

Bespoke Training

In-Company Training

The Business Academy In-Company training offers you the opportunity to have a wide range of quality training tailored to meet your organisation's exact needs, and can be delivered at the location of your choice.

It is the perfect solution if you have a number of people with the same training need.

As the In-Company courses are priced per day, the result is high quality, flexible, bespoke training that offers excellent value for money.

In-Company Training Topics Include:

- Finance & Planning
- Sales & Marketing
- Personal Development
- Recruitment & Human Resources
- Management & Development
- Project Management
- Compliance
- IT

Why choose In-Company Training?

- Content tailored to meet your organisation's exact needs – in terms of people, policies, processes and procedures
 - Flexible – allows you to choose the perfect time and most appropriate location
 - Value for money – a large group of delegates can be trained for considerably less money than each delegate attending a public course
 - Learn more in less time – delegates will spend fewer hours away from work
 - Content from several courses can be combined into one session
 - Several courses can be adapted into one complete programme for a section of the workforce, such as line-managers or supervisors
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How training courses can be grouped together to fulfil a company's training needs

Building a Winning Team Series – a programme we put together for a large manufacturing company.

The brief: First level management training across a range of subject area; the whole programme to comprise a sound introduction as to what is required of a manager. The programme is designed to be delivered on-site to a group of first line managers; the training to take place over a 6 month period. In addition the learners to be enrolled on relevant learndirect courses, so that they can access material outside of the sessions and embed the learning points being developed.

Training sessions

1. Advanced Communication

- How to watch, listen and question in a way which will improve your communication
- Why? – because what you understand by your words isn't always what others understand
- Why? – to achieve your own outcomes

2. Team Briefings - Meetings, Presentations and Relationships - a session dealing with

- Communication and problems with it
- What do you need to include and how are you going to say it?
- How do you make an impact?
- Attending meetings
- Holding meetings
- Improving work relationships

3. Personal Effectiveness - Time Management / Assertiveness

- Assertiveness
 - What is assertiveness and where do you stand with it?
 - TEA model
 - Actions you can take
- Time management
 - What is time management?
 - Urgent versus important?
 - Managing time or managing you?
 - Time management tools.

4. Motivating and Delegating

- Motivation theory
- Personal needs
- Clear direction
- Power of language
- Delegation
- Giving praise and feedback
- Resolving team conflict

5. Performance and Absence Management

- What are performance reviews and why have them?
- Preparation for a performance review
- Carrying out a performance review
- Review process

6. Coaching and Development

- Training and learning as a process
- Identifying the training need and the learning style
- Designing the training
- Coaching - why and when?
- Basic needs for coaching
- Effective questioning
- GROW model

7. Creative Problem Solving and Stress Management

- What is the problem? The cause? The solution?
- How do we make it work?
- What is stress? The symptoms and causes of stress
- Stress relief and Solutions
- Taking action, changing thinking, changing feelings

8. Managing Safely and Preventing Accidents

- Health and Safety Legislation
- Hazard Identification
- Risk Assessment and Risk Control
- Safety Management
- Active and Reactive Monitoring
- Review and Audit

9. Risk Assessments

- Why risk assessments are necessary
- Common terms used in risk assessment
- The Health & Safety at Work Act
- Legal requirements
- The qualities of a risk assessor
- Risk assessment in practice
- Rating risk and Hierarchy of Controls
- Recording methods and sources of information

Suggested learndirect courses

- Resolving Conflict
- Presenting Information
- Preventing Accidents
- Performance Indicators
- Continuous Improvement
- Coaching
- Briefing Skills
- Implementing Change
- Building The Team
- Problem Solving

Expected Outcomes

After these training courses the delegates will know

- How to handle a team briefing session
- How to deal professionally with issues around absence and performance management
- Problem solving and continuous improvement techniques
- Making positive presentations
- How to conduct risk assessments
- How to coach effectively
- The principles of motivation and delegation

Just a few of the comments from satisfied delegates;

“The courses are all well defined and constructed. Have enjoyed every one.”

“(The trainer is) always very understanding when more explanation required and makes the practical exercises interesting.”

“All interesting and hopefully will put into practice with more confidence.”

The best part of the H&S course - *“knowing other managers will be applying practices the same way throughout the company.”*

Most of the Business Academy courses can be group together in this way in form a personalised training programme. Contact the Business Academy to talk about your requirements.