personal brand, promoting their company's culture, using LinkedIn's advanced search, groups and paid solutions. Each learner will leave the course with the information and tools they need to develop a social recruiting strategy.</p> <p>This course is very practical and interactive, each learner should have access to a laptop and LinkedIn account on the day so they can work through exercises and practice using the various LinkedIn features.</p>	<ul style="list-style-type: none"><li>• Techniques to Recruit with LinkedIn<ul style="list-style-type: none"><li>• Automated feeds: are they appropriate and what do they achieve?</li><li>• Content marketing and recruitment</li><li>• Conversational marketing techniques</li><li>• Understanding metrics and measurement in social recruitment</li></ul></li><li>• LinkedIn Recruitment Case Studies<ul style="list-style-type: none"><li>• Learn from companies already effectively using LinkedIn for recruitment</li><li>• Case studies illustrating a number of different techniques across different social platforms</li></ul></li><li>• Hands On With LinkedIn<ul style="list-style-type: none"><li>• Hands-on with LinkedIn</li><li>• How to attract talent</li><li>• How to promote your employer brand</li><li>• How to drive referral recruitment</li><li>• The importance of mobile</li></ul></li></ul>
<a href="#">Full Course Details</a>		



# Learning & Development



Course Name	Course Overview	Topics
<b>LinkedIn for Recruitment &amp; HR</b>	<p>During this course learners will look closely at all the stages of the recruitment process from creating job specs, reviewing CVs and shortlisting applicants to conducting the interview and how to obtain the relevant information from the interviewee through skilful questioning, probing and listening techniques.</p> <p>The course also looks at using job specs to prepare competency based questions prior to the interview. Finally, we will cover how to pick the right candidate including scoring candidates against the criteria, reference checks and follow-up.</p>	<ul style="list-style-type: none"><li>• Understanding Recruitment<ul style="list-style-type: none"><li>◦ The role of the interviewer</li><li>◦ Self-assessment of your current interviewing skills</li><li>◦ Understanding competency based interviews</li><li>◦ Personality profiling and references</li></ul></li><li>• Preparing for the Interview<ul style="list-style-type: none"><li>◦ Developing job and candidate specifications</li><li>◦ Translating the job specification into the rating sheet competencies</li><li>◦ CV's &amp; short-listing applicants</li><li>◦ How to write interview questions</li></ul></li><li>• Conducting the Interview<ul style="list-style-type: none"><li>◦ Opening &amp; closing the interview</li><li>◦ Understanding body language</li><li>◦ Questioning Techniques</li><li>◦ Phrasing competency based questions</li><li>◦ Sources of error in Interviews</li></ul></li></ul>
<a href="#">Full Course Details</a>		

# Learning & Development



Course Name	Course Overview	Topics
<b>Interviewing Skills</b>	<p>This 1-Day course has been designed to equip learners with the knowledge and skills necessary to increase their self-awareness and enhance their existing interviewing skills in a dynamic and thought-provoking way.</p> <p>The course covers all stages of the interview process with a particular focus on conducting the interview and how to obtain the relevant information from the interviewee through skilful questioning, probing and listening techniques. There will also be an emphasis on competency-based interviews and how to prepare questions based on the competencies needed for the given job.</p>	<ul style="list-style-type: none"><li>• Role of the Interviewer<ul style="list-style-type: none"><li>◦ Interviewing Techniques</li><li>◦ Effective job analysis</li><li>◦ Employment law &amp; avoiding discrimination</li></ul></li><li>• Planning &amp; Preparation<ul style="list-style-type: none"><li>◦ Developing job &amp; candidate specification</li><li>◦ Preparing for the Interview</li><li>◦ Preparing the interview room</li></ul></li><li>• Conducting the Interview<ul style="list-style-type: none"><li>◦ Phrasing competency based questions</li><li>◦ Note Taking</li><li>◦ Opening &amp; Closing interview techniques</li></ul></li></ul>
<a href="#">Full Course Details</a>		

# Learning & Development



Course Name	Course Overview	Topics
<b>Job Interview Preparation</b>	<p>This training has been designed to help interviewees prepare effectively for upcoming interviews, to handle tricky questions, say the right things, make the right first impression and remain composed throughout the interview.</p> <p>If you are a graduate going for your first interview, a Civil Servant doing a competency-based interview, a manager or executive in the private and public sector or a specialist, we will help you to prepare and do a better interview.</p>	<ul style="list-style-type: none"><li>• Planning &amp; Preparation<ul style="list-style-type: none"><li>◦ Steps for preparing for an interview</li><li>◦ Using the job description to identify the core competencies required for a job</li><li>◦ Preparing answers to competency-based questions using the STAR model</li></ul></li><li>• Creating a Positive First Impression<ul style="list-style-type: none"><li>◦ Dealing with nerves and anxiety</li><li>◦ Body language control to project confidence</li><li>◦ Using techniques to calm your nerves and be more confident</li></ul></li><li>• During &amp; After the Interview Process<ul style="list-style-type: none"><li>◦ Techniques for handling difficult/probing questions</li><li>◦ Questions that you should ask at the end of an interview</li><li>◦ Evaluating your performance</li></ul></li></ul>
<a href="#">Full Course Details</a>		

# Learning & Development



Course Name	Course Overview	Topics
<b>Staff Retention Workshop</b>	<p>Recruiting and training a new employee is time-consuming and costs a great deal of revenue – it's much more beneficial to your business to keep current employees satisfied in their job.</p> <p>Our 1-day Staff Retention workshop assists in understanding why there is turnover in their firm and how to reverse the trend. It is invaluable for all companies or enterprises that employ staff, and want to know more about some of the benefits that staff retention can have on their organisation.</p>	<ul style="list-style-type: none"><li>• Compensation and Benefits<ul style="list-style-type: none"><li>◦ Operating equitable payment systems</li><li>◦ Making a total reward package that's hard to replicate</li><li>◦ Identifying those employees most likely to leave for a better salary</li></ul></li><li>• Career Advancement &amp; Opportunity<ul style="list-style-type: none"><li>◦ The significance of career structures within your organisation</li><li>◦ Approaches to effective professional and personal development at work</li><li>◦ Training; Encouraging loyalty vs. Opening opportunities for departure</li></ul></li><li>• Flexible Work Schedules<ul style="list-style-type: none"><li>◦ Encouraging a healthy work-life balance</li><li>◦ Developing your image as an employer of choice</li><li>◦ The benefits of flexible work schedules, both to the employer and employee</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Communication & Presentation



Course Name	Course Overview	Topics
<p><b>Communication Skills</b></p> <p><a href="#">Full Course Details</a></p>	<p>This is an interactive course which focuses on how to apply questioning and listening techniques to communicate with greater effect in the workplace.</p> <p>This one-day course introduces you to the core skills that underpin effective communication: skilled questioning, focused listening and confident voicing of your views. You will learn how to achieve greater success and openness in your work-based relationships. The course contains interactive sessions that will help you to develop your confidence in using more effective questioning and listening skills, and you will leave with a personal action plan identifying the key changes to make.</p>	<ul style="list-style-type: none"><li>• <b>Effective Communication</b><ul style="list-style-type: none"><li>◦ Identifying and using different communication styles</li><li>◦ Barriers to effective communication</li><li>◦ Understanding the other person's perspective</li></ul></li><li>• <b>Good Questioning Skills</b><ul style="list-style-type: none"><li>◦ Understanding when and how to ask a question</li><li>◦ Taking the time to question rather than answer</li><li>◦ Using probing techniques to gather information</li></ul></li><li>• <b>Good Listening Skills</b><ul style="list-style-type: none"><li>◦ Improving your concentration when listening</li><li>◦ Learning how to listen for feelings</li><li>◦ Appreciation of the other person's point of view</li></ul></li></ul>

# Communication & Presentation



Course Name	Course Overview	Topics
<p><b>Advanced / Senior Level Communication Skills</b></p>	<p>Really understand how you impact others and learn how to do so in the most effective and positive way. Two days where theory meets practice to challenge and inspire!</p> <p>The emphasis of this workshop is on you and how you communicate. During the two days, 'what you do' will be examined and practised through a series of experiential learning activities. An open mind and an adventurous spirit are a necessity for everybody wishing to attend this exciting workshop - over 70% of the time is spent participating in challenging scenarios. You may well find yourself out of your comfort zone but you will leave the workshop with a personal action plan identifying the key changes to make and skills to practise to build your self-confidence and improve your communication techniques.</p>	<ul style="list-style-type: none"> <li>• How Do You Communicate?                             <ul style="list-style-type: none"> <li>◦ How do you want others to see you?</li> <li>◦ The perception divide – why it makes positive outcomes difficult for you</li> <li>◦ Belief systems – the predator/prey model</li> </ul> </li> <li>• Creating the Right Atmosphere                             <ul style="list-style-type: none"> <li>◦ Increasing sensitivity to conscious and unconscious messages</li> <li>◦ 'What happens next?' – compelling others to listen</li> <li>◦ Mental stimulus to create engagement</li> </ul> </li> <li>• Face-to-face High Impact Communications                             <ul style="list-style-type: none"> <li>◦ Eliciting and controlling emotional responses</li> <li>◦ Using psychological masks to change and control responses</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Communication & Presentation



Course Name	Course Overview	Topics
<p><b>Handling Difficult People</b></p> <p><a href="#">Full Course Details</a></p>	<p>This one-day course provides you with an extremely insightful and practical guide on how to manage yourself and the difficult people and situations that you encounter in your workplace. It will provide you with tips and techniques to enable you to develop the confidence to be proactive and not reactive when challenged by people and circumstances.</p> <p>You will learn how to understand other people's behaviour and how to respond appropriately. You will gain practical guidance to apply to your own situations and you will leave the course with a set of handy reference cards to remind you of key skills and techniques learned during the course in your day-to-day activities.</p>	<ul style="list-style-type: none"><li>• Forging Positive Working Relationships<ul style="list-style-type: none"><li>◦ Adopting a positive approach to your relationships with others</li><li>◦ Creating an open and honest working environment through constructive feedback</li></ul></li><li>• Managing Difficult People<ul style="list-style-type: none"><li>◦ Recognise negative and aggressive behaviour patterns</li><li>◦ Understand and manage the situation rather than the person</li><li>◦ Identifying and dealing with the underlying causes of difficult behaviour</li></ul></li><li>• Professional and Appropriate Style<ul style="list-style-type: none"><li>◦ Managing feedback on the impact of personal communication</li><li>◦ Recommendations to build a confident and professional approach</li><li>◦ A toolkit to be combined and adapted to suit your individual situation</li></ul></li></ul>

# Communication & Presentation



Course Name	Course Overview	Topics
<b>Assertiveness</b>	<p>Do you find yourself in situations where you feel intimidated, unable to speak up or when you do, you are not listened to? Do you find that you are always saying 'yes', when you really mean to say 'no'?</p> <p>This one-day rapid development workshop will give you the critical skills you need to build your self-esteem, improve your confidence and communicate effectively and assertively. It will show you some great techniques on how to deal with others assertively and provide you with a toolkit for the future.</p>	<ul style="list-style-type: none"><li>• How Assertive Are You?<ul style="list-style-type: none"><li>◦ Assertiveness Questionnaire: what behaviour do you display?</li><li>◦ What work situations prompt aggressive or passive behaviour</li><li>◦ Four key characteristics to being assertive</li></ul></li><li>• Say "NO" Assertively<ul style="list-style-type: none"><li>◦ Why is it difficult to say no?</li><li>◦ Formula for saying no and to use the technique effectively</li><li>◦ Say no practice session</li><li>◦ Ten tips for maintaining assertiveness</li></ul></li><li>• Practising Your Assertive Behaviour<ul style="list-style-type: none"><li>◦ How to start conversations assertively.</li><li>◦ Using assertiveness scenarios to plan and practise their assertiveness skills.</li><li>◦ Planning your Behaviour in Difficult Workplace Situations</li></ul></li></ul>
<a href="#">Full Course Details</a>		



# Communication & Presentation



Course Name	Course Overview	Topics
<b>Public Speaking</b>	<p>During this two-day workshop, we will help you to transform your presentation skills, adding greater control and confidence.</p> <p>In a workshop environment, you will plan, prepare, practise and deliver a number of presentations. Some will be recorded for you to view and you will be given feedback on how to enhance your approach and delivery. You will leave us with some tricks of the trade and increased confidence to enhance your delivery and engage any audience.</p>	<ul style="list-style-type: none"><li>• Preparation<ul style="list-style-type: none"><li>◦ Meeting the needs of your audience</li><li>◦ Overcoming the barriers to successful group speaking</li><li>◦ Aims, objectives and content - focusing on the key issues</li></ul></li><li>• Building Confidence<ul style="list-style-type: none"><li>◦ Confidence and its effect on your audience</li><li>◦ Channelling nerves to help you and building confidence</li><li>◦ Relaxation techniques to ease anxiety</li></ul></li><li>• Delivery Skills<ul style="list-style-type: none"><li>◦ Positive language &amp; gestures</li><li>◦ Sound interested, enthusiastic and professional</li><li>◦ Connect and interact with your audience and handle their questions</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Communication & Presentation



Course Name	Course Overview	Topics
<b>Advanced Presentation Skills</b>	<p>At work, we are often required to present our ideas, solutions or services to colleagues or clients. Delivering client sales pitches, making presentations to senior managers or contributing to formal meetings can all be daunting experiences, even when you are confident in your material. Having a structured framework and the right skill set will give you the self-assurance and security to deliver effective presentations that convince and compel your audience.</p> <p>This course is ideal to roll out through a whole organisation, division or team to build communication capabilities and lift the credibility, influence and personal impact of individuals and teams.</p>	<ul style="list-style-type: none"><li>• <b>Module 1</b><ul style="list-style-type: none"><li>◦ Leadership presence and gravitas</li><li>◦ Relaxation techniques, confidence and performing under pressure</li><li>◦ Voice skills (breathing, vocal tone, articulation, resonance and projection)</li><li>◦ Effective body language</li></ul></li><li>• <b>Module 2</b><ul style="list-style-type: none"><li>◦ Principles of oral presentations</li><li>◦ Dynamic vocal delivery to inform, engage, convince and inspire</li><li>◦ Persuasion and influence techniques</li><li>◦ How to distill and craft key messages</li></ul></li><li>• <b>Module 3</b><ul style="list-style-type: none"><li>◦ Advanced structure &amp; framing</li><li>◦ Adapting delivery style for different audiences</li><li>◦ Translating technical or complex industry-specific information for the non-technical audience</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Communication & Presentation



Course Name	Course Overview	Topics
<p><b>Microsoft® Powerpoint</b></p> <p><a href="#">Full Course Details</a></p>	<p>This one-day course is designed to show learners how to use PowerPoint's tools to allow them to quickly and confidently create impactful presentations. By the end of this course, you will be able to create tables, graphs and organisation charts, present, build and animate slide shows, work with Multimedia within a presentation, use PowerPoint with the Internet and customise toolbars.</p> <p>Exercises and case studies will be used throughout to allow learners to self-assess their current skills and identify areas of improvement. Each learner will also be invited to present to the group on a topic of their choice.</p>	<ul style="list-style-type: none"><li>• Getting Started<ul style="list-style-type: none"><li>◦ The PowerPoint environment</li><li>◦ Working in different presentation views</li><li>◦ Opening, Closing, Printing &amp; Saving</li></ul></li><li>• Designing and Planning<ul style="list-style-type: none"><li>◦ Style guidelines</li><li>◦ Avoiding common pitfalls and errors</li><li>◦ Design fundamentals</li></ul></li><li>• Working with Text<ul style="list-style-type: none"><li>◦ Adding new slides</li><li>◦ Reordering slides using the slides pane</li><li>◦ Changing colour schemes</li></ul></li><li>• Adding Content to Slides<ul style="list-style-type: none"><li>◦ Creating, resizing, moving</li><li>◦ Applying shadows and other effects</li><li>◦ Arrange tools on layer objects</li></ul></li><li>• Images and Pictures<ul style="list-style-type: none"><li>◦ Inserting, resizing, moving, copying and formatting pictures</li><li>◦ Obtaining Clip Art and other images</li></ul></li><li>• Running a Slideshow<ul style="list-style-type: none"><li>◦ Running a simple slideshow</li><li>◦ Using Slide Transitions</li><li>◦ Using custom animations</li></ul></li></ul>

# Communication & Presentation



Course Name	Course Overview	Topics
<b>Storytelling Presentation Skills</b>	<p>A good public speaker takes their audience on a journey, leaving them feeling inspired and motivated. You're doing a presentation, so you start with the facts you want to get across. Wrong! Humans are hardwired for stories. They love heroes, journeys, surprises, layers and happy endings. so which story do you choose to illustrate your message, and what parts do you leave out? What's the best way to deliver the story once you've chosen it?</p> <p>DCM has developed a one-day storytelling course that will equip you with the skills and confidence to use the power of storytelling in your communications.</p>	<ul style="list-style-type: none"><li>• Finding Your Voice<ul style="list-style-type: none"><li>◦ Voice skills: breathing, vocal tone, articulation, resonance and projection</li><li>◦ Storytelling techniques</li><li>◦ Dynamic vocal delivery to inform, engage, convince and inspire</li></ul></li><li>• Planning &amp; Designing Your Storytelling<ul style="list-style-type: none"><li>◦ Aristotle's 5-Point Plan</li><li>◦ Defining what the audience really wants to hear and see, storyboarding</li><li>◦ How to distil and craft key messages</li></ul></li><li>• Storytelling Presentation<ul style="list-style-type: none"><li>◦ Advanced delivery skills, rule of 3, pausing for effect, vocality, language and body language</li><li>◦ The language of leadership, tools and phrases to invoke emotion &amp; memory</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Information Technology



Course Name	Course Overview	Topics
<p data-bbox="1186 302 1509 401"><b>Introduction to MS® Excel</b></p> <p data-bbox="1166 1320 1462 1352"><a href="#"><u>Full Course Details</u></a></p>	<p data-bbox="1712 302 2392 620">This Essentials Microsoft Excel training course is suitable whatever version of Excel you use you will expand your knowledge and skills. By the end of this course, you will be able to create charts, work effectively with multiple sheets in workbooks, use basic functions effectively, use productivity tools and work with the Excel database features.</p> <p data-bbox="1712 677 2379 832">Led by highly experienced Microsoft Excel trainers our hands-on courses mean that you will leave with lots of practical Excel experience as well as useful tips and tricks.</p>	<ul data-bbox="2512 307 3145 1339" style="list-style-type: none"><li>• Getting Started<ul style="list-style-type: none"><li>◦ Excel and the Excel Environment</li><li>◦ Navigate and Select in Worksheets</li><li>◦ Create a Basic Workbook</li></ul></li><li>• Modifying a Workbook<ul style="list-style-type: none"><li>◦ Cut, Copy and Paste Commands</li><li>◦ AutoFill Options</li><li>◦ Insert and Delete Options</li></ul></li><li>• Using Formulas and Functions<ul style="list-style-type: none"><li>◦ Create Relative Formulas</li><li>◦ Auto Calculate</li><li>◦ Insert Functions</li></ul></li><li>• Formatting an Excel Worksheet<ul style="list-style-type: none"><li>◦ Font Group</li><li>◦ Add Borders and Fill Colours</li><li>◦ Cell Alignment</li></ul></li><li>• Worksheets and Workbooks<ul style="list-style-type: none"><li>◦ Manage Worksheets</li><li>◦ View Worksheets and Workbooks</li><li>◦ Moving worksheets between workbooks</li></ul></li><li>• Creating Charts<ul style="list-style-type: none"><li>◦ Producing different types of charts</li><li>◦ Changing the chart type</li><li>◦ Modifying the formatting of a chart</li></ul></li></ul>

# Information Technology



Course Name	Course Overview	Topics
<p><b>Intermediate MS® Excel</b></p> <p><a href="#">Full Course Details</a></p>	<p>Our Microsoft Excel courses cover a range of topics, which will enhance your knowledge of Microsoft Excel features and the steps required to use these features correctly. This training is designed to help learners understand Excel's intermediate features correctly and improve the team's efficiency in using spreadsheets.</p> <p>During the training session, each learner will work through exercises and practice using the various Excel features covered during the course, including: Large Sheets, Data Lists, Reporting, Data Analysis and Problem-solving.</p>	<ul style="list-style-type: none"> <li>• Working with Large Sheets                             <ul style="list-style-type: none"> <li>• Hiding Rows and Columns</li> <li>• Worksheet Panes</li> <li>• Grouping and Ungrouping</li> </ul> </li> <li>• Working with Data Lists                             <ul style="list-style-type: none"> <li>• Sorting and filtering lists</li> <li>• Forms in Excel</li> <li>• Creating and managing data links</li> </ul> </li> <li>• Reporting                             <ul style="list-style-type: none"> <li>• Summary Reports - Subtotaling Data</li> <li>• Multiple Subtotals &amp; Removing Subtotal</li> <li>• Summary Report Outlining</li> </ul> </li> <li>• Data Analysis                             <ul style="list-style-type: none"> <li>• Analysing Data with PivotTables</li> <li>• Creating &amp; Modifying a Pivot Table</li> <li>• Changing Pivot Table Summary</li> </ul> </li> <li>• Problem-solving                             <ul style="list-style-type: none"> <li>• Goal Seek</li> <li>• The Scenario Manager</li> <li>• IF Functions &amp; Nested IFs</li> </ul> </li> <li>• Customising Charts &amp; Graphs                             <ul style="list-style-type: none"> <li>• Chart elements</li> <li>• Formatting a chart axis</li> <li>• Creating a combination chart</li> </ul> </li> </ul>

# Information Technology



Course Name	Course Overview	Topics
<p><b>Advanced MS® Excel</b></p> <p><a href="#">Full Course Details</a></p>	<p>This advanced course is aimed at learners who have a good grounding in Excel either from experience or from attending our Intermediate Microsoft Excel training course. If your job involves manipulating and analysing data in Excel, you will find this course very useful. You will also find it helpful if you spend most of your working day using Excel and would like to fill in the gaps in your knowledge. This advanced Excel course focuses on the vast array of the functionality of Microsoft Excel and will allow delegates to enhance their skills.</p> <p>This 1-day course offers a focused approach that looks at manipulating and analysing data. The course also goes into detail on how to normalise data and analyse it with Pivot Tables.</p>	<ul style="list-style-type: none"> <li>• Working with Multiple Sheets                     <ul style="list-style-type: none"> <li>◦ Opening a second workbook</li> <li>◦ Worksheet Linking; Update Links</li> <li>◦ Linking Calculations &amp; Using Paste Special</li> </ul> </li> <li>• Advanced Functions                     <ul style="list-style-type: none"> <li>◦ Data Tables and Goal Seeker</li> <li>◦ LOOKUP, HLOOKUP, VLOOKUP</li> <li>◦ Text Functions, Date &amp; Time Functions</li> </ul> </li> <li>• Advanced Filters                     <ul style="list-style-type: none"> <li>◦ How to create and use</li> <li>◦ Data Consolidation</li> <li>◦ Pivot tables and charts</li> </ul> </li> <li>• Macros                     <ul style="list-style-type: none"> <li>◦ Simple Macro editing with Visual Basic</li> <li>◦ Creating and Running Macros and Assigning Macros to a toolbar</li> </ul> </li> <li>• Working with Scenarios                     <ul style="list-style-type: none"> <li>◦ Creating and viewing scenarios</li> <li>◦ Creating and editing templates</li> <li>◦ Practical exercise</li> </ul> </li> <li>• Data Analysis using Pivot Tables                     <ul style="list-style-type: none"> <li>◦ Pivot Table Wizard</li> <li>◦ Changing the pivot table layout</li> <li>◦ Pivot Table Options</li> </ul> </li> </ul>

# Information Technology



Course Name	Course Overview	Topics
<b>MS® Excel Dashboards</b>	<p>Business managers need access to accurate data – presented in a clear and understandable way. Carefully built dashboard reports will help you clearly see insights into any aspect of your business. This course teaches the skills needed to use data to build powerful reports on any aspect of your business using Excel. You'll learn what dashboards are and why should we use them, and how to collect and display information.</p> <p>Our two day MS Excel Dashboards course has been designed to teach you the data visualisation skills you need to design any dashboard in Excel exactly the way you want. It introduces you to the power of Excel Dashboards starting from the beginning.</p>	<ul style="list-style-type: none"><li>• Introduction<ul style="list-style-type: none"><li>◦ Dashboard Do's and Don'ts</li><li>◦ Merging and Consolidating Data</li><li>◦ Using Shapes to make Charts more attractive</li><li>◦ Using Alerts to draw attention to dashboards</li></ul></li><li>• Working with your Data<ul style="list-style-type: none"><li>◦ Understanding Data Quality issues</li><li>◦ Gathering data from different sources</li><li>◦ Linking Data</li><li>◦ Merging and Consolidating Data</li><li>◦ Excel Hints and Tips when working with data</li></ul></li><li>• Build Your Own Dashboard<ul style="list-style-type: none"><li>◦ This last session will be used to build some relevant Dashboards</li><li>◦ Delegates are encouraged to bring examples of the dashboarding they would like to create during the training</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		



# Information Technology



Course Name	Course Overview	Topics
<b>Data Protection</b>	<p>The EU General Data Protection Regulation (EU GDPR) is new legislation that provides a single, data privacy law for the European Union. The EU GDPR aims to prevent the loss of personal data by improving data security for all individuals living in EU member states. Irish organisations had until May 2018 to comply with the new law, or potentially face fines of up to 4% of annual turnover or €20 million.</p> <p>This one-day introductory course, delivered by a data protection specialist, provides an introduction into the compliance of the new EU Data Protection regulations. Gain understanding of the requirements and how that impacts you and your organisation.</p>	<ul style="list-style-type: none"><li>• <b>GDPR Overview</b><ul style="list-style-type: none"><li>◦ EU &amp; Irish Data Protection Laws</li><li>◦ Current privacy framework</li><li>◦ Drivers for the changes</li><li>◦ Privacy shield</li></ul></li><li>• <b>Elements of GDPR</b><ul style="list-style-type: none"><li>◦ Structure of the GDPR</li><li>◦ What is consent under the GDPR</li><li>◦ Subject access requests</li><li>◦ Risk &amp; Security Breach reporting</li></ul></li><li>• <b>GDPR in Practice</b><ul style="list-style-type: none"><li>◦ Prepare for the GDPR changes</li><li>◦ Data Protection</li><li>◦ Communication Information</li><li>◦ Staff Education &amp; Training Privacy</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Finance & Credit Control



Course Name	Course Overview	Topics
<p><b>Introduction to Company Accounts</b></p>	<p>This one-day course is designed to provide an understanding of the primary financial statements and other main contents of published annual company accounts. The focus is on defining accounting terms and explaining key concepts so that you will be able to read an annual report with confidence. No prior knowledge of company accounts is assumed.</p> <p>This course will examine how accounts work and will enable delegates to understand accounting jargon. It is designed for beginners to provide an understanding of the primary financial statements and other main contents of published annual company accounts.</p>	<ul style="list-style-type: none"> <li>• How do Accounts Work?                             <ul style="list-style-type: none"> <li>◦ Objectives of accounts - who uses them?</li> <li>◦ Sources of regulation</li> <li>◦ Principles underlying financial reporting especially the matching principle</li> </ul> </li> <li>• The Financial Statements                             <ul style="list-style-type: none"> <li>◦ What do financial statements tell you?</li> <li>◦ Balance sheet or statement of financial position</li> <li>◦ Profit and loss account or income statement</li> <li>◦ Cash flow statements</li> </ul> </li> <li>• Accounting Jargon                             <ul style="list-style-type: none"> <li>◦ Tangible and intangible assets</li> <li>◦ Depreciation, Current assets and Liabilities</li> <li>◦ Shareholders' equity, EBIT and net income</li> <li>◦ Retained profit and Cashflow</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Finance & Credit Control



Course Name	Course Overview	Topics
<p><b>Understanding Business Finance</b></p>	<p>This course is aimed at non-financial managers and others in positions where an understanding of finance will help them to be more effective in their main role. It is designed to demystify financial jargon and introduce the key financial statements, how to interpret them and how to use them to obtain essential business information.</p> <p>The course then moves to areas which are most likely to be used frequently by delegates: How to work out cost and profit, how to plan and measure budgets, how to establish true costs to maximise profit, and finally options for price setting in order to achieve company objectives.</p>	<ul style="list-style-type: none"> <li>• Profit and Loss, Balance Sheets                             <ul style="list-style-type: none"> <li>◦ Their structure and terminology, what they tell us and why they need to be reviewed together to gain a full understanding of business performance</li> <li>◦ Understanding how operational income and costs are accounted for and the implications for how you manage costs in your department</li> </ul> </li> <li>• Managing Finance                             <ul style="list-style-type: none"> <li>◦ Understanding working capital: What it is? How can we manage it?</li> <li>◦ Why too much working capital is bad for you and too little may be disastrous</li> <li>◦ Optimising working capital for your company and the implications for negotiating</li> <li>◦ Distinction between profit and cash flow</li> </ul> </li> <li>• Understanding Management Accounting                             <ul style="list-style-type: none"> <li>◦ Putting together a robust budget</li> <li>◦ Negotiating budget funding</li> <li>◦ Assessing variances and reforecasting the budget</li> <li>◦ Evaluating the feasibility of operational projects via break-even analysis</li> <li>◦ The effects of depreciation</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Finance & Credit Control



Course Name	Course Overview	Topics
<p><b>Finance for Senior Managers &amp; Directors</b></p> <p><a href="#">Full Course Details</a></p>	<p>As a director, whether executive or non-executive, you have responsibilities beyond the norm. Your financial role extends beyond management to financial strategy, corporate governance, group structure and stakeholder expectations. This course covers finance from the point of view of a director whose primary expertise is not financial, yet who is expected to participate in the financial direction and management of a business.</p> <p>As well as instilling the key features of company accounts and the corporate budgeting process, it provides valuable insights into the strategic aspects of financial management, enabling participants to hold their own in the boardroom and with senior colleagues.</p>	<ul style="list-style-type: none"> <li>• Income Statement &amp; Balance Sheet                             <ul style="list-style-type: none"> <li>◦ Understand the terminology</li> <li>◦ Understand common adjustments</li> <li>◦ Capital vs operational expenditure</li> </ul> </li> <li>• Group Accounts                             <ul style="list-style-type: none"> <li>◦ Maximise profitability</li> <li>◦ Make better business decisions</li> <li>◦ Understand the structure of groups</li> </ul> </li> <li>• Investment Appraisal                             <ul style="list-style-type: none"> <li>◦ Project appraisal techniques</li> <li>◦ Sources of risk and how to manage risk</li> <li>◦ Company valuation calculations</li> </ul> </li> </ul>
<p><b>Debt Collection</b></p> <p><a href="#">Full Course Details</a></p>	<p>The aim of the course is to help the staff reduce the number of bad debts and reduce the need to follow the escalation process which may lead to formal legal action. This 1 Day course has been designed to show your staff how to deal effectively with the common problem of overdue accounts while maintaining positive customer relations.</p> <p>The course focuses on the importance of good communication and negotiation skills via e mail and telephone to ensure prompt payment of part or full amount.</p>	<ul style="list-style-type: none"> <li>• Understanding Credit                             <ul style="list-style-type: none"> <li>◦ Why we offer credit?</li> <li>◦ Reducing the risks of bad debts</li> <li>◦ How late payments affects our business</li> </ul> </li> <li>• Telephone Techniques                             <ul style="list-style-type: none"> <li>◦ Planning your call</li> <li>◦ Handling objections</li> <li>◦ Getting commitment to a payment</li> </ul> </li> <li>• Collecting Tough Debts                             <ul style="list-style-type: none"> <li>◦ "Can't Pay" versus "Won't Pay"</li> <li>◦ Negotiation and persuasion techniques</li> <li>◦ Dealing with conflict</li> </ul> </li> </ul>

# Finance & Credit Control



Course Name	Course Overview	Topics
<p><b>Presenting Financial Information</b></p> <p><a href="#">Full Course Details</a></p>	<p>Too many financial presentations are filled with spreadsheets and complex graphs from Excel. This confuses executives, which leads to delayed decisions and lost opportunities. This focused, one-day workshop will show you which visuals work best for different financial messages you need to communicate, and you will practice creating the visuals in PowerPoint.</p> <p>This one-day workshop is designed to help finance professionals successfully manage their presence, information and audience interaction when conveying complex data and concepts to both financial and non-financial audiences.</p>	<ul style="list-style-type: none"> <li>• Module 1                             <ul style="list-style-type: none"> <li>◦ Introduction to presentation skills</li> <li>◦ Refining your executive presence</li> <li>◦ Connecting with your audience</li> <li>◦ Using visual aids with impact</li> <li>◦ Developing your presentation</li> </ul> </li> <li>• Module 2                             <ul style="list-style-type: none"> <li>◦ Practising your delivery</li> <li>◦ Identifying our audience</li> <li>◦ Adapting to different audiences</li> <li>◦ Structuring your documents</li> <li>◦ Formatting your documents</li> </ul> </li> <li>• Module 3                             <ul style="list-style-type: none"> <li>◦ Common mistakes made and how to avoid them</li> <li>◦ Handling questions &amp; answers</li> <li>◦ Controlling interruptions</li> <li>◦ Responding to emotional questions</li> </ul> </li> </ul>
<p><b>Credit Control</b></p> <p><a href="#">Full Course Details</a></p>	<p>The aim of the course is to help the staff reduce the number of bad debts and reduce the need to follow the escalation process which may lead to formal legal action. This 1 Day course has been designed to show your staff how to deal effectively with the common problem of overdue accounts while maintaining positive customer relations.</p> <p>The course focuses on the importance of good communication and negotiation skills via e mail and telephone to ensure prompt payment of part or full amount.</p>	<ul style="list-style-type: none"> <li>• Understanding Credit                             <ul style="list-style-type: none"> <li>◦ Why we offer credit?</li> <li>◦ Reducing the risks of bad debts</li> <li>◦ How late payments affects our business</li> </ul> </li> <li>• Telephone Techniques                             <ul style="list-style-type: none"> <li>◦ Planning your call</li> <li>◦ Handling objections</li> <li>◦ Getting commitment to a payment</li> </ul> </li> <li>• Collecting Tough Debts                             <ul style="list-style-type: none"> <li>◦ "Can't Pay" versus "Won't Pay"</li> <li>◦ Negotiation and persuasion techniques</li> <li>◦ Dealing with conflict</li> </ul> </li> </ul>

# Finance & Credit Control



Course Name	Course Overview	Topics
<p><b>Budgeting</b></p>	<p>Too many financial presentations are filled with spreadsheets and complex graphs from Excel. This confuses executives, which leads to delayed decisions and lost opportunities. This focused, one-day workshop will show you which visuals work best for different financial messages you need to communicate, and you will practice creating the visuals in PowerPoint.</p> <p>This one-day workshop is designed to help finance professionals successfully manage their presence, information and audience interaction when conveying complex data and concepts to both financial and non-financial audiences.</p>	<ul style="list-style-type: none"> <li>• Budgeting Pyramid                             <ul style="list-style-type: none"> <li>◦ The Master Budget and the Budgeting Cycle</li> <li>◦ Forecasting techniques</li> <li>◦ Cash is not Profit!</li> </ul> </li> <li>• Introducing the Cash Budget                             <ul style="list-style-type: none"> <li>◦ The language of Costs and Costing</li> <li>◦ Allocation and apportionment of Costs</li> <li>◦ Calculating breaking even</li> </ul> </li> <li>• Introducing the Revenue Budget                             <ul style="list-style-type: none"> <li>◦ GAAP, IFRS and Accrual Accounting</li> <li>◦ The Income (Profit and Loss) Structure</li> <li>◦ Monitoring and reporting the variances</li> </ul> </li> <li>• Introducing Capital Budgeting                             <ul style="list-style-type: none"> <li>◦ The Decision Tree</li> <li>◦ Cost Benefit Analysis</li> <li>◦ Opportunity Costing</li> </ul> </li> <li>• Relating Budgets to the Balance Sheet and P&amp;L                             <ul style="list-style-type: none"> <li>◦ The Balance Sheet and P&amp;L</li> <li>◦ Introducing key financial ratios</li> </ul> </li> <li>• Working Capital                             <ul style="list-style-type: none"> <li>◦ Calculating Working Capital</li> <li>◦ The Working Capital Cycle</li> <li>◦ Working Capital “culprits”</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		

# Finance & Credit Control



Course Name	Course Overview	Topics
<b>MS® Excel for Finance Teams</b>	<p>Accountants and Finance team members generally use Excel on a daily basis. Excel at Excel with the help of our course. Microsoft Excel is used worldwide, there probably isn't a business on the planet that doesn't use it. Using calculations and predefined formulas, users can easily manage their finances, including budgets, financial data, statistical data, reports, charts, graphs, and small lists.</p> <p>This course aims to 'get you up to speed' and give you an insight into the advanced features finance teams can use to quickly and effectively create reports, budgets and charts for their business.</p>	<ul style="list-style-type: none"><li>• Module 1<ul style="list-style-type: none"><li>• Explore relevant formulas and data structure</li><li>• Formula Auditing and Validation techniques</li><li>• Goal seek, Solver and Scenario to manage financial elements</li></ul></li><li>• Module 2<ul style="list-style-type: none"><li>• Left, Right, Mid, LEN, Find, Concatenate Functions</li><li>• We'll create and edit pivot tables relevant to your company data</li><li>• Create linked charts and sparklines to view trends</li></ul></li><li>• Module 3<ul style="list-style-type: none"><li>• Quickly interrogate your data with Slicers and Filters</li><li>• At the end the course you will be able to use industry best practices when building financial models</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Written Communications



Course Name	Course Overview	Topics
<p><b>Report Writing</b></p> <p><a href="#">Full Course Details</a></p>	<p>This Report Writing course will give you the writing tools required to write clear, concise, complete, and correct reports for your business. You will learn techniques and structures to write convincingly and credibly, researching the purpose of the report and your audience to tailor your writing to their needs.</p> <p>This training course will provide value to anyone who writes in order to persuade or influence in business, and for those who need to write more concisely. If you are responsible for writing or disseminating reports to internal or external customers, this course will enhance your proficiency in facilitating their understanding.</p>	<ul style="list-style-type: none"> <li>• Structured Approach                             <ul style="list-style-type: none"> <li>◦ A step-by-step approach</li> <li>◦ Deciding on relevant information</li> <li>◦ Structuring and sequencing</li> </ul> </li> <li>• Is my Writing Style Professional?                             <ul style="list-style-type: none"> <li>◦ Vocabulary that helps understanding</li> <li>◦ Developing a persuasive tone</li> <li>◦ Edit and proofread effectively</li> </ul> </li> <li>• Components of a Report                             <ul style="list-style-type: none"> <li>◦ Gaining an understanding of how a report is structured</li> <li>◦ Best format for your purpose</li> </ul> </li> </ul>
<p><b>Specification Writing</b></p> <p><a href="#">Full Course Details</a></p>	<p>Anyone involved in technical work will quickly discover the challenges presented when trying to communicate their ideas, information, specifications or recommendations to others. Our one-day Specification Writing course is designed to support anyone needing to create, compile, edit or manage technical specifications.</p> <p>The course also offers practical advice on layout, style and language that can be used to make your document more readable and digestible for the intended audience.</p>	<ul style="list-style-type: none"> <li>• Functional Specifications                             <ul style="list-style-type: none"> <li>◦ Detail specifications</li> <li>◦ Type of specification</li> <li>◦ Avoid ambiguity</li> </ul> </li> <li>• Interactive Training                             <ul style="list-style-type: none"> <li>◦ Buying plant and equipment</li> <li>◦ Essential characteristics</li> <li>◦ Buying services</li> </ul> </li> <li>• Writing Specifications                             <ul style="list-style-type: none"> <li>◦ Materials specifications</li> <li>◦ Contracts</li> <li>◦ Tender assessment</li> </ul> </li> </ul>



# Written Communications



Course Name	Course Overview	Topics
<p><b>Tender Writing</b></p> <p><a href="#">Full Course Details</a></p>	<p>This highly practical one-day tender writing workshop will prepare you for all aspects of tendering to deliver services and developing fundraising proposals, with a particular emphasis on 'consultative selling' techniques. The workshop will also focus on maintaining good client/funder relationships once the contract/funding has been awarded.</p> <p>The course is aimed at those who are responsible for responding to invitations to tender, for preparing proposals, and for overall business development in your organisation. DCM Learning work with people from all sectors including the public sector, voluntary sector, corporate sector and private sector.</p>	<ul style="list-style-type: none"> <li>• Strategy and Tactics of Bidding                             <ul style="list-style-type: none"> <li>◦ Key elements of bidding and how to apply them to specific situations</li> <li>◦ Reading the RFP - what do they really want and do we want to do it?</li> <li>◦ Consultative selling</li> </ul> </li> <li>• Writing the Tender                             <ul style="list-style-type: none"> <li>◦ Style and structure</li> <li>◦ Contents</li> <li>◦ Costing your proposal</li> <li>◦ Pitfalls to avoid</li> <li>◦ Countdown to submission</li> </ul> </li> <li>• Presenting the Proposal                             <ul style="list-style-type: none"> <li>◦ Called to interview</li> <li>◦ Developing your presentation</li> <li>◦ Handling objections</li> <li>◦ Getting your messages across</li> <li>◦ Competing in the beauty parade</li> </ul> </li> </ul>
<p><b>Business Writing</b></p> <p><a href="#">Full Course Details</a></p>	<p>This course is aimed at expanding your personal writing style. Your writing style is influenced by many variables including your unique knowledge, interests, skills, personality and emotions. This practical course will help you plan, organise and structure a range of business communication formats.</p> <p>The Business Writing Skills Workshop will help you identify your writing style and tone and will help you identify the impact on the reader.</p>	<ul style="list-style-type: none"> <li>• The Pitfalls of Business Writing                             <ul style="list-style-type: none"> <li>◦ Business grammar</li> <li>◦ Constructing sentences and paragraphs</li> <li>◦ Appropriate punctuation</li> </ul> </li> <li>• Preparation and Structure                             <ul style="list-style-type: none"> <li>◦ Relevant information</li> <li>◦ Presenting your information</li> <li>◦ Logically organising</li> </ul> </li> <li>• How am I 'Coming Across' to my Reader?                             <ul style="list-style-type: none"> <li>◦ What is my style?</li> <li>◦ Punchy openings, positive endings</li> <li>◦ Expanding your vocabulary</li> </ul> </li> </ul>

# Written Communications



Course Name	Course Overview	Topics
<p><b>Minute Taking</b></p>	<p>This highly practical one-day tender writing workshop will prepare you for all aspects of tendering to deliver services and developing fundraising proposals, with a particular emphasis on 'consultative selling' techniques. The workshop will also focus on maintaining good client/funder relationships once the contract/funding has been awarded.</p> <p>The course is aimed at those who are responsible for responding to invitations to tender, for preparing proposals, and for overall business development in your organisation. DCM Learning work with people from all sectors including the public sector, voluntary sector, corporate sector and private sector.</p>	<ul style="list-style-type: none"> <li>• Before the Meeting – Good Preparation                             <ul style="list-style-type: none"> <li>◦ The roles and responsibilities before, during &amp; after the meeting</li> <li>◦ The importance of a pre-meeting with the chair</li> <li>◦ Producing agendas – Different types</li> <li>◦ How to work in partnership with the Chair</li> </ul> </li> <li>• Note-Taking – There is More than One Way                             <ul style="list-style-type: none"> <li>◦ Different ways to take notes in different situations and meetings</li> <li>◦ Technology can help – exploring Apps</li> <li>◦ How to deal with technical jargon</li> <li>◦ Analysing good &amp; poor minutes</li> </ul> </li> <li>• The Final Stages                             <ul style="list-style-type: none"> <li>◦ Making sense of the notes</li> <li>◦ The need to make the minutes visually appealing</li> <li>◦ Formatting and structuring the minutes for clarity and professionalism</li> <li>◦ Checking for accuracy, brevity and clarity</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		

# Written Communications



Course Name	Course Overview	Topics
<b>Writing for the Web</b>	<p>Our highly practical Writing for the Web Training Course has been designed for people who want to write effective web-based documentation, either from scratch or based on existing material in a paper format</p> <p>Learn the essentials of writing for your target readers, how to influence them, make more of your content read to bring a return on investment. The course uses research evidence, case studies and practical exercises to demonstrate the essentials of writing for the web - helping learners improve their website's structure and layout, influence and impact.</p>	<ul style="list-style-type: none"><li>• Writing for a Website<ul style="list-style-type: none"><li>◦ How digital readers differ and tuning your content into readers' wants</li><li>◦ Techniques when writing for websites</li><li>◦ Improving digital content: importance of style guides, accessibility and proofreading</li></ul></li><li>• Websites<ul style="list-style-type: none"><li>◦ Search Engine Optimisation - the essential first steps</li><li>◦ Eye-catching web pages - lessons from best practice</li><li>◦ Feedback on learner websites</li></ul></li><li>• E-Newsletters &amp; Blogs<ul style="list-style-type: none"><li>◦ Ways to increase your "click rate" (percentage opened)</li><li>◦ Do's &amp; Don'ts</li><li>◦ How to repurpose your content</li><li>◦ Make your content stand out</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Written Communications



Course Name	Course Overview	Topics
<b>Writing in Plain English</b>	<p>Clear, reader-focused documents written in plain English facilitate decision making in business by being easy to read and understand. This one day course teaches techniques for producing clear documents written in plain English, avoiding false elegance and jargon.</p> <p>Our Plain English training combines lecture, demonstration and hands-on practice. Delegates have ample opportunity to discuss their specific requirements with the trainer. By using plain English you will save your organisation time and money. You will be more efficient and save time when you write.</p>	<ul style="list-style-type: none"><li>• Module 1<ul style="list-style-type: none"><li>◦ Introduction to the course</li><li>◦ Is the information as clear as possible?</li><li>◦ Is the style appropriate for the audience?</li></ul></li><li>• Module 2<ul style="list-style-type: none"><li>◦ Shortening sentences</li><li>◦ Suggestions for clear writing</li><li>◦ Being active about passives</li><li>◦ Righting some writing wrongs</li></ul></li><li>• Module 3<ul style="list-style-type: none"><li>◦ Revealing hidden verbs</li><li>◦ Setting out and organising good documents and letters</li><li>◦ Planning and drafting a complete letters</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Written Communications



Course Name	Course Overview	Topics
<b>Proofreading</b>	<p>It is vital that all forms of written communication in business – emails, reports, marketing material – are accurate. Careless proofreading can result in a lack of credibility and considerable cost in rectifying the errors. This 1-Day course is highly practical and provides learners with best practice tools and techniques to improve their proofreading skills.</p> <p>After completing this course learner proofreading skills will be measurably improved and they will notice a reduction in the number of errors in their written communications.</p>	<ul style="list-style-type: none"><li>• An Overview<ul style="list-style-type: none"><li>◦ The Importance of proofreading</li><li>◦ Your Deliverables: Accuracy, Timely, Consistency, Impartial, In-house style guides</li><li>◦ Understanding your Audience</li><li>◦ The 3 stages – Prepare, Plan &amp; Proceed</li></ul></li><li>• Proofreading Strategies<ul style="list-style-type: none"><li>◦ Skimming</li><li>◦ Reading backwards: Conclusion, Body and Introduction</li><li>◦ Reading Aloud</li><li>◦ On-screen vs. off-screen</li></ul></li><li>• Proofreading Marks &amp; Checklists<ul style="list-style-type: none"><li>◦ Proofreading symbols</li><li>◦ Proofreading checklist</li><li>◦ Accuracy: Spelling, grammar, punctuation, etc.</li><li>◦ Impression: tone, word, choice, intent</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Written Communications



Course Name	Course Overview	Topics
<b>Speed Reading</b>	<p>This workshop will introduce you to new techniques to enable you to save time, retain important information and re-adjust your reading style to suit different formats. Learn how to encourage good readings habits and gain strategies for improvements.</p> <p>The theory of speed reading is introduced during the course which is broken up with a series of practical exercises which measure reading speed and comprehension throughout the day.</p>	<ul style="list-style-type: none"><li>• An Overview<ul style="list-style-type: none"><li>◦ Understanding what speed reading is and how it helps</li><li>◦ Assessment of your reading speed and comprehension</li><li>◦ An appreciation of your mental blocks</li><li>◦ Reading blocks and bad reading habits</li></ul></li><li>• Skills &amp; Techniques<ul style="list-style-type: none"><li>◦ The most efficient and effective approach for each read</li><li>◦ Using reading 'gears' to enhance speed</li><li>◦ Scanning for key points</li><li>◦ Skimming techniques for information gathering</li></ul></li><li>• Comprehension &amp; Retention<ul style="list-style-type: none"><li>◦ How to read for study and future retention</li><li>◦ Memory techniques for instant recall</li><li>◦ Strategies for note-taking</li><li>◦ Help comprehension with mind maps</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Written Communications



Course Name	Course Overview	Topics
<b>Advanced Report Writing</b>	<p>Our 1-day Advanced Report Writing course is specifically designed to enhance the existing writing skills of your team and improve the quality of the business and compliance reports they produce.</p> <p>During this course, we will cover the core elements of advanced report writing such as layout and structure, how to make your report visually appealing and the final check - proofreading to avoid any unnecessary mistakes and how to remove dead wood and waffle.</p>	<ul style="list-style-type: none"><li>• Finding Your Voice<ul style="list-style-type: none"><li>◦ Rules for writing in 'Plain English'</li><li>◦ Determining the appropriate level of detail</li><li>◦ Writing tips: effective lists, active voice and being concise</li><li>◦ Pitfalls to avoid: jargon, long-winded expressions, bad grammar, redundant words, etc.</li></ul></li><li>• Document Structure<ul style="list-style-type: none"><li>◦ Benefits of establishing style guides and document templates</li><li>◦ Structuring a comprehensive document</li><li>◦ Layout guidelines: structure, differentiation, downward flow, whitespace and focal point</li><li>◦ Designing documents for visual appeal</li></ul></li><li>• The Final Document<ul style="list-style-type: none"><li>◦ Proof-read for Accuracy, Impression, Message and Appearance</li><li>◦ Removing dead wood and waffle</li><li>◦ Proof-reading strategies</li><li>◦ Proofreading marks</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Personal Effectiveness



Course Name	Course Overview	Topics
<p><b>Personal Effectiveness</b></p> <p><a href="#">Full Course Details</a></p>	<p>This course focuses on enhancing interpersonal skills and improving working relationships. Delegates will develop an insight into how others see them and increase their options when dealing with conflict, low morale, poor motivation or work-related problems.</p> <p>The course will enable you to understand how to improve your working relationships with your team members. You will leave the course with a personal action plan identifying key changes to make and skills to practise to build your self-confidence and improve your management and interpersonal techniques.</p>	<ul style="list-style-type: none"> <li>• Increasing Self-Awareness                             <ul style="list-style-type: none"> <li>◦ Learning to view people as the key to your success</li> <li>◦ The effect of your behaviour on the performance of others</li> <li>◦ The psychology of human interaction</li> </ul> </li> <li>• Interpersonal Communication                             <ul style="list-style-type: none"> <li>◦ The importance of effective interpersonal communication</li> <li>◦ Barriers to communication</li> <li>◦ Communicating, one-to-one, informally at meetings</li> </ul> </li> <li>• Handling Difficult Situations                             <ul style="list-style-type: none"> <li>◦ Dealing with and preventing conflict</li> <li>◦ Respecting the rights, feelings and dignity of others</li> <li>◦ Communicating difficult or personal news</li> </ul> </li> </ul>
<p><b>Time Management</b></p> <p><a href="#">Full Course Details</a></p>	<p>This course will help you take back control of your time and lead your team by example. You will be able to identify the time stealers that affect you achieving your core tasks. Time management is about clearly defining your priorities and balancing your focus on your objectives.</p> <p>This 1-day workshop uses a mixture of class room study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"> <li>• Assessing your Time Management                             <ul style="list-style-type: none"> <li>◦ 5 areas of goal setting</li> <li>◦ Prioritisation</li> <li>◦ Managing interruptions</li> </ul> </li> <li>• Time Management Strategies                             <ul style="list-style-type: none"> <li>◦ Time management matrix</li> <li>◦ Urgent Vs Non Urgent</li> <li>◦ 5 main elements of effective meetings</li> </ul> </li> <li>• Managing Priorities                             <ul style="list-style-type: none"> <li>◦ Prioritise according to urgency</li> <li>◦ Impact of time stealers</li> <li>◦ The art of saying 'no'</li> </ul> </li> </ul>



# Personal Effectiveness



## Course Name

### Personal Impact Using Emotional Intelligence

[Full Course Details](#)

## Course Overview

This course addresses our own Emotional Intelligence (EI) and how we can better understand ourselves and interpret others. It will provide you with the skills to be more self-aware and choose to manage your reactions. It also gives you the skills to assess others' emotions more effectively and deal with them successfully for enhanced performance.

The course is highly interactive – with exercises and assessments to understand ourselves more thoroughly as well as time to put learning points into practice in a safe and supportive environment.

## Topics

- Self-Awareness
  - Learning the difference between top brain/bottom-brain systems
  - Recognising your emotional triggers
  - Your motivations & drivers
  - Assessing your values
- Social Awareness
  - Building rapport with a range of people
  - Reading and interpreting non-verbal language
  - Effective questioning and listening
  - Recognising facial expressions
- Self-Management
  - Gaining an overview of EI
  - Understanding your reactions under stress and conflict
  - Recognising you at your very best
  - Learning what holds you back

# Personal Effectiveness



Course Name	Course Overview	Topics
<b>Negotiation Skills</b>	<p>Discover your negotiation skills and learn how to craft successful decisions and agreements that achieve positive results for all parties. Our Negotiating Skills course will dramatically improve your negotiating skills and confidence, getting you passed no, and getting you to yes. This is a participative course which includes exercises and role play with tutor feedback and review.</p> <p>This highly interactive and 'hands-on' course provides you with the opportunity to examine the skills and behaviours of a good negotiator. You will learn how to enable and facilitate decisions that achieve win/win outcomes.</p>	<ul style="list-style-type: none"><li>• Negotiation Process<ul style="list-style-type: none"><li>◦ Transactional, collaborative and creative negotiation</li><li>◦ The negotiation process</li><li>◦ The importance of planning your negotiation.</li></ul></li><li>• Steps of the Negotiation Process<ul style="list-style-type: none"><li>◦ Planning and preparation – best alternatives to succeed (BATNAs)</li><li>◦ Opening, proposing and negotiating for a win/win result</li><li>◦ Reaching agreement, review and execution.</li></ul></li><li>• Skills of a Good Negotiator<ul style="list-style-type: none"><li>◦ Understanding negotiation styles</li><li>◦ Questioning and listening</li><li>◦ Adopting a WIN-WIN mindset and avoiding deadlock</li><li>◦ Managing reactions</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Customer Service



Course Name	Course Overview	Topics
<p><b>Customer Service Excellence</b></p>	<p>Imagine a workplace where everyone chooses to bring energy and a positive attitude to the job every day. Imagine an environment in which people are truly connected to their work, to their colleagues and to their customers.</p> <p>By the end of this highly practical 1 Day Customer Service training, your staff will learn how to remain professional and eliminate conflict, the complaints process, how to deal with complaints while maintaining a positive attitude and manage stress levels while enhancing customer relationships.</p>	<ul style="list-style-type: none"> <li>• What is Excellence?                     <ul style="list-style-type: none"> <li>◦ Skills, knowledge, attitude, behaviours of excellence</li> <li>◦ Checklists of excellence</li> <li>◦ Customer Service Tips</li> <li>◦ Self &amp; organisational analysis in relation to the tips</li> <li>◦ Changes to Customer Service provision and expectation</li> </ul> </li> <li>• Improving the Company Offering                     <ul style="list-style-type: none"> <li>◦ Managing customer expectations</li> <li>◦ How to negotiate to reach “win/win” outcomes – telephone, email and social media</li> <li>◦ A three-step verbal structure to demonstrate assertive communication on the telephone and in writing</li> <li>◦ Practice sessions telephone and email</li> </ul> </li> <li>• Handling Customer Dissatisfaction                     <ul style="list-style-type: none"> <li>◦ Benefits of handling dissatisfaction well – customer research</li> <li>◦ How to respond positively – not react negatively (telephone)</li> <li>◦ How to plan the conversation – email and social media</li> <li>◦ How to construct the conversation – telephone, email and social media</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Customer Service



Course Name	Course Overview	Topics
<b>Customer Retention Training</b>	<p>The average business loses around 20% of its customers annually, simply by failing to attend to customer relationships. The cost is staggering, but few businesses truly understand the implications. Customer retention is on the minds of small and medium-sized businesses across the world and with rising customer acquisition costs, businesses need to innovate and assume a proactive role in retaining clients.</p> <p>By the end of the course, participants will learn how to plan, develop, execute and assess a profitable customer retention strategy with an optimum blend of online &amp; offline marketing and customer service.</p>	<ul style="list-style-type: none"><li>• Understanding Your Customer<ul style="list-style-type: none"><li>◦ Defining customer retention and 'loyalty'</li><li>◦ Understanding the customer journey</li><li>◦ Defining the customer DNA through research and data</li></ul></li><li>• Measuring Loyalty &amp; Your Strategy<ul style="list-style-type: none"><li>◦ Analytical methods to measure and evaluate customer retention</li><li>◦ Analysing the relevance and cost of loyalty schemes</li><li>◦ Planning contact strategies through the customer lifecycle</li></ul></li><li>• Making it Work in Practice<ul style="list-style-type: none"><li>◦ Case Studies from B2C, B2B, Not-For-Profit and public sectors</li><li>◦ Customer retention checklist</li><li>◦ Applying back in the real world</li><li>◦ Contact centre and retail interactions</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Customer Service



Course Name	Course Overview	Topics
<p><b>Upselling for Customer Service</b></p>	<p>This Upselling Course will help you become more confident in up-selling and in turn, create an exceptional customer experience while increasing revenue. Our 1-day course has been designed to give you the skills needed to make the most of each interaction with their clients by identifying up-selling opportunities to sell more products/services with confidence, while still providing excellent customer care.</p> <p>During the course, candidates will learn how to have professional but friendly conversations without losing sight of their goal - to increase the client's average spend. Candidates will develop transitional techniques in order to introduce products seamlessly and be able to identify cues to determine which add-ons to suggest and when to suggest them.</p>	<ul style="list-style-type: none"> <li>• Customer Service Excellence                     <ul style="list-style-type: none"> <li>◦ Your role in representing your company</li> <li>◦ Defining your responsibilities to your clients</li> <li>◦ The customer relationship - building rapport/be enthusiastic/continued engagement/offering advice</li> <li>◦ The importance of up-selling within your role</li> <li>◦ How can we go the extra mile?</li> </ul> </li> <li>• Presenting Your Product or Services                     <ul style="list-style-type: none"> <li>◦ Knowing your products - what products or services you have to offer and how to present them in an attractive way to the client</li> <li>◦ What sets us apart from our competition?</li> <li>◦ Demonstrating Features &amp; Benefits</li> <li>◦ Building rapport with your customers</li> </ul> </li> <li>• Effective Upselling                     <ul style="list-style-type: none"> <li>◦ Self-assessment of your own up-selling skills - "Am I maximising my opportunities?"</li> <li>◦ The Do's &amp; Don'ts of up-selling</li> <li>◦ How to up-sell at each stage of the meeting</li> <li>◦ Up-selling techniques &amp; tips</li> <li>◦ Understanding buying signals</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Customer Service



Course Name	Course Overview	Topics
<b>Complaint Handling</b>	<p>This course explains how to stay calm under pressure, not to overreact, and how to remain professional when managing issues. Customer expectations for speed, quality, cost control and delivery have increased and customers complain when their expectations are not met. When customers complain it can be a very stressful experience and remaining calm under pressure is key to retaining long-term customer loyalty.</p> <p>It is designed to challenge your beliefs in managing customers' expectations of you and your organisation, whether they are internal or external customers. You will leave the course with a personal action plan identifying the key changes to make, and skills to practise, to ensure you stay calm at all times regardless of the pressure of the situation.</p>	<ul style="list-style-type: none"><li>• Managing Customer Complaints<ul style="list-style-type: none"><li>◦ Why customers complain</li><li>◦ Managing extremes of behaviour</li><li>◦ Managing emotion</li></ul></li><li>• Managing Angry &amp; Abusive Customers<ul style="list-style-type: none"><li>◦ Managing the issue and not the person</li><li>◦ Managing your customer's emotion</li><li>◦ Staying calm under pressure</li></ul></li><li>• Generating Customer Loyalty<ul style="list-style-type: none"><li>◦ Listening &amp; responding to the customer</li><li>◦ Using the complaint to re-shape the 'customer experience'</li><li>◦ Genuine customer service</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Customer Service



Course Name	Course Overview	Topics
<p><b>Dealing with Aggressive Behaviour</b></p>	<p>Sometimes people react to difficult situations by being aggressive. Ideally no-one should face aggression or violence in the workplace, but in reality, many people do. So, how do you deal with it? What's the best approach?</p> <p>This programme will teach learners how to deal with aggression, both face to face and on the telephone. It will help your staff to be able to spot danger signs and to take a planned and practised approach to volatile situations.</p>	<ul style="list-style-type: none"> <li>• Preventing Aggressive Behaviour                     <ul style="list-style-type: none"> <li>◦ Building rapport - Creating a productive relationship</li> <li>◦ Verbal &amp; Non-verbal behaviour to help defuse aggression</li> <li>◦ Do's and Don'ts</li> <li>◦ Active Listening skills - The 10 Principles of Listening</li> <li>◦ Being assertive - Techniques to build self-esteem and confidence</li> </ul> </li> <li>• Managing Aggressive Behaviour                     <ul style="list-style-type: none"> <li>◦ Negotiation Skills - 5 Basic principles of negotiation</li> <li>◦ How to motivate others towards a win/win outcome</li> <li>◦ Trusting your instincts - The importance of personal safety</li> <li>◦ When safety becomes an issue</li> <li>◦ Follow up procedure - debriefing management; sharing information with colleagues</li> </ul> </li> <li>• Handling Difficult People                     <ul style="list-style-type: none"> <li>◦ Behaviour - what causes customers to be demanding or difficult</li> <li>◦ Engaging the 'professional brain' instead of the emotional, reactive brain</li> <li>◦ Unwelcome News - What to say when you can't deliver what the client wants</li> <li>◦ Handling criticism</li> <li>◦ Responding and resolving complaints - prioritise; escalate; communicate</li> </ul> </li> </ul>
<p><a href="#">Full Course Details</a></p>		

# Customer Service



Course Name	Course Overview	Topics
<b>Telephone Skills</b>	<p>Focusing on handling inbound calls, delegates will gain an understanding of essential telephone techniques along with the key principles of customer service, including the correct way to handle an incoming call, making an outbound call and leaving professional voice messages are discussed.</p> <p>This one-day course starts by identifying the importance of customer service, the needs and expectations of callers and the 7 service standards for great customer service. The do's and don'ts of communicating by telephone and how to handle objections and deal with challenging situations when they arise.</p>	<ul style="list-style-type: none"><li>• Telephone Communication Skills<ul style="list-style-type: none"><li>◦ Self-assessment of your own style: Strengths &amp; Weaknesses</li><li>◦ Do's and Don'ts of Communication over the phone and how to react</li><li>◦ Barriers to effective communication</li><li>◦ Phraseology &amp; language</li></ul></li><li>• Managing Aggressive Behaviour<ul style="list-style-type: none"><li>◦ Telephone techniques: opening calls, bridging gaps in conversation, managing the conversation and closing calls smoothly</li><li>◦ Stages of an effective phone call</li><li>◦ Controlling the conversation</li></ul></li><li>• Dealing with Difficult People<ul style="list-style-type: none"><li>◦ Understanding what causes customers to be demanding/difficult</li><li>◦ Engaging the 'professional brain' instead of the emotional brain</li><li>◦ Handling criticism</li><li>◦ How to give the best possible service</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		



# Customer Service



Course Name	Course Overview	Topics
<b>Managing Conflict Over the Phone</b>	<p>Dealing with customers over the phone is a challenging task. Every now and then, a customer comes along that is just difficult to deal with and managing them in the right way is crucial for any business. This training will develop the skills of your staff and the techniques that they will learn will enhance customer care while maintaining the professional branding of your organisation.</p> <p>By the end of this course, learners will know how to manage Conflict on the Telephone, how to remain in control and achieve positive call outcomes.</p>	<ul style="list-style-type: none"><li>• Introduction<ul style="list-style-type: none"><li>◦ Understanding our customers</li><li>◦ How to engage, empathise and build rapport</li><li>◦ Crucial communication skills: Interpreting responses and language</li><li>◦ Active Listening - "Listening vs. Hearing"</li><li>◦ Seeing conflict differently</li></ul></li><li>• Managing Aggressive Behaviour<ul style="list-style-type: none"><li>◦ Self-assessment of your own style: Strengths &amp; Weaknesses</li><li>◦ Do's and Don'ts of Communication over the phone and how to react</li><li>◦ How to structure the call in order to remain in control</li><li>◦ Effective techniques to remain calm</li></ul></li><li>• Dealing with Difficult People<ul style="list-style-type: none"><li>◦ Understanding what causes customers to be demanding/difficult</li><li>◦ Engaging the 'professional brain' instead of the emotional, reactive brain</li><li>◦ Handling criticism</li><li>◦ How to give the best possible service</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Customer Service



Course Name	Course Overview	Topics
<p data-bbox="1186 307 1646 412"><b>Customer Service via Telephone</b></p> <p data-bbox="1169 1005 1462 1039"><a href="#"><u>Full Course Details</u></a></p>	<p data-bbox="1712 302 2392 752">Ensure that a positive image of your organisation is reinforced and strengthened with every conversation. The telephone etiquette displayed by employees is indicative of a staff's willingness and ability to efficiently assist both internal and external customers. The skills and attitude projected over the telephone can form a lasting impression in the minds of customers, making it a critical customer experience.</p> <p data-bbox="1712 802 2352 958">This Customer Service via Telephone Workshop will provide your staff with the awareness and skills they need to handle phone calls professionally.</p>	<ul data-bbox="2518 302 3178 1043" style="list-style-type: none"><li>• Customer Service Explained<ul style="list-style-type: none"><li>◦ 10 Commandments of Good Business</li><li>◦ Effective Communication Explained</li><li>◦ Effective Customer Communication Skills</li><li>◦ Using Emotional Intelligence</li></ul></li><li>• Managing Angry Clients<ul style="list-style-type: none"><li>◦ Handling dissatisfaction well</li><li>◦ How to respond positively &amp; not react negatively on the telephone</li><li>◦ How to plan the conversation; How to construct the conversation</li></ul></li><li>• Listening to Customers<ul style="list-style-type: none"><li>◦ Benefits of showing customers we are listening and not just hearing</li><li>◦ How to deliver a "listening to you" response</li><li>◦ Practice listening sessions</li></ul></li></ul>

# Customer Service



Course Name	Course Overview	Topics
<p data-bbox="1186 307 1646 408"><b>Customer Service via Email &amp; Chat</b></p> <p data-bbox="1169 1005 1462 1035"><a href="#"><u>Full Course Details</u></a></p>	<p data-bbox="1712 300 2402 664">If you are looking for a quick and easy way to keep in touch with your clients while promoting your business, email is extremely effective. Email customer service is highly efficient, as a problem can be resolved around the clock. Email is the most cost-effective way of sending communications but you've got to make your communications clear and concise.</p> <p data-bbox="1712 716 2402 874">This course guides and equips participants with practical skills in driving effective email customer service campaigns encompassing design, delivery, testing, and analysis.</p>	<ul data-bbox="2512 300 3158 1039" style="list-style-type: none"><li>• <b>Module 1</b><ul style="list-style-type: none"><li>◦ Decide when to email versus calling the customer</li><li>◦ Write specific, meaningful subject lines</li><li>◦ Start and close emails with the "human dimension"</li></ul></li><li>• <b>Module 2</b><ul style="list-style-type: none"><li>◦ Use the GRACE email format for excellent customer service</li><li>◦ Articulate action items clearly</li><li>◦ Achieve clarity and conciseness in writing</li></ul></li><li>• <b>Module 3</b><ul style="list-style-type: none"><li>◦ Create a respectful tone</li><li>◦ Ensure completeness</li><li>◦ Achieve proper email etiquette</li><li>◦ Proofread for perfection</li></ul></li></ul>

# Customer Service



Course Name	Course Overview	Topics
<p data-bbox="1186 307 1576 358"><b>Receptionist Skills</b></p> <p data-bbox="1166 1376 1462 1408"><a href="#"><u>Full Course Details</u></a></p>	<p data-bbox="1712 302 2402 545">Receptionists are probably the first point of contact with your clients, so they need to create a long lasting good impression within moments, so your customers need to experience how good it feels walking into your company, to stay loyal and committed.</p> <p data-bbox="1712 592 2402 1001">This interactive course will enable receptionists to develop their customer service skills and communication skills within a supportive and encouraging environment. IT will reinforce the importance of their public relations role, raise awareness of the key interpersonal skills essential for their success and help them cope with reception duties as well as admin tasks that might come their way.</p>	<ul data-bbox="2512 302 3178 1414" style="list-style-type: none"> <li>• Excellent Customer Experience                     <ul style="list-style-type: none"> <li>◦ What makes a great client experience?</li> <li>◦ The opening words - How to meet and greet the clients</li> <li>◦ The Client Relationship - building rapport/client expectations/continued engagement</li> <li>◦ How can we go the extra mile?</li> </ul> </li> <li>• Customer Service Excellence                     <ul style="list-style-type: none"> <li>◦ Develop excellent customer care</li> <li>◦ How to Present a Professional Image - highlight the power of the right first impression, setting the tone for a good client experience</li> <li>◦ Maintaining a positive attitude when dealing effectively with all types of clients</li> </ul> </li> <li>• Professional Communication Skills                     <ul style="list-style-type: none"> <li>◦ Differences in Communicating: phone, face to face &amp; email</li> <li>◦ Non-Verbal Communication: smile, eye-contact, posture, mirroring, para-language</li> <li>◦ Measuring Client Satisfaction - interpreting body language and vocal tones</li> </ul> </li> </ul>

# Customer Service



Course Name	Course Overview	Topics
<b>Frontline Management</b>	<p>This course equips first line managers with confidence and proven management techniques to drive performance through your team and manage staff effectively. Delegate will become more aware of their management style and how it affects the performance of others. Through a strong communication style and effective delegation, objective and goals will be achieved.</p> <p>This 3 Day course uses a mixture of class room study, group exercises &amp; discussions and trainer experiences.</p>	<ul style="list-style-type: none"><li>• Managers Role<ul style="list-style-type: none"><li>• Understanding frontline management</li><li>• Inspiring and motivating</li><li>• Key responsibilities</li></ul></li><li>• Communication Skills<ul style="list-style-type: none"><li>• Verbal and non verbal</li><li>• Your communication style</li><li>• Effective delegation</li></ul></li><li>• Motivation<ul style="list-style-type: none"><li>• Motivations of individuals</li><li>• Boosting 'satisfiers'</li><li>• Eliminating potential damage</li></ul></li><li>• Delegation<ul style="list-style-type: none"><li>• Five point process</li><li>• What should be delegated?</li><li>• Avoiding common pitfalls</li></ul></li><li>• Management Styles<ul style="list-style-type: none"><li>• Management attributes</li><li>• Lead and motivate your team</li><li>• Monitor and evaluate performance</li></ul></li><li>• Leadership<ul style="list-style-type: none"><li>• Setting objectives</li><li>• Achieving objectives</li><li>• Delivering feedback</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Sales



Course Name	Course Overview	Topics
<b>Telesales Training</b>	<p>Telesales is a cost-effective method for a business to generate leads, promote and sell products or services. Telesales also offers a way to follow up with existing customers, by staying in contact this gives you an opportunity to find out more about the client's needs and build a better relationship.</p> <p>In this course, learn the legislation surrounding telesales and data protection, learn the techniques to engage with your customers, deliver your message in a clear and concise manner and how to manoeuvre the conversation in the right direction towards the generation of a sale.</p>	<ul style="list-style-type: none"><li>• <b>Selling Skills</b><ul style="list-style-type: none"><li>◦ Understanding the telephone sales process</li><li>◦ Differentiating our products and services from our competitors</li><li>◦ Preparing intelligent questions to encourage conversation</li></ul></li><li>• <b>Essential Telephone Sales Skills</b><ul style="list-style-type: none"><li>◦ Communicating over the telephone v face-to-face - points of difference</li><li>◦ Barriers to effective communication</li><li>◦ Active Listening - listening versus hearing</li></ul></li><li>• <b>Sales Process</b><ul style="list-style-type: none"><li>◦ Sales Planning - generating and qualifying your leads</li><li>◦ Presenting your sale</li><li>◦ Planning your calls - preparing powerful call opening scripts, feature &amp; benefit statements &amp; your sales pitch</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Sales



Course Name	Course Overview	Topics
<p data-bbox="1186 307 1466 414"><b>Consultative Selling</b></p> <p data-bbox="1169 1258 1466 1290"><a href="#"><u>Full Course Details</u></a></p>	<p data-bbox="1712 300 2402 709">Understanding your client’s needs, their motivations and your ability to add value to their organisation are paramount in developing a successful consultative approach. This highly practical course will focus on creating relationships rather than the traditional “hard” sales process and utilises a partnership approach that benefits the client and provides long-term rewards for both parties.</p> <p data-bbox="1712 759 2392 915">This Consultative Selling Training will give sales professionals a consistent, repeatable process to more effectively execute their sales conversations.</p>	<ul data-bbox="2515 300 3168 1290" style="list-style-type: none"><li>• Introduction to Consultative Selling<ul style="list-style-type: none"><li>◦ Introduction to Consultative Selling</li><li>◦ Developing a customer-centric mindset to build trust and rapport</li><li>◦ Understanding the difference between traditional selling and consultative selling</li></ul></li><li>• Uncovering Customer Needs<ul style="list-style-type: none"><li>◦ Identifying customer needs and pain points through effective questioning.</li><li>◦ Understanding how to differentiate between stated and unstated customer needs.</li><li>◦ Presenting solutions that address customer needs and add value to their business.</li></ul></li><li>• Building Rapport and Trust<ul style="list-style-type: none"><li>◦ Building rapport and establishing trust with customers through effective communication and relationship-building skills</li><li>◦ Understanding the importance of follow-up and ongoing communication with customers</li></ul></li></ul>

# Sales



Course Name	Course Overview	Topics
<p><b>Upselling/ Cross-selling</b></p> <p><a href="#">Full Course Details</a></p>	<p>Upselling and cross-selling are essential sales techniques that can significantly impact a company's revenue and customer satisfaction. This comprehensive training course aims to equip sales professionals with the skills and strategies necessary to effectively implement upselling and cross-selling practices.</p> <p>Participants will gain insights into understanding customer needs, identifying opportunities, and leveraging existing relationships to maximise sales potential.</p>	<ul style="list-style-type: none"> <li>• Customer Behaviour and Opportunities                             <ul style="list-style-type: none"> <li>◦ Importance of customer analysis</li> <li>◦ Customer segmentation techniques</li> <li>◦ Identifying cross-selling opportunities</li> </ul> </li> <li>• Effective Communication                             <ul style="list-style-type: none"> <li>◦ Active listening and empathy</li> <li>◦ Persuasive language and tone</li> <li>◦ Handling objections professionally</li> </ul> </li> <li>• Building Long-lasting Relationships                             <ul style="list-style-type: none"> <li>◦ Personalisation strategies</li> <li>◦ Anticipating customer needs</li> <li>◦ Creating loyalty programs</li> </ul> </li> </ul>
<p><b>Effective Sales Presentations</b></p> <p><a href="#">Full Course Details</a></p>	<p>The Effective Sales Presentations course is designed to empower sales professionals, entrepreneurs, and anyone involved in selling products, services, or ideas with the knowledge and skills needed to deliver persuasive and impactful sales presentations. This comprehensive program covers every aspect of creating and delivering successful sales presentations.</p> <p>Through practical exercises, real-life case studies, and interactive sessions, participants will gain the confidence and expertise to captivate their audience, communicate the value of their offerings effectively, handle objections, and ultimately close deals with greater success.</p>	<ul style="list-style-type: none"> <li>• Understanding Your Audience                             <ul style="list-style-type: none"> <li>◦ Importance of audience analysis in sales presentations.</li> <li>◦ Identifying target audience and their needs.</li> <li>◦ Creating buyer personas for personalisation.</li> </ul> </li> <li>• Crafting Compelling Content                             <ul style="list-style-type: none"> <li>◦ Defining presentation objectives and outcomes.</li> <li>◦ Using AIDA model for effective structure.</li> <li>◦ Incorporating storytelling and social proof.</li> </ul> </li> <li>• Mastering Verbal and Non-Verbal Communication                             <ul style="list-style-type: none"> <li>◦ Enhancing vocal delivery, persuasive language.</li> <li>◦ Utilising body language and eye contact.</li> <li>◦ Building rapport and credibility with the audience.</li> </ul> </li> </ul>



# Sales



## Course Name

**Sales for Non-Sales**

[Full Course Details](#)

## Course Overview

This course is specifically designed for non-sales professionals who interact with clients, customers, or stakeholders as part of their job responsibilities. Whether you're in a technical role, a project manager, or a customer support representative, this course will empower you to effectively communicate, influence, and drive positive outcomes in your interactions.

By the end of this course, you will have gained a solid foundation in sales skills for non-sales professionals. You will develop the skills and mindset needed to succeed as a non-sales professional.

## Topics

- Building Rapport and Trust
  - Developing effective communication skills to build rapport
  - Establishing trust and credibility in your professional interactions
  - Adapting your communication style to different individuals
- Influencing Techniques
  - Delivering clear and persuasive messages to communicate ideas
  - Using storytelling techniques to engage and influence stakeholders
  - Tailoring your communication to the needs of your customer
- Presenting Ideas and Proposals
  - Structuring and delivering compelling presentations
  - Highlighting the value and benefits of your proposals
  - Using visual aids and storytelling techniques to enhance engagement

# Equality, Diversity & Inclusion



Course Name	Course Overview	Topics
<p><b>You Belong Programme</b></p> <p><a href="#">Full Course Details</a></p>	<p>An empowering and transformative programme dedicated to fostering a culture of acceptance and belonging within organisations and communities.</p> <p>This comprehensive course delves into the core principles of equality, diversity, and inclusion, equipping participants with the knowledge and tools to build inclusive environments where everyone feels valued and respected. Through engaging discussions, interactive workshops, and thought-provoking activities, participants will gain a deep understanding of unconscious biases, stereotypes, and barriers that hinder inclusivity.</p> <p>You Belong empowers individuals to champion diversity, challenge societal norms, and promote equitable practices, leading to strengthened teamwork, heightened innovation, and enhanced organizational performance.</p> <p>Together, create a world where every voice is heard, every perspective is valued, and everyone belongs.</p>	<ul style="list-style-type: none"><li>• Everyone Has a Story<ul style="list-style-type: none"><li>◦ Equality cornerstones, acceptance &amp; understanding</li><li>◦ Building mutual respect in the workplace</li><li>◦ Using appropriate language</li><li>◦ Unconscious Bias</li></ul></li><li>• A Bully Free Zone<ul style="list-style-type: none"><li>◦ Examples of workplace bullying</li><li>◦ Long and short term effects</li><li>◦ What is your responsibility?</li><li>◦ Management and HR's responsibility</li></ul></li><li>• Create a Sense of Belonging<ul style="list-style-type: none"><li>◦ Demonstrating dignity and respect</li><li>◦ What actions can be deemed inappropriate</li><li>◦ Embracing workplace diversity</li><li>◦ Be a role model</li></ul></li></ul>

# Equality, Diversity & Inclusion



Course Name	Course Overview	Topics
<b>Unconscious Bias</b>	<p>Understanding and addressing unconscious bias is essential for creating a fair and equitable environment in both personal and professional settings. Unconscious bias refers to the automatic and unconscious stereotypes, attitudes, and beliefs that influence our perceptions, decisions, and behaviours without our conscious awareness. This course is designed to help you recognise and mitigate unconscious bias.</p> <p>By the end of this course, you will have the tools and knowledge to recognise and challenge unconscious bias, fostering a more inclusive and equitable environment where individuals can thrive and contribute to their fullest potential.</p>	<ul style="list-style-type: none"><li>• Introduction to Unconscious Bias<ul style="list-style-type: none"><li>◦ Understanding the nature and impact of unconscious bias</li><li>◦ Recognising the role of unconscious bias</li><li>◦ Setting goals and objectives for developing awareness</li></ul></li><li>• Types of Unconscious Bias<ul style="list-style-type: none"><li>◦ Gender bias, racial bias and affinity biases</li><li>◦ Understanding the origins and manifestations of biases</li><li>◦ Identifying how biases can affect perceptions, judgements and behaviours</li></ul></li><li>• The Impact of Unconscious Bias<ul style="list-style-type: none"><li>◦ Explore how bias can influence hiring, promotions and performance evaluations</li><li>◦ Recognising the effects of bias on team dynamics and collaboration</li><li>◦ Develop an understanding and ability to prevent unconscious bias impacting decisions</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Equality, Diversity & Inclusion



Course Name	Course Overview	Topics
<b>Inclusive Language</b>	<p>Designed to promote awareness and understanding of the power of language in fostering inclusivity and diversity. Participants will explore the significance of inclusive language in various settings, including workplaces, educational environments, and social interactions.</p> <p>Through interactive discussions and practical exercises, attendees will learn how language choices can unintentionally reinforce stereotypes and exclusion, and gain valuable insights into using respectful and inclusive language to create welcoming and supportive spaces.</p>	<ul style="list-style-type: none"><li>• Understanding the Importance of Inclusive Language<ul style="list-style-type: none"><li>◦ The impact of language on marginalised communities</li><li>◦ Identifying biases and stereotypes in language</li><li>◦ language as a tool for empowerment and inclusion</li></ul></li><li>• Recognising the Effects of Exclusionary Language<ul style="list-style-type: none"><li>◦ Celebrating linguistic diversity</li><li>◦ Encouraging inclusivity in multicultural settings</li><li>◦ Language as a catalyst for global collaboration</li></ul></li><li>• Inclusive Language<ul style="list-style-type: none"><li>◦ Understanding of gender neutral pronouns and language</li><li>◦ Avoiding stereotypical descriptions and terminology</li><li>◦ Creating inclusive language guidelines for organisations</li></ul></li></ul>

# Equality, Diversity & Inclusion



Course Name	Course Overview	Topics
<b>Managing Diversity</b>	<p>An inclusive workplace is one where the human rights principles of fairness, respect, equality, dignity and autonomy are promoted and are part of the organisation's every day goals and behaviour.</p> <p>Our 1-Day Managing Diversity course aims to provide you with all the information you need to ensure that everybody in your organisation is fully protected. Why should diversity and inclusion matter to you and your organisation? The answer lies in that one thing we all strive for: success.</p>	<ul style="list-style-type: none"><li>• An Introduction to Managing Diversity<ul style="list-style-type: none"><li>• Equality &amp; Diversity and their impact in the Workplace</li><li>• Preconceptions - how they influence us</li><li>• Self-Assessment - your own hidden biases and prejudices</li></ul></li><li>• Encouraging &amp; Embracing Equality<ul style="list-style-type: none"><li>• Ideas to promote an inclusive work environment</li><li>• Appreciating how diversity brings a greater skills base to the team</li><li>• How to deal with allegations of discrimination</li></ul></li><li>• Equality and Diversity in Recruitment<ul style="list-style-type: none"><li>• Preparing for fair selection</li><li>• Interview structure &amp; questions</li><li>• Managing diversity - before interview, at interview, after interview.</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Equality, Diversity & Inclusion



Course Name	Course Overview	Topics
<b>Dignity &amp; Respect in the Workplace</b>	<p>Employers have a responsibility to ensure their working environment is sympathetic to all employees by encouraging a culture of working relationships in which everyone is treated with dignity and respect. During this session, you will look at the actions that can be deemed as inappropriate behaviour, the consequences of inappropriate behaviour on individuals and an introduction to the legislation underpinning dignity at work.</p>	<ul style="list-style-type: none"><li>• Module 1<ul style="list-style-type: none"><li>◦ Introduction to dignity &amp; it's importance</li><li>◦ How to respect and maintain your own dignity</li><li>◦ How to offer emotional and practical support to others</li></ul></li><li>• Module 2<ul style="list-style-type: none"><li>◦ Use of professional communication</li><li>◦ Actions to be deemed inappropriate</li><li>◦ The consequences of inappropriate behaviour and language</li></ul></li><li>• Module 3<ul style="list-style-type: none"><li>◦ Understand the difference and similarities in bullying and harassment</li><li>◦ Introduction to legislation underpinning dignity at work</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Equality, Diversity & Inclusion



Course Name	Course Overview	Topics
<b>Workplace Bullying Course</b>	<p>The Bullying Prevention Training course is designed to equip individuals with the knowledge and skills to prevent and address bullying behaviors in various settings. Whether you're an educator, parent, caregiver, or community member, this course will provide you with the tools and strategies needed to create safe and inclusive environments where bullying is not tolerated.</p> <p>By the end of the course, you will be equipped with the knowledge and skills to promote a culture of respect, empathy, and inclusivity, contributing to the prevention of bullying.</p>	<ul style="list-style-type: none"><li>• <b>Warning Signs</b><ul style="list-style-type: none"><li>◦ Identifying the different types of bullying, including physical, verbal, social, and cyberbullying</li><li>◦ Recognising common warning signs of bullying behavior</li><li>◦ Understanding the potential long-term effects of bullying on individuals' mental, emotional, and social well-being</li></ul></li><li>• <b>Creating a Positive &amp; Respectful Environment</b><ul style="list-style-type: none"><li>◦ Diagnosing your organisation's position on Promoting positive behavior and creating a culture of respect</li><li>◦ Implementing policies and procedures that prevent and address bullying incidents</li><li>◦ Fostering inclusivity, empathy, and tolerance</li></ul></li><li>• <b>Intervention Strategies</b><ul style="list-style-type: none"><li>◦ Implementing early intervention strategies to address bullying incidents</li><li>◦ Empowering bystanders to become upstanders and intervene</li><li>◦ Collaborating with relevant stakeholders in the intervention process</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Equality, Diversity & Inclusion



Course Name	Course Overview	Topics
<b>Workplace Bullying Course</b>	<p>The Bullying Prevention Training course is designed to equip individuals with the knowledge and skills to prevent and address bullying behaviors in various settings. Whether you're an educator, parent, caregiver, or community member, this course will provide you with the tools and strategies needed to create safe and inclusive environments where bullying is not tolerated.</p> <p>By the end of the course, you will be equipped with the knowledge and skills to promote a culture of respect, empathy, and inclusivity, contributing to the prevention of bullying.</p>	<ul style="list-style-type: none"><li>• <b>Warning Signs</b><ul style="list-style-type: none"><li>◦ Identifying the different types of bullying, including physical, verbal, social, and cyberbullying</li><li>◦ Recognising common warning signs of bullying behavior</li><li>◦ Understanding the potential long-term effects of bullying on individuals' mental, emotional, and social well-being</li></ul></li><li>• <b>Creating a Positive &amp; Respectful Environment</b><ul style="list-style-type: none"><li>◦ Diagnosing your organisation's position on Promoting positive behavior and creating a culture of respect</li><li>◦ Implementing policies and procedures that prevent and address bullying incidents</li><li>◦ Fostering inclusivity, empathy, and tolerance</li></ul></li><li>• <b>Intervention Strategies</b><ul style="list-style-type: none"><li>◦ Implementing early intervention strategies to address bullying incidents</li><li>◦ Empowering bystanders to become upstanders and intervene</li><li>◦ Collaborating with relevant stakeholders in the intervention process</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		



# Wellness & Wellbeing



Course Name	Course Overview	Topics
<p><b>Mental Health First Aid/ Champion</b></p>	<p>People in difficulty or distress often find it challenging to open up because of the stigma associated with mental health issues or fear of being treated differently. A trained Mental Health First Aider can break down those initial barriers, have genuine non-judgemental conversations, provide relief and appropriate support, and signpost pathways to pursue further help.</p> <p>During this course, you will build your knowledge and awareness of mental health, learn to recognise the signs and symptoms of common mental health issues, and understand how stigma can be a barrier to open conversations in the workplace.</p>	<ul style="list-style-type: none"> <li>• Module 1                             <ul style="list-style-type: none"> <li>◦ What is Mental Health?</li> <li>◦ Prevalence in Mental Health</li> <li>◦ Supporting recovery</li> <li>◦ Stigma and discrimination</li> </ul> </li> <li>• Module 2                             <ul style="list-style-type: none"> <li>◦ Factors that influence Mental Health, including the workplace environment</li> <li>◦ Depression &amp; anxiety</li> <li>◦ Eating disorders, self-harm, psychosis and substance misuse</li> </ul> </li> <li>• Module 3                             <ul style="list-style-type: none"> <li>◦ Early warning signs</li> <li>◦ Supporting people in crisis</li> <li>◦ Building a mentally healthy workplace</li> <li>◦ Championing internal wellness initiatives</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		
<p><b>Stress Management</b></p>	<p>Stress is often present in the workplace and can lead to demotivated employees and a rise in absenteeism. It is in everyone's best interest that procedures are in place to manage stress. This course will give managers the tools and techniques to create an effective framework for stress management.</p> <p>Our trainers will teach you to explore both your own symptoms and your employees' stress triggers and learn how to create a personal plan for stress reduction.</p>	<ul style="list-style-type: none"> <li>• Stress Awareness                             <ul style="list-style-type: none"> <li>◦ Stress vs pressure</li> <li>◦ Early identification</li> <li>◦ Stress and the law</li> </ul> </li> <li>• Proactive Stress Management                             <ul style="list-style-type: none"> <li>◦ Creating a good climate</li> <li>◦ The CUSP™ framework</li> <li>◦ Stress prevention</li> </ul> </li> <li>• Reactive Stress Risk Management                             <ul style="list-style-type: none"> <li>◦ Customised scenarios</li> <li>◦ Reduce the risk</li> <li>◦ Individual and management</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Wellness & Wellbeing



Course Name	Course Overview	Topics
<p><b>Workplace Resilience</b></p> <p><a href="#">Full Course Details</a></p>	<p>Resilience is the ability to recover and bounce back from adversity and hardships, feeling stronger and more capable to cope than ever before. Our resilience training course will provide learners with the necessary skills to achieve this.</p> <p>This one-day course has been designed to provide an understanding of the issues and costs surrounding stress and resilience in the workplace; to begin to address the most common causes of workplace stress, and to outline basic strategies for building a resilient and adaptable workforce.</p>	<ul style="list-style-type: none"> <li>• <b>Managing Stress</b> <ul style="list-style-type: none"> <li>◦ What contributes to workplace pressures?</li> <li>◦ The impact of stress on personal performance</li> <li>◦ Moving from reactive to proactive</li> <li>◦ Choosing the appropriate approach for each situation</li> <li>◦ How to develop coping skills and steps to maintain an effective work/life balance</li> </ul> </li> <li>• <b>Handling Difficult People or Situations</b> <ul style="list-style-type: none"> <li>◦ Respecting colleagues differences and opinions</li> <li>◦ Having a professional attitude</li> <li>◦ 6 Steps to dealing with difficult people</li> <li>◦ Proposing a solution that you can deliver on</li> <li>◦ The importance of delivering on our promises</li> </ul> </li> <li>• <b>Workplace Resilience</b> <ul style="list-style-type: none"> <li>◦ Your existing resilience and resourcefulness</li> <li>◦ Practical tools and strategies to manage anxiety, increase positive emotions, resilience and optimism</li> <li>◦ Being positive: Thinking and planning framework</li> <li>◦ Practical tools for managing emotional state and remaining positive</li> </ul> </li> </ul>

# Wellness & Wellbeing



Course Name	Course Overview	Topics
<b>Wellness at Work</b>	<p>The cost to the economy resulting from death and disability as a result of illnesses such as heart disease and stroke is in excess of €8 billion a year. This exerts a tremendous burden on the workplace: lost man-hours, lost productivity due to sick leave and absenteeism.</p> <p>This one-day Wellness at Work course aims to search for, and implement, solutions to these issues and to successfully address the needs of the workplace in Ireland. This is a highly practical course and scenario-based exercises and group discussions will be used throughout to allow learners to gain a better understanding of how wellness in the workplace affects all aspects of business.</p>	<ul style="list-style-type: none"><li>• <b>Managing Stress</b><ul style="list-style-type: none"><li>◦ What contributes to workplace pressures</li><li>◦ Moving from reactive to proactive working</li><li>◦ Choosing the appropriate approach for each situation</li></ul></li><li>• <b>Time Management</b><ul style="list-style-type: none"><li>◦ Prioritise your workload to reduce the feeling of being overwhelmed</li><li>◦ Dealing with distractions and interruptions</li><li>◦ Learning to say no; Scheduling available and unavailable time</li></ul></li><li>• <b>Workplace Resilience</b><ul style="list-style-type: none"><li>◦ The power and impact of the language we use</li><li>◦ Practical tools for increasing your resilience</li><li>◦ Being positive: Thinking and planning framework.</li></ul></li></ul>
<a href="#"><u>Full Course Details</u></a>		

# Wellness & Wellbeing



Course Name	Course Overview	Topics
<p><b>Mindfulness at Work</b></p>	<p>Mindfulness - non-judgemental present moment attention training - has been shown by a growing number of studies to have beneficial effects on health, productivity and team dynamics. Corporate mindfulness and meditation training are now used by many large companies such as Google, Apple and Virgin. Mindfulness at work helps people to be healthier, happier, smarter and more productive.</p> <p>The techniques provided on this one-day Mindfulness course can encourage new ways of working that increase engagement and reduce absenteeism, enable leaders to utilise human potential theories, leading staff through a change in an uncertain environment, improve workplace productivity and resilience and provide coaching techniques using mindfulness.</p>	<ul style="list-style-type: none"> <li>• Module 1                             <ul style="list-style-type: none"> <li>◦ What is mindfulness?</li> <li>◦ The origins of mindfulness</li> <li>◦ The benefits of mindfulness in an organisational setting</li> <li>◦ Mindfulness and brain science</li> </ul> </li> <li>• Module 2                             <ul style="list-style-type: none"> <li>◦ Workplace benefits</li> <li>◦ Mindfulness, resilience and productivity</li> <li>◦ Basic mindfulness breathing</li> <li>◦ Mindfulness in everyday working life: from reacting to responding</li> </ul> </li> <li>• Module 3                             <ul style="list-style-type: none"> <li>◦ Mindful communication</li> <li>◦ Mindful leadership</li> <li>◦ Boosting creativity and innovation using mindfulness</li> <li>◦ Mindfulness and positive psychology</li> </ul> </li> </ul>
<p><a href="#"><u>Full Course Details</u></a></p>		

# Our Team of Experts

At DCM Learning, we take pride in our team of over 45 highly skilled trainers. These trainers are not only experts in their respective fields but also passionate about creating transformative learning experiences.



**4.8%**

Average Participant Satisfaction Rating.

**98%**

Positive Feedback Received.

**94%**

Repeat Client Rate.

**10+**

Years of Experience Per Trainer.

# DCM, Your Learning Partner

## Experts in People, Experts in Learning

For over a decade, DCM Learning has been improving individual and business performance in Ireland and the UK. At our core, we believe people learn best by doing. We design fun, powerful experiences that have a profound and lasting impact on people and their careers, inspiring new ways of thinking, building critical capabilities and unleashing business success.

## Passionate About Learning & Development

We work with the biggest brands in Ireland, including UCD, Pfizer & Google, so you can have confidence in our ability to deliver excellent training programmes for your team or your business.



**dcm**

[admin@dcmlearning.ie](mailto:admin@dcmlearning.ie)

+ 01 524 1338