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Introduction

Mayfield Training Limited recognises that all companies and their employees have their own needs and priorities.

We therefore offer a cost-effective, convenient and flexible bespoke training service that aims to respond specifically to those needs.

We are able to offer an extensive range of modular personal and inter-personal effectiveness courses that can be tailored to meet your precise objectives. There is no minimum number of participants— our bespoke training can be delivered as 1:1 coaching, or small group training if required. We usually deliver bespoke training in-house, although we would be happy to use another suitable venue if you prefer.

The information on the following pages gives a brief outline of the most popular topics, but it is by no means exhaustive. For more information on the specific modules that can be included in a bespoke course, or for a no-obligation consultation, please contact Kerrie Tonks, Managing Director on **01223 570003** (direct line), or email to: **enquiries@mayfield-training.com**

3/40

Assertiveness

In order to achieve maximum potential, individuals need to develop an ability to communicate effectively and clearly with others. This requires a high level of self-awareness and sensitivity to the impact of their behaviour on others. Mayfield Assertiveness Training will enable participants develop specific communication techniques which will be invaluable in a wide range of workplace situations. It will cover the three main categories of behaviour within the assertiveness model: passive, aggressive and assertive and will give the opportunity to develop skills in dealing confidently and professionally with colleagues, suppliers and customers.

Related Topics:

- Communication Skills
- Influencing Skills
- Dealing with Difficult Relationships at Work

Participants will:

- Increase their self-awareness
- Deal more confidently and professionally with conflict and anger
- Make, refuse and accept requests more effectively
- Handle negotiations more confidently
- Give and receive feedback more effectively

Organisations will:

- Have more effective team players
- Have more confident and competent negotiators
- Experience the benefits of more positive working relationships
- Decrease workplace stress
- Have more effective meetings

4/40

Business Writing

Improving the writing skills within an organisation can lead to better customer relations, more business wins, increased confidence, fewer misunderstandings, less queries and time savings. Mayfield Business Writing Training will develop a range of essential written communication skills, including how to avoid making common grammatical and punctuation errors, and how to get the message across using concise, plain English. The skills learnt will provide a useful basis for improving the quality, clarity and effectiveness of all reports, sales letters and general correspondence.

Related Topics:

- Communication Skills
- Influencing Skills
- Presentation Skills

Participants will:

- Increase their confidence to write clearly, concisely and effectively
- Identify appropriate writing styles and conventions for a range of business situations
- Match the style and content of their documents to the needs and interests of their readers
- Improve the impact and fluency of their writing
- Learn how to present and structure information effectively

Organisations will:

- Develop and improve their corporate image
- Improve their professional reputation with customers and suppliers.
- Save time and money by minimising misunderstandings.

5/40

Career Development

Organisations clearly benefit from having individuals who deliberately plan their careers, and pursue opportunities to grow their current job. Mayfield Career Development Training will provide participants with the frameworks and inspiration to work out what they want from their careers. It will enable them to discover how to get to where they want to go; to formulate their own goals and ambitions and to understand both formal and informal career processes. It is particularly recommended for anyone who feels that they aren't getting what they want from their career, or anyone looking at improving their career prospects.

Related Topics:

- Personal and Professional Development
- First-Time Leadership
- Performance Reviews and Appraisals

Participants will be able to:

- View their career development as an ongoing process
- Identify what they want from their careers and where they want to go
- Make realistic plans for continuing professional development
- Identify the range of opportunities open to them
- Identify their strengths and weaknesses
- Identify personal learning needs

Organisations will:

- Develop employees to their full potential
- Have more confident and competent staff
- Have more motivated staff
- Encourage better skills transfer through internal promotion

6/40

Communication Skills

Effective communication is an essential life skill, and is particularly important in the workplace. The ability to communicate clearly, confidently and respectfully is central to any individual's personal effectiveness at work. Improving communication skills within an organisation can lead to better customer relations, increased confidence and motivation, fewer misunderstandings, and an increase in overall efficiency and productivity. Mayfield Communication Skills Training will give participants the opportunity to identify and practice the core skills of effective communication. It will enable them to develop a flexible and effective style of tangible benefit to themselves, their colleagues and the company.

Related Topics:

- Assertiveness Skills
- Counselling Skills
- Business Writing
- Dealing with Difficult Relationships at Work
- Influencing Skills
- Presentation Skills
- Team Work

Participants will:

- Identify the key elements of effective communication
- Learn how to identify and utilise a range of communication styles
- Improve their listening skills
- Learn how to give and receive feedback with confidence
- Improve their credibility and personal effectiveness

Organisations will:

- Increase levels of internal effectiveness and efficiency
- Have more confident, competent staff
- Have less misunderstandings and complaints
- Decrease levels of workplace stress

7/40

Counselling Skills

Counselling skills are often considered inappropriate or irrelevant in the workplace. However, many serious personnel problems could be avoided if they are effectively dealt with early on. Mayfield Counselling Skills Training will enable participants to use basic counselling skills in a wide range of situations, including: giving and receiving feedback; helping colleagues to cope with change; and dealing with poor performance.

Related Topics:

- Communication Skills
- Supervisory Skills
- Performance Reviews and Appraisals

Participants will learn:

- How to use listening, questioning, summarising and counselling skills to their best advantage

Organisations will:

- Improve staff performance levels
- Implement change more effectively

8/40

Customer Service

Good customer service is the basis for sustained increases in sales. Mayfield Customer Service Training will enable participants to meet the ever-increasing needs of their customers. It will focus on making improvements to the way participants work with customers, using their own ideas, using relevant, powerful and motivating activities.

Related Topics:

- Communication Skills
- Telephone Skills
- Dealing with relationships at work
- Negotiation Skills

Participants will:

- Have a better understanding of customers' needs
- Handle "difficult" customers more effectively and confidently
- Become more customer focussed in their work
- Learn the importance of team work in customer care

Organisations will:

- Immediately improve customer service levels
- Generate a significant difference in customer perception
- Improve sales results

9/40

Dealing with difficult relationships at work

Increasing numbers of people have to deal with difficult relationships at work. If the issue is left un-addressed, it is likely to cause severe stress, poor performance and declining morale. This Mayfield training will enable participants to deal more professionally, confidently and calmly with difficult encounters at work. It will provide explanations and practice of the essential skills needed to manage potentially dangerous or damaging situations, both safely and professionally. It will draw upon participants' own experiences to make the learning relevant to their own difficult encounters, and will give them the opportunity to practice a range of skills and techniques needed for defusing potentially explosive situations. It is particularly recommended for anyone who either deals face to face with the public, or anyone who works within a team, in which conflicts are inevitable.

Related Topics:

- Assertiveness Skills
- Communication Skills
- Influencing Skills

Participants will learn how to:

- Defuse Anger
- Resolve Conflict
- Stop Abuse
- Manage Aggression
- Avoid Violence

Organisations will:

- Have better equipped, more confident staff
- Minimise risks to staff and to the organisation
- Improve effectiveness in dealing with difficult and aggressive behaviour - whatever the source

10/40

Delegation Skills

To enable participants to achieve more at work by learning to delegate more effectively, and to improve their effectiveness in empowering staff. It will help them to overcome any inhibitions about delegation, and demonstrate the benefits of delegating important and stretching tasks as part of their leadership role. It is particularly recommended for anyone required to manage, to motivate or to lead others at work, whether they are a part of the same team/department, or whether they are outside their direct line-management responsibility.

Related Topics:

- Assertiveness Skills
- Communication Skills
- Influencing Skills
- Managing Diversity
- Project Management
- Team Work

Participants will be able to:

- Use all their resources to achieve better results
- Identify the situations when delegation is appropriate
- Overcome inhibitions about delegation
- Foster motivation and competence in others
- Plan and manage key meetings with staff
- Monitor and measure performance
- Identify staff learning and development opportunities

Organisations will:

- Have more confident and competent staff
- Have more motivated and involved staff
- Enable managers to achieve more
- Encourage better skills transfer
- Develop teams to their full potential
- Encourage wider ownership of organisational mission

1 1/40

Effective Inductions

The induction period is a crucial time both for new employees, as well as for the organisation. With recruitment costs so high, no organisation can afford to lose staff because of ineffective, disappointing inductions. Mayfield Effective Inductions Training will enable participants to design and implement positive, lively and effective induction programmes for new staff.

Related Topics:

- Interviewing Skills
- Recruiting and keeping the right people
- Performance Reviews and Appraisals

Participants will:

- Receive a framework for planning an effective induction policy
- Develop the skills and tools to implement successful induction programmes
- Learn how to evaluate and modify their induction programmes
- Link inductions to the ongoing professional development of new staff

Organisations will:

- Increase staff retention
- Have more motivated, committed staff
- Have better prepared and skilled staff
- Encourage a strong corporate identity

12/40

Effective Meetings

One of the most common frustrations reported in the workplace is the waste of time and energy given to poorly managed meetings. Mayfield Effective Meetings Training will equip participants with the skills and techniques needed to plan, lead and participate in meetings of any kind, including impromptu, on-the-spot discussions between colleagues, to formal presentations and meetings with external suppliers or customers.

Related Topics:

- Communication Skills
- Influencing Skills
- Presentation Skills
- Facilitation Skills

Participants will learn how to:

- Plan an agenda
- Set the tone
- Make effective contributions
- Use powerful listening and questioning techniques
- Encourage participation and discussion
- Lead and manage discussions
- Take clear and concise notes

Organisations will:

- Save time and resources
- Reduce frustration and stress levels
- Have more productive and effective meetings
- Improve decision making and problem solving processes

13/40

Effective Minute Taking

Business writing is an essential skill in the workplace today, and good quality minute taking is in much demand. Many people struggle with minute taking simply because they have not been taught how to do it. This Mayfield training will instruct participants in a range of skills and techniques to enable them to take, to write up and to present minutes more effectively.

Related Topics:

- Communication Skills
- Business Writing
- Effective Meetings

Participants will

- Develop effective minute taking skills with a wide range of applications
- Learn about a range of tools and techniques to enable enhanced minute taking skills
- Be introduced to helpful tools for effectively recording speech
- Use a range of standard formats and styles for the presentation of minutes
- Learn how to approach minute taking with confidence

Organisations will:

- Increase the level of professional records of meetings
- Have more competent staff
- Reduce the time taken to clarify information

14/40

Emotional Intelligence

Companies are increasingly recognising the key role emotional intelligence has in the overall effectiveness of the organisation. Managers and Team Leaders in particular, are required to fulfil a much broader remit – not just to have technical or specialist expertise, but also to have a range of personal attributes and abilities. Mayfield Emotional Intelligence Training will equip participants with the skills and knowledge for the practical application of emotional intelligence in the workplace, including: Self-awareness, Self-management, Motivation, Empathy and Social Competence.

Related Topics:

- Communication Skills
- Influencing Skills
- Dealing with Difficult Relationships at Work
- Stress Management

Participants will:

- Become resilient to problems and persistent to pursuing success
- Be more motivated and better able to motivate others
- Be able to harness the energy of negative emotions for positive outcomes
- Have the confidence and emotional ability to manage change

Organisations will:

- Have more confident and competent staff
- Decrease levels of workplace stress
- Increase internal performance and productivity
- Avoid unnecessary problems and complaints
- Manage change more effectively

15/40

Facilitation Skills

Effective facilitation is an essential function of any organisation's team management. It enables team members to own and achieve strategic objectives, to make decisions and solve problems - thus maximising and sustaining productivity. Mayfield Facilitation Skills Training will equip participants with the necessary skills, tools and techniques to facilitate, guide and control effective workshop style meetings.

Related Topics:

- Communication Skills
- Effective Meetings
- Objective Setting
- Influencing Skills
- Dealing with Difficult Relationships at Work

Participants will learn how to:

- Focus on group processes and behaviour
- Manage group dynamics effectively
- Ensure that the team maintains ownership and interest in the problem or issue
- Maintain team members' commitment and participation
- Maintain an effective pace
- Design and implement a range of processes for group decision making and discussion

Organisations will:

- Enable free exchange of views and ideas
- Encourage participation and ownership
- Improve staff motivation and commitment
- Resolve problems and conflicts swiftly and effectively

16/40

Influencing Skills

More and more companies are moving towards an emphasis on team-based, rather than hierarchical structures. This means that there is a greater emphasis on communication and negotiation across the organisation, than on positional status. Mayfield Influencing Skills Training will enable participants to practice the necessary skills to build strong, long-lasting professional relationships. It will help to develop specific communication skills and to improve credibility, both of which will enhance the ability to gain support and commitment from others in achieving goals. It is particularly recommended for anyone required to manage, to motivate or to influence colleagues, customers or suppliers.

Related Topics:

- Assertiveness Skills
- Communication Skills
- Effective Meetings
- Negotiation Skills
- Presentation Skills

Participants will learn how to:

- Implement appropriate influencing methods
- Improve their external influence and power
- Motivate others through positive influence
- Manage conflict and difficult situations more confidently
- Develop more dynamic and productive teams
- Identify development needs for themselves and their teams

Organisations will:

- Have more confident and competent staff
- Improve internal communications
- Ensure the best use of resources
- Encourage contribution and commitment

17/40

Introduction to Leadership

More and more companies are moving towards flatter, team-based structures, and team leaders are often recruited for the operational expertise first and foremost, and not their people management skills. Once appointed, first time leaders are often expected to combine their new leadership role with existing full-time operational responsibilities. Mayfield Introduction to Leadership training will enable first time leaders to focus on what leaders do, rather than what they are, and to break down their new responsibilities into easily achievable stages of development.

Related Topics:

- Communication Skills
- Delegation Skills
- Management and Leadership Skills
- Team Work
- Managing Diversity
- Project Management
- Supervisory Skills
- Managing Change

Participants will be able to:

- View their new responsibilities in terms of identifiable and achievable development stages
- Effectively combine a leadership role with operational responsibilities
- Distinguish what leaders do from what they are
- Utilise the range of leadership styles available to them
- Identify their preferred styles

Organisations will:

- Be able to appoint new leaders with confidence
- Have more confident and competent leaders
- Have more motivated team members
- Enable leaders to achieve more
- Develop teams to their full potential
- Improve staff retention

18/40

Interviewing Skills

Interviewing techniques are often used on a daily basis, without sufficient knowledge or support to avoid common mistakes and pit-falls. The consequences can be costly, whether it is a bad recruitment decision, or an ineffective performance review. Mayfield Interview Skills Training will equip participants with essential skills to help ensure that the best possible outcomes are achieved, using best practice processes. It will give participants the opportunity to identify and practice the skills and techniques, through powerful role-play exercises and to develop personal action plans.

Related Topics:

- Communication Skills
- Recruiting and Keeping the Right People
- Counselling Skills
- Performance Reviews and Appraisals

Participants will learn how to:

- Plan, prepare and conduct any interview
- Use listening and questioning skills more effectively
- Ensure positive outcomes through the use of powerful tools and techniques
- Ensure anti-discriminatory practice

Organisations will:

- Improve recruitment decisions
- Enhance staff performance and productivity
- Avoid long-term personnel problems
- Ensure a more motivated and committed workforce

19/40

Management and Leadership Skills

The skills of management and leadership are not just for those with 'manager' in their job-title. More and more people are required to take on responsibilities at work which require them to use specific skills such as: project management, negotiation, business writing, team leading, decision making and conflict resolution. Equally, many people are appointed for their specialist expertise first and foremost, without adequate support and development of management or leadership skills. Mayfield Management and Leadership Skills Training will equip participants with a range of transferable skills, useful for anyone who needs to oversee projects, people and situations independently.

Related Topics:

- First Time Leadership
- Communication Skills
- Influencing Skills
- Project Management
- Supervisory Skills
- Delegation Skills
- Team Work
- Facilitation Skills

Participants will learn how to:

- Identify and clarify priorities and objectives
- Plan and schedule work effectively
- Use negotiation skills with confidence to achieve win-win outcomes
- Manage, motivate and lead others
- Improve presentation and communication skills
- Deal with office politics and difficult relationships
- Solve problems confidently and make the right decisions more positively

Organisations will have:

- More effective and confident managers/leaders
- More productive teams
- Fewer inter-personal problems
- More empowered and involved staff
- A more skilled workforce, achieving its full potential

20/40

Managing Change

For change within an organisation to be effective, it is essential that those who are orchestrating and managing it are able to plan, communicate and implement the changes, whilst effectively managing the people through times of upheaval and uncertainty. Mayfield Change Management Training will introduce participants to the process of successful change and the common pitfalls to avoid. It will equip participants with the key skills to manage the change process smoothly and efficiently, no matter how major or minor.

Related Topics:

- Team Work
- Communication Skills
- Influencing Skills
- Objective Setting
- Project Management
- Emotional Intelligence

Participants will learn how to:

- Research, plan and introduce a programme of change
- Monitor progress against predetermined success criteria
- Encourage innovation and creativity
- Identify and address the needs and issues of the organisation
- Encourage others to regard change as an opportunity for learning and development
- Avoid low morale and dissatisfaction usually associated with change
- Gain commitment from others in achieving the desired changes
- Deal effectively with resistance to change

2 1/40

Managing Diversity

There are now widely accepted business benefits to be gained from valuing all people, regardless of the age, gender, disability, race, or sexual orientation. Mayfield Managing Diversity Training will cover the relevant legislation, as well as the broader concepts of equal opportunities within the workplace.

Related Topics:

- Assertiveness Skills
- Communication Skills
- Recruiting and Keeping the Right People
- Counselling Skills

Participants will learn how:

- Their own behaviour and attitudes effects others
- To incorporate essential management skills which develop and enhance individual differences
- To implement anti-discriminatory practice through effective planning, communication, and development of others
- To motivate and involve people more effectively
- To utilise range of practical skills to work more positively with diversity

Organisations will:

- Reap the benefits of a more diverse, and skilled workforce
- Have more productive, creative teams
- Avoid unnecessary complaints and possible legal action

Managing the Poor Performer

Managing the poor performer is an area of work that many managers find daunting. All too often the response to this type of difficulty is to find a way to dismiss the employee or to 'move them on'. However, with careful handling, a poor performer can be turned into a loyal and effective member of staff.

Mayfield training in this area will enable participants to learn about processes and develop skills in how to handle a range of situations. It will enable them to develop a flexible and effective style of tangible benefit to themselves, their colleagues and the company.

Related Topics:

- Performance Reviews and Appraisals
- Effective Inductions
- Assertiveness Skills
- Communication Skills
- Counselling Skills
- Dealing with Difficult Relationships
- Influencing Skills

Participants will:

- Identify why poor performance is occurring
- Learn about a range of responses to match reasons for poor performance
- Learn how to deal with the 'no improvement' reviews
- Learn how to write clear and concise action reports
- Learn how to give and receive feedback with confidence
- Identify effective ways of improving performance

Organisations will:

- Increase levels of effectiveness of managers
- Have more competent staff
- Decrease levels of staff turnover
- Have a more motivated and less stressful workforce

23/40

Negotiation Skills

The development of on-going professional relationships is key to any successful business. Unless negotiations achieve a win-win outcome, it is likely that such relationships will break down over time. Mayfield Negotiation Skills Training will demystify the process and the underlying core skills of effective negotiation. It will give participants the knowledge, skills and confidence they need to become effective negotiators, both in formal negotiations, and in routine meetings with colleagues. It is particularly recommended for anyone required to negotiate deals, terms or contracts on behalf of their company, or for anyone required to provide a service for their colleagues, whilst wishing to be assertive about their own needs.

Related Topics:

- Assertiveness Skills
- Communication Skills
- Influencing Skills
- Problem Solving and Decision Making
- Presentation Skills

Participants will:

- Be more confident in negotiations
- Maximise their personal style and strengths
- Be able to strike better deals
- Strive for win-win agreements
- Foster productive working relationships
- Gain best outcomes from inter-personal interactions
- Develop a range of transferable skills

Organisations will:

- Have more confident and skilled staff
- Have more motivated and flexible staff
- Improve deals with external customers and suppliers
- Develop more positive and productive internal and external working relationships

24/40

Objective Setting

A strategic approach can be the make or break of any business. The ownership and involvement of staff at all levels within an organisation, is essential to the successful achievement of objectives. Mayfield Objective Setting training will demonstrate how to agree objectives, keep momentum going, and review and amend objectives in response to changing circumstances.

Related Topics:

- Project Management
- Time Management
- Managing Change
- Performance Reviews and Appraisals

Participants will learn how to:

- Write objectives that develop both the individual and the organisation
- Implement the "SMART(ER)" rule
- Negotiate and agree objectives with others
- Ensure objectives are relevant and focussed
- Modify objectives in response to changing circumstances
- Review progress and reward success

Organisations will:

- Develop a more strategic approach
- Be more likely to achieve overall aims
- Solve problems and make decisions more effectively
- Monitor and evaluate activities more effectively
- Increase efficiency and productivity

25/40

Performance Reviews and Appraisals

Managing and optimising staff performance involves a lot more than the enforcement of disciplinary procedures. This Mayfield Training will equip new and front-line managers with the skills, and knowledge to unlock the full potential of their people. It will enable them to understand what motivates others, and will show them how to get the best out of their team members. It will also break down the range of responsibilities into manageable tasks, from a practical point of view.

Related Topics:

- Communication Skills
- Counselling Skills
- Emotional Intelligence
- Influencing Skills
- Dealing with Difficult Relationships at Work

Participants will learn how to:

- Implement or improve a performance appraisal system
- Use and develop effective review skills
- Understand the appraisee's perspective
- Link appraisal and review systems with the Investor's in People Standard
- Identify training requirements within their team
- Ensure training and development needs are met

Organisations will:

- Have more skilled, confident managers and team leaders
- Have more motivated and committed staff
- Unlock the full potential of the workforce
- Avoid problems associated with poor performance

26/40

Personal and Professional Development

For successful on-going development, it is essential that individuals know how to plan and take control of learning opportunities. This Mayfield Personal and Professional Development Training will enable participants how to become more motivated, more successful and more effective at work.

Related Topics:

- Career Development
- Performance Reviews and Appraisals
- Objective Setting

Participants will learn how to:

- Recognise their abilities, preferences and goals
- Identify personal learning and development needs
- Identify different ways to achieve their full potential
- Plan their own on-going development

Organisations will reap the benefits of:

- Cost-effective personnel development
- Continuous improvements in individual performances

27/40

Practical Knowledge Management

Knowledge Management (KM) is a much-heralded but rarely well-understood area of business development. However, it is not necessary to buy expensive software in order to 'do KM' — this Mayfield Training course shows how significant benefits can be achieved through small changes in working practices. It provides participants with an awareness of the value of information to the organisation and tells them how to preserve that asset and use it effectively.

Key Aims

This course aims to:

- Raise participants' awareness of the importance of knowledge and information, and the issues surrounding their management
- Examine where knowledge is created within the organisation, and how it can best be captured
- Discuss ways of storing knowledge efficiently
- Look at the problems of retrieving information where and when it's needed, and in the right format
- Demonstrate creative and practical methods for managing knowledge in the workplace
- Discuss the cultural, technological and psychological effects of KM, including staff motivation

Participants will learn how to:

- Learn the key steps in effective KM
- Learn practical ways of making these steps happen
- Look at formulation of KM policy
- Examine the effect on staff of introducing KM
- Discover how technology can help implement KM

Organisations will:

- Benefit from a coherent KM policy
- Improve knowledge retention from leavers
- Improve internal information flow
- Avoid duplication of work, and reduce the time needed to find information

28/40

Presentation Skills

The success of a presentation is not just about the content, but it also depends upon the quality of delivery. Mayfield Presentation Skills Training will enable participants to learn and practice skills that will be applicable to both informal and formal presentations, and both small and large audiences. It will include how to address meetings with colleagues and how to make powerful presentations to large unknown groups. It will give the opportunity to practice and receive feedback on key skills and techniques to ensure confidence and success every time.

Related Topics:

- Communication Skills
- Effective Meetings
- Influencing Skills
- Negotiation Skills

Participants will learn how to:

- Plan, structure and prepare presentations
- Improve the impact of presentations
- Establish rapport with the audience
- Appear confident and professional
- Handle questions and objections
- Evaluate and refine presentation content and delivery

Organisations will:

- Ensure better deals
- Improve image with customers and suppliers

29/40

Problem Solving and Decision Making

An essential measure of an organisations strength, it its ability to solve problems and to make the right decisions – no matter how large or small. Mayfield Problem Solving and Decision Making Training will enable participants to look at problems and opportunities from new and innovative angles. It will introduce a range of practical techniques and tools for use by both individuals and teams – applicable to on-going decision-making and problem solving in any organisation.

Related Topics:

- Project Management
- First Time Leadership
- Facilitation Skills

Participants will learn how to:

- Analyse problems and issues
- Utilise a range of creative problem solving techniques
- Take advantage of the perceptions of others

Organisations will:

- Ensure the best decisions are made
- Have more involved and committed staff
- Improve internal problem solving and decision making processes

30/40

Proactive Supervisee

Training for managers and leaders by definition focuses on developing skills from the managers' perspective. However, effective management clearly depends on the development and maintenance of a two-way relationship. This will only happen if each party has an understanding of each other's role and responsibilities, and an ability to create a positive working dynamic. This Mayfield training will enable participants to consider their own responsibilities towards their manager, and to discover how they can play an effective part in ensuring a working relationship that is rewarding for themselves, their manager, their team and the organisation as a whole.

Related Topics:

- Team Work
- Assertiveness Skills
- Dealing with Difficult Relationships

Participants will:

- Consider their manager's style in relation to their own values and motivators
- Learn the value and nature of a high quality relationship with their manager
- Identify areas of difference/conflict, and recognise how to proactively seek solutions
- Learn to make the best use of 1:1 supervision

The organisation will:

- Reap the benefits of improved working relationships
- Have more motivated and empowered team members
- Develop teams to their full potential
- Avoid unnecessary complaints, grievances and disciplinary matters

3 1/40

Project Management

Mayfield Project Management Training will equip participants with the key communication and management skills to manage or contribute to both short and long term projects. It will give participants the confidence to achieve successful outcomes, and to anticipate and overcome difficulties along the way.

Related Topics:

- Time Management
- Team Work
- Managing Change
- Delegation Skills
- Problem Solving and Decision Making

Participants will learn how to:

- Use a range of approaches to successful project management
- Plan and implement objectives and quality assurance criteria
- Work to set time-scales
- Measure and evaluate progress
- Develop flexibility through contingency planning
- Delegate effectively
- Motivate the team
- Make decisions and solve problems

Organisations will:

- Ensure projects are completed on time
- Avoid costly mistakes
- Have more productive and motivated teams
- Improve public image

Project Management for PA's and Senior Administrators

PA's and Senior Administrators often find themselves in the position of managing projects in their own right. Whilst they may not be able to make full use of complicated technical project management tools, the skills of managing people, time and the work itself are similar across all sizes of project. This packed and practical course shows project managers how to manage the wide variety of responsibilities that are often assigned to them. It will enable participants to approach their role with awareness and confidence, and will help them to recognise the key stages of their own future development as project managers.

Key Aims

This Mayfield Training course aims to:

- Promote the understanding of key concepts in project management
- Enable personal assessment of existing project management knowledge and ability
- Explore the benefits of managing projects effectively
- Introduce the elements of essential project planning
- Consider tools, techniques, skills and methods used in effective project management
- Enable participants to plan their continuing development in project management

Participants will learn how to:

- Identify key personal objectives
- Develop an understanding of the project manager role
- Gain an understanding of the key concepts of project management and the characteristics common to all projects
- Explore the benefits of defining the End Product
- Understand the importance of planning and control mechanisms
- Develop skills in planning
- Build awareness of project pitfalls
- Explore the interfaces of a project
- Consider leadership and teams skills
- Review planning tools
- Explore the effectiveness of project reporting
- Analyse further personal development needs
- Develop an action plan for effective use back in the workplace

33/40

Recruiting and Keeping the Right People

Managers are increasingly taking on the responsibility for recruiting new team members. Mayfield Recruitment Training will enable them to develop their skills and knowledge of the process, and will improve their success in recruiting and retaining the right people for the job.

Related Topics:

- Interviewing Skills
- Communication Skills
- Effective inductions
- Performance Reviews and Appraisals
- Managing Diversity

Participants will learn how to:

- Develop and implement an effective recruitment procedure
- Utilise key questioning and listening techniques
- Implement best practice in recruitment and selection
- Ensure that the best people are selected for the job every time
- Ensure that appointed candidates are properly supported through the first few crucial weeks.

Organisations will:

- Equip managers and team leaders to recruit, select and retain the best staff for their team
- Improve the success of recruitment and selection
- Avoid wasted resources

34/40

Stress Management

The negative effects of stress in the workplace are well known: increased sickness and absenteeism, decreased productivity and avoidable, costly mistakes. Conversely, many people thrive on a degree of positive stress to keep motivated and productive. Successful companies are usually those that manage to strike the right balance between the two. Mayfield Stress Management Training provides the support and practical assistance to manage stress, by introducing powerful and flexible tools for use by both individuals and teams within an organisation.

Related Topics:

- Assertiveness Skills
- Counselling Skills
- Influencing Skills
- Dealing with Difficult Relationships at Work

Participants will learn:

- What causes workplace stress
- How to develop personal strategies for dealing with stress
- How to recognise stress in themselves and others
- How to respond positively to workplace pressures

Organisations will:

- Reduce the effects of negative stress
- Equip staff with effective coping strategies
- Improve efficiency and productivity
- Avoid costly mistakes and tribunals

35/40

Supervisory Skills

Team leaders are often promoted to their position for their specialist expertise first and foremost, and not their experience of, or skill in managing others. They are often required to take on, or to continue operational responsibilities, with the addition of a new supervisory role. Mayfield Supervisory Skills Training will provide practical support and guidance and will develop the necessary skills and knowledge to achieve results through the effective supervision of team members.

Related Topics:

- Communication Skills
- Influencing Skills
- Dealing with Difficult Relationships at Work
- Performance Reviews and Appraisals
- Managing Diversity
- Delegation Skills

Participants will learn how to:

- Be accountable for their own and others' actions
- Incorporate best practice in supervision
- Develop their own supervisory style
- Match their style to get the best out of different situations and different people
- Give and receive feedback and criticism positively

Organisations will:

- Have better skilled and more confident managers
- Improve staff performance and productivity
- Improve motivation and commitment
- Avoid minor performance problems becoming long long-term liabilities
- Enable personal development and internal promotions

36/40

Team Work

So much depends on effective teamwork these days. Organisations that wish to retain a competitive advantage need teams that don't just work well, but they need teams that exceed expectations and deliver results faster. Mayfield Team Work Training will provide participants with a better understanding of team dynamics. It will address areas not usually covered during team development programmes, for example, the internal politics within a team, and how winning teams can work successfully with others within the organisation. It is recommended both for team members, and for team leaders.

Related Topics:

- Communication Skills
- Influencing Skills
- Delegation Skills
- Dealing with Difficult Relationships at Work
- Emotional Intelligence
- Project Management
- Managing Diversity
- Recruiting and Keeping the Right People

Participants will learn how to:

- Recognise different needs and perspectives
- Build trust and commitment
- Give and receive feedback
- Handle change positively
- Set team goals and encourage ownership
- Reach consensus within the team
- Measure and monitor team performance
- Improve team performance

Organisations will:

- Improve internal efficiency and productivity
- Ensure the successful completion of tasks and projects
- Have more motivated and committed staff
- Unlock the full potential of the workforce

37/40

Telephone Skills

The telephone is now taking over as the primary form of communication with customers, colleagues and suppliers. Organisations therefore depend upon the ability of its staff to use their telephone skills to develop and maintain key business relationships. Mayfield Telephone Skills Training will enable participants to learn and practice the skills and techniques to use the telephone effectively, confidently, and professionally to the ultimate benefit of the organisation.

Related Topics:

- Assertiveness Skills
- Communication Skills
- Dealing with Difficult Relationships at Work
- Customer Service
- Stress Management

Participants will learn how to:

- Create a positive impression
- Respond courteously and efficiently to enquirers
- Pass on accurate and succinct messages to colleagues
- Deal effectively and professionally with complaints
- Handle difficult and aggressive callers

Organisations will:

- Improve internal efficiency
- Improve customer/supplier relations
- Protect front-line staff from potentially distressing incidents

38/40

Time Management

The workplace is becoming ever more demanding and hectic, resulting in increasing pressure and levels of stress. Mayfield Time Management Training will enable participants to maximise efficiency and productivity, and minimise stress, by managing their own and/or their team's time effectively.

Related Topics:

- Project Management
- Managing Change
- Objective Setting

Participants will learn how to:

- Keep focussed on important tasks and projects
- Plan and implement a time management strategy
- Delegate work where appropriate
- Identify personal approach to time
- Work with other's time management styles
- Make contingency plans
- Use a range of time management techniques

Organisations will:

- Ensure important deadlines are met
- Improve overall efficiency and productivity
- Improve customer relations
- Reduce the negative effects workplace stress

39/40

Training Skills

An organisation will only achieve its strategic objectives through targeted training if it is well planned and delivered. Mayfield Training Skills Training will enable people who are new to training to prepare and deliver effective, objective based sessions. As well as dealing with the new trainers' initial concerns, it will cover a range of learning methods, and provide practical checklists for use back in the workplace.

Related Topics:

- Communication Skills
- Facilitation Skills
- Presentation Skills

Participants will learn how to:

- Make their training interesting and motivating
- Develop and fulfil training objectives
- Pace their sessions and get the timings right
- Choose and implement appropriate learning methods
- Get the best out of role-play exercises
- Handle "difficult" participants
- Evaluate their training sessions

Organisations will:

- Enable experienced staff to impart essential skills and knowledge to colleagues
- Improve motivation and commitment
- Ensure that time and resources dedicated to staff training is worthwhile and cost-effective

40/40

Writing Business Process and Policy

Managers often find themselves having both to write policies and to design and implement business processes. This Mayfield Training course will equip them with an understanding of what makes a good process, and of how to write water-tight policies.

Key Aims

This course aims to:

- Outline what makes both good and bad process
- Cover at length the different factors which affect the efficiency of business processes, including organisational structure
- Demonstrate what makes both good and bad process and policy
- Show participants how to improve existing policy and processes
- Provide practical help in getting new processes implemented in the workplace
- Discuss the cultural, technological and psychological effects of policy and process

Participants will learn how to:

- Develop an understanding of how to write efficient business processes
- Learn how to write effective, flexible policies
- Learn how to write policy and processes which deal with the unexpected
- Gain knowledge which can have immediate application in the workplace

Organisations will:

- Benefit from clearer, simpler procedures
- Reduce risk of non-compliance with company rules
- Reduce operational risk
- Reduce workplace stress