



# personal and management skills

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In-house only - Please call our bookings team on 0121 362 7690 to find out more.



Quorum Training Pool – if you fancy one of our in-house only titles, but only have one to three people that need the training, let us know by calling 0121 362 7690 and we will match you up with others wanting the same course on a date that works for you.

**directors  
managers  
project leaders  
and their staff**

All Courses take place in Central London unless otherwise stated.

## Appraisal Skills



This course will enable you to focus on the performance management cycle and the essential skills required throughout the year to get the very best from those you manage on a day-to-day basis. You will be able to integrate performance management into your daily work routine in order to face the end of year review with confidence. The course focuses on conversations, helping you to feel confident and capable when delivering feedback on performance to individuals.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Effective Business Writing and Reporting

This participative one-day course introduces key principles of effective business writing through a range of real life examples and practical activities. Participants will have the opportunity to apply the key principles learnt in a range of practical exercises.

**Speaker:** Jacqueline Williams, LLB, FCMA, Independent Lecturer and Consultant.

**Date:** 7 November 2011  
2 April 2012

**Member:** £315 + VAT  
**Non Member:** £575 + VAT

## Effective Negotiation Skills



The aim of this course is to understand your natural negotiation style and its impact on outcomes, and to help prepare, argue and present a case. It will also help to recognise and understand a variety of common tactics and decide on the most appropriate tactics for success.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Making Successful Presentations



This programme is highly interactive involving discussion, practical exercises and prepared presentations recorded on DVD in order to facilitate constructive feed-back in a supportive environment. Delegates are encouraged to bring along material that has been used before either successfully or unsuccessfully, or material that will be used in the future.

To enquire about this course please call our bookings team on 0207 566 8207.

## Positive Influencing Skills



This programme will provide the insight, skills and opportunity for you to successfully influence others.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Team Leadership Workshop



Leading a group of individuals and enabling them to work as an effective team is a skilled and rewarding job. This highly interactive workshop will develop your skills as a leader and enable you to communicate effectively, develop and strengthen existing and future teams.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Assertiveness Workshop



Assertiveness is a skill that enables us to communicate our needs, wants and feelings clearly. Most of us have been in situations where our reactions were not appropriate. Assertiveness is not aggressive or manipulative behaviour but a tool to help us relate to others and so achieve a win - win solution to problems.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Effective Communication Skills



This course examines the skills and principles of clear communication, developing inter-personal skills and practising these skills in a supportive environment. It is designed to be highly interactive, involving discussion and practical exercises. Individual needs are considered in order to maximise your inter-personal skills. At the end of the course, the participants have increased confidence to communicate effectively in and outside their organisation is enhanced.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Improving Working Relationships and Managing Conflict



This two-day programme will enable you to create better relationships by developing self insight, understanding of others, and how to deal with conflict before and as it arises.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Managing People



The course concentrates on the elements that create performance in others, helping attendees to step back and consider their approach to the motivation, performance management and the development of their team members.

This one-day course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Project Management



This course is designed for those who manage or work in project teams and require a basic introduction to the principles and practice of project management.

To enquire about this course please call our bookings team on 0207 566 8207.

## Two Day MBA: A Business Strategy Workshop

NEW

The workshop is designed to provide an insight into the rationale behind long-term planning and to highlight key issues relating to the planning process and implementation of the agreed plan. Case studies will be used to provide examples of strategic plans that did not achieve the expected outcomes.

**Speaker:** Robert Britton Independent Trainer and Consultant.

**Date:** 18 & 19 October 2011  
28 & 29 March 2012

**Member:** £630 + VAT  
**Non Member:** £995 + VAT

## Successful Negotiation and Influencing (2 Days)



This practical two-day programme will equip delegates to achieve positive results through their engagement with others in the working environment. Through enhanced influencing and negotiating skills, delegates will be able to successfully develop and deliver convincing business arguments.

This course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

## Working in a Culturally Diverse Environment



The overall objective of this course is to examine barriers and explore solutions to working in a culturally diverse environment. The programme is highly interactive involving discussion, practical activities and case studies. **This one-day course is in-house delivery only.**

This course is in-house delivery only.

To enquire about this course please call our bookings team on 0207 566 8207.

# Light Bites Learning©

## In association Matchett Business Learning



Take a day's conventional training course and compress it into a dynamic, short session filled with useful tools and techniques!

You can 'pick and mix' from over 20 different off the rack short sessions covering areas such as personal development, management development, project management and finance.

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- They create an appetite for further learning

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You can pick from a variety of courses, which can be delivered 'off the shelf' or customised for your organisation. They can be delivered anytime and anywhere, with up to three sessions a day. The sessions range from 90 minutes to three hours in length, and you can have up to 20 delegates attend a session.

Light Bites Learning© is a frugal option as it enables you to train 60 people a day for the normal cost of just eight – and dramatically reduces the opportunity costs.

### Light Bites – Pick n' Mix Modules:

- Motivating your Team • Art of Remote Management • Tough Conversations • Change as a Constant
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- Objective Setting • Presentation Skills • Secrets of Successful Interviewing • The Assertive 'No' • Time & Priority Management • Critical Thinking • Giving & Receiving Feedback.

To find out more, please call us on 0121 362 7690 or email [pjaques@quorumtraining.co.uk](mailto:pjaques@quorumtraining.co.uk)