

“think
learn?
succeed”

Corporate Training Course List



Change Management

Change-Ability at Work

Winston Churchill said, "There is nothing wrong with change, if it is in the right direction." Sometimes you don't have a choice about the direction of change at work. But you do have control over how you react to it. Learn four essential skills for handling workplace change in positive ways.

Change and Conflict: Making Things Positive

Although change often sparks conflict, your change plans can still go smoothly. Learn to handle conflict constructively, overcome resistance to change and sort out differences of opinion on your change journey.

Making the Most of Change

Change is happening at a rapidly increasing pace. Learning how to handle it is a smart career move. That's why you should be at this course. You'll discover how to make change work for you.

Meet the Change Challenge and Win

From increasing workloads to departmental restructures, your team is facing change at every level. So learning how to manage change well is vital for your success as a manager. Discover how to inspire your people to support change.

Shift Happens

Change isn't always welcome, but your team is going through it right now. Hear how the change will impact on you and your work. Contribute to plans for moving forward. Share your ideas, thoughts and feelings during this one day success planning workshop.

The Change-Able Manager

Discover how to make change stick. Learn why some people resist, and others embrace, change. Then master powerful tools for leading your team through change.

Communication Skills

Appropriate Behaviour at Work

Learn how to give everyone at work a fair go. Find out the difference between discrimination, harassment and bullying. Then discover how to stop them happening.

Assertive Communication

Do you want to get your point across more effectively? Learn how to communicate appropriately, honestly and successfully. Frame your message to engage attention. Handle tricky situations diplomatically. Listen in order to understand. Turn conflicts into positive discussions.

Communication Across Cultures

Communicating across cultural differences can be challenging. Discuss how culture impacts on thinking, behaviour and communication. Explore key elements to consider when communicating in culturally diverse workplaces and service contexts.

Confident Phone Skills

Do you need to influence and persuade over the phone? Are you responsible for handling angry people or dealing with complaints? Learn how to keep a phone conversation polite, professional and focused on positive outcomes. Save time and make your customers happier now!

Crystal Clear Team Communication

Does your team sometimes suffer from communication breakdowns? Discover how to keep your communication on track. Overcome problems, get your point across and create a great team dynamic. Hear how to communicate using a common language. Learn to sort out conflict and discover how to get more value from meetings.

High Impact Business Communication

Increase your personal influence and persuade others to agree with you. Find out how hypnotic language, rapport-building strategies and information coding techniques can be used to add impact to any message.

Influence, Persuade and Negotiate

Learn how to influence, whether or not you're in a position of authority. Discover the power of persuasive conversation and learn the secrets of great negotiators.

Negotiation Skills

Discover the secrets of great negotiators. Learn how to plan and implement your negotiation strategy. Then discover how to deal with dirty tactics during negotiation.

On-Target Communication

Clear communication not only brings you powerful influence, but helps those around you feel heard as well. Conflicts become easier to resolve and negotiations are a breeze. This session is full of practical tips for communicating assertively with colleagues and clients.

Psychology of Influence

Get more of what you want out of life and work. Master the art of persuasion by learning the key principals of influence. Learn to command attention when you talk. Tap into key motivators and influence with flair.

Rapport-Building and Influencing Skills

Rapport is a feeling of trust and mutual understanding. In business, building rapport helps you influence decisions, resolve problems and win better results in sales and negotiations. Although it seems to occur spontaneously, rapport can be built deliberately.

Solution Focussed Conversations

To succeed in today's fast-paced world of work, you need to know how to pre-empt and solve problems. Not just technical problems, but also interpersonal or communication problems. In this course, you'll learn how taking a solution focussed approach makes problem-solving a breeze.

Conflict Resolution

Beating Workplace Bullying: A Manager's Guide

Bullying can happen in any workplace. No-one deserves the physical and psychological abuse it involves. Managers and employees have an obligation to free the workplace of bullying, harassment, discrimination and violence. In this course you'll find out what you're expected to do - as manager - to keep your workplace safe and bully-free. You'll also hear how to recognise, prevent and deal with bullying at work.

Bully Busting at Work

Bullying can happen in any workplace. No-one deserves the physical and psychological abuse it involves. All managers and employees have an obligation to free the workplace of bullying, harassment, discrimination and violence. In this course you'll find out what you're expected to do - as a staff member - to keep your workplace safe and bully-free. You'll also hear how to recognise, prevent and deal with bullying at work.

Calming Angry Customers

Want practical ways to deal with outbursts of anger from clients? This course is full of practical tips for doing just that. Learn about keeping your cool, managing others' rage and how to turn the situation to your advantage.

FAST Ways to Resolve Conflict

Conflict at work can be hard to avoid. But after this workshop you will be able to find FAST ways to move forward. Hear how to work out what is really wrong when conflict sparks. Identify the needs and concerns that matter in a conflict. Build creative solutions to problems and overcome game-playing or negativity. This course will raise your confidence and give you practical tools in conflict management.

Handling Difficult People

That difficult person could be a client, a colleague or your boss. Discover how easy it is to create and keep your personal power - even when others' words catch you by surprise.

New Perspectives on Conflict Resolution

Conflict at work is hard to avoid. But after this workshop you'll be able to see it coming, confront it confidently and get positive results in tough situations.

Personalities Working Together

The Myers Briggs Type Indicator (MBTI) measures the ways different people prefer to think, make decisions, manage their time and communicate. In this workshop you and your team will find out the best way to connect with each other – and “personality differences” will become a thing of the past.

Creative Thinking

Decisions... Decisions

Do you have to make lots of decisions at work? Do you sometimes feel confused or worried that you might make the wrong choice? Speed up your decision making by mastering tools for analysis, idea generation, option selection and problem solving.

Problems... Ideas... Solutions

Develop your skills as a critical thinker. Boost your creativity. Tackle problems with verve and vigour. If you need to solve problems quickly and brilliantly, book this course now!

Think Like a Genius

Albert Einstein said, “Imagination is more important than knowledge.” In this workshop both will be boosted to new heights. Combining logic with creativity, you will solve problems and spark new ideas like never before.

Customer Service

Customer Service Excellence

Impressing your customers - whether it's for one small transaction or a long-term relationship - is essential for business success. In this workshop you will learn to ‘read’ customers' needs and expectations in order to create satisfaction, build loyalty and resolve complaints when they come up.

Customer Service: From Good to Great

At last here's a course of experienced customer service providers! Hear about the latest brain research – and how it can help you deliver superb service. Review real feedback from your customers and then build an action plan for delivering even better service. This course is for experience service providers.

Handling Customer Complaints

A 'moment of truth' is when a customer experiences a problem and confronts you about it. With the right approach, these conversations end up with the client smiling and still loyal to your business. This course focuses on how frontline staff can respond effectively, even when customers become angry or abusive.

Handling Difficult Clients

Sometimes customers can be angry, aggressive or just plain rude. Learn how to stay calm, control tough situations - and deliver excellent service.

Service Essentials for Managers

This course takes you beyond the theory of quality service. It shows you how to change the behaviours of your team so that service excellence is reflected in everything they do.

The Psychology of Influence

Do you want to increase your personal influence? This course will show you how to persuade others to listen to you, influence their thinking patterns and get better results when negotiating. Learn the secrets of world-class influencers in this powerful session.

Wow Your Customers

Impressing your customers is essential for business success. In this workshop you will learn to read customers' needs and expectations, build loyalty and resolve complaints when they come up. Explore ways of managing unreasonable requests. Discover how to manage different types of customers and respond to their needs. Learn how to win better results in sales and negotiations. Build on existing relationships and generate new business. A great course for the entire team!

Emotional Intelligence (EQ)

Leading With Emotional Intelligence

"If your emotional abilities aren't in hand, then no matter how smart you are, you're not going to get very far." Find out how to boost your emotional intelligence and become a high impact leader.

Working with Emotional Intelligence

See how thinking patterns and emotional states influence your success at work and in life. Then learn how to access positive states quickly and easily.

Emotional Intelligence and Work Life Balance

Are you stressed or suffering from overload at work? You can change this situation by developing your Emotional Intelligence.

Neuro Linguistic Programming (NLP)

Communication Excellence with NLP

Raise your influence and learn how to be a persuasive communicator. Tap into the power of NLP so that you can negotiate, build rapport and get results from every conversation.

Creating Success with NLP

Neuro Linguistic Programming can help your team develop positive, proactive mindsets. Change patterns of thinking, talking and behaving so everything you do as a team supports success.

Business Communication with NLP

Increase your personal influence and persuade others to agree with you. Find out how hypnotic language, rapport-building strategies and information coding techniques can be used to add impact to any message.

Mesmerise Your Audience with NLP

Stand out as a star presenter. Learn how to engage, captivate and influence any group. Feel confident on stage so you can deliver an inspiring speech.

Rapport-Building and Influencing Skills

Rapport is a feeling of trust and mutual understanding. In business, building rapport helps you influence decisions, resolve problems and win better results in sales and negotiations. Although it seems to occur spontaneously, rapport can be built deliberately.

Selling with NLP

Transform your sales results using Neuro Linguistic Programming. Learn to build rapport and minimise resistance to a sales message. Track and match the key decision making patterns your prospects use to commit to a purchase. Use influential language to open, lead and close in the sales environment.

Think Success with NLP

Get your team to think with charged, creative gusto! By throwing away old, unhelpful thought patterns and taking on new, positive ones your team will hurtle towards success. Together you will build an exciting vision that everyone wants to be a part of.

Management and Leadership

Building High Performance Teams

Every manager dreams of having staff who are inspired and motivated high achievers. You can achieve that dream by using a few simple team-building tools.

Building Business Culture with Systems Thinking Tools

Want to create a dynamic, responsive culture in your team or business? Systems thinking tools will help you do it. Learn how to use the principles and tools of organisational learning in a practical way which delivers results.

Creating SMART Strategy

Great teams know exactly what they need to do to create business success. Set your team up to excel by getting them involved in a dynamic strategy session which will motivate and inspire.

Coaching for Star Performance

Master the basics of workplace coaching so you can help others solve tough problems, set goals, feel confident and leap to the peak of success. Coaching is an effective tool for improving work performance and helping staff develop their skills.

Crunch Point Conversations for Managers

Learn to handle challenging management situations in a professional and assertive way. This course will boost your ability to lead and inspire others.

Feedback with Flair

Give skilfully delivered feedback and watch your staff flourish. Whether it is criticism, compliment, or advice, you will learn how to offer it so motivation is fuelled, operations run smoothly and great end results are delivered.

Managing People

Do you want to motivate and inspire your team? That's what you'll learn to do in this high impact session. Learn how to lead your team to success. Relate well to each individual, build a great team dynamic and create a culture of high performance.

Master Your Time

Get more done in less time! Find out the secrets of highly organised people. Learn to make the most of your time management profile, avoid the “urgency trap”, sort out your priorities and use a range of time management tools.

Mediation Skills for Managers and Supervisors

All teams will experience conflict at some stage. This means managers and supervisors need to know how to help team members resolve disagreements. Develop the skills you need to help team members discuss their needs and concerns collaboratively.

Performance Management Essentials

Performance management is about bringing out the best in your people. Learn how to motivate, reward and promote star performance. Discover how to make the most of your performance review system and how to talk about tough issues when you need to.

People Management Master Class

This three day program for experienced managers focuses on finessing your people skills. See how recent discoveries in brain science can transform your effectiveness in leading teams. Try out practical communication tools and step-by-step processes for managing the tough side of people management.

Psychology of Workplace Change

Find out why some people resist, and others embrace, change. Hear what’s normal when dealing with change. Gain key skills for making change positive, sustainable and productive.

Setting SMART Objectives

Want to get the most from your team? You need to set objectives that will inspire and motivate them. Learn how to write clear objectives and tap into the potential of your top performers.

Skills for Team Leaders

If you’re new to team leadership, this is the course for you. Learn the secrets of successful leadership. Discover how to motivate people, manage performance, solve problems, set work schedules and inspire your whole team to follow your lead.

Stepping Into Supervision

Prime yourself for success in your new role as supervisor. Engage and motivate your team. Get things done. Turn problems around fast. This course teaches you everything you need to be a star supervisor.

You Lead, They’ll Follow

Outstanding leadership takes skill. This course gives you cutting edge tools for powering up your team. Learn how to lead, inspire, motivate and turn challenges into opportunities for success.

Personal Effectiveness

Administrative Skills For a Digital World

Do you face huge workloads and information overload on a daily basis? Do people rely on you to keep things running smoothly? Get organised. Learn to juggle competing demands and priorities. Find out how to streamline your work – so you can get things done more efficiently in today’s digital world.

Chairing Skills

Keep your meetings on track by becoming a model chair person. You’ll be stunned by how quickly you can free bogged down meetings after attending this course!

Ethics at Work

Sometimes, making the right decision can be tough. That’s when you need a framework for ethical decision making. Learn how to resolve ethical dilemmas and behave ethically in challenging situations.

EA and AA Masterclass

Boost your organisational and communication skills. Learn to excel in your role as an EA or AA. Manage time in the digital world, solve problems, juggle the demands of multiple clients and work collaboratively in today's busy workplace.

Handling Multiple Clients

Learn better ways to juggle the competing demands of your clients. Gain control of your time and priorities. Set boundaries *and* keep your clients happy at the same time.

Improving Work Processes

Do you want to feel more in control of your workload, to reduce mistakes and cut out time-consuming 'loops' in your work? Then you need to master the art of process improvement. Learn how to flowchart and streamline your current work processes. Then learn to write easy-to-follow procedures, so your entire team can work efficiently and effectively.

Master Your Time

Get more done in less time! Find out the secrets of highly organised people. Learn to make the most of your time management profile, avoid the "urgency trap", sort out your priorities and use a range of time management tools.

Meeting MAGIC

Save time by making your meetings productive! Great meetings don't just happen, they are planned and managed. This course is full of practical tips and templates for organising, running and following up your meetings.

Stakeholder Management

To succeed in today's fast-paced world of work, you need to know how to pre-empt and solve problems. Not just technical problems, but also interpersonal or communication problems. In this course, you'll learn how taking a solution focussed approach makes problem-solving a breeze.

Time Management in the Digital World

Information overload. Time lost browsing the internet unsuccessfully. Social media distractions. The digital world presents many challenges – as well as many resources – in terms of time management. Learn how to work effectively and keep control of your time in today's technology-based world.

Public Speaking, Presenting and Training

Advanced Group-Work Skills

Step into the shoes of a master facilitator. Hear how to keep your audience listening and laughing all day. Add sparkle to dull material with examples and stories. Create your own high impact learning activities. This is a course for experienced trainers who want to soar to new heights of excellence.

Advanced Presentation Skills

Stand out as an excellent presenter by learning the secrets of charismatic presenters. Connect instantly with an audience, code information to make it memorable, speak with influence, apply accelerated learning techniques and tell captivating stories.

Presenting With Impact

Speak confidently in front of any group and leave your audience wanting more. Master presenter, Eleanor Shakiba, will teach you how to engage an audience, deliver a memorable speech and use audio visual aids effectively.

Running Great Focus Groups

Add to presenting and training section and use this blurb: Hear the secrets of master facilitators in this practical introduction to leading focus groups. Learn how to plan, promote and run focus groups successfully.

Smart Ways to Use PowerPoint

Put more pizzazz into your presentations by making the most of PowerPoint. You'll love the practical tips we teach in this course - and your audience will love *you* when you use them!

Spice Up Your Computer Training

Computer training needn't be bland. Learn how to charm, engage and involve your audience. Add some zing to your session with accelerated learning techniques.

Stage Craft for Presenter

Power up your presentations by learning to 'hold the stage.' Discover how to present a charismatic stage presence, set stage anchors and use dynamic story telling techniques. A great course for trainers, sales people, managers and professional speakers.

Workplace Training Skills

Do you deliver training to small groups? After this course you'll be able to match your delivery style to the group in front of you. Learn to plan a dynamic session, deliver with pizzazz and manage group dynamics.

Team Building

Building a Star Team

Being part of a star team means that you not only get great results but also have a great time doing it. Get to know each other better. Find out how to resolve communication differences. Learn to use team problem-solving tools and to achieve truly great results.

Crunch Point Conversations in Teams

Crunch point conversations are discussions that focus on tough topics. Boost your team work skills by learning to handle disagreements productively, use team solving tools and contribute to positive team dynamics.

Finding Your Groove

Jazz up your team dynamics during this pumping team vision session. Work with a jazz band to learn what they mean by 'being in the groove.' Then plan how your own team can experience the same level of alignment and inspiration. An interactive, fun day which leads to practical results back at work.

Finding Your Focus

Focus is the key to team Success. Rethink the way your team defines, creates and delivers its services. Build and tell compelling team story.

Personalities Working Together

Discover how personality preferences impact on behaviour and communication in teams. Using the MBTI personality indicator, build your team's ability to understand and converse with each other. Find out how to use 'personality differences' as a source of creativity rather than conflict.

Working in Teams

Great teams are made up great people. Bring out the best in each individual on your team. Master team problem solving. Learn to overcome conflict and get everyone working together successfully.