

## Active Knowledge Bites<sup>™</sup> (all can be tailored)

Please tick any of the courses or programmes you wish to discuss and see an itinerary. Delivered as Active Knowledge Bites™ of circa 90 minutes or ½ day if required. Through discussion we tailor each workshop to suit the outcomes and emphasis required. These workshops are not exhaustive and some content does cross over into other workshops. If there are any titles not shown that you would like please ask.

	'1-2-1' Coaching	Management skills
	ABC's of supervising others	Managing individuals
	Achieving the task	Managing meetings
	Action centred leadership	Mastering interview skills
	Active listening	Maximising personal brand
	Appraisal skills	Maximising team performance
	Basic report writing	Mentoring skills and implementation
	Being assertive	Mentee expectations
	Building a winning team	Mind mapping
	Building our values	Mindfulness
	Business writing that works	Minute taking
	Change management	Mood management
	Coaching and mentoring	Motivate Activate
	Coaching for personal success	Motivating the team
	Coaching skills for managers	Motivational Insights
	Commercial awareness	NLP tools for real life
	Communicating effectively	People management
	Conflict resolution	Performance management
	Coping with pressure at work	Personal career development
	Confidence with customers	Presenting with impact
	Customer service	Presentation skills
	Creating better performance	Problem solving & decision making
	Creative solutions	Professional telephone skills
	Critical thinking	Project management
	Customer service excellence	Recruitment & selection
	Disciplinary & grievance	Resolving underperformance
	Delegate develop achieve	Sales dynamics
	Diversity and inclusion	Self coaching
	Effective conversations	Speed writing
	Effective email communication	SMART objectives
	Embracing change	Successful communication skills
	Emotional intelligence / resilience	Strategic planning
	Executive coaching & leadership mentoring	Stress management
	Gaining Win-Win outcomes	Successful selling
	Giving feedback	Supervisory skills
	Goal setting	Team building
	Handling difficult situations	Team management
	Improving personal success	Time management
	Inspirational leadership	The positive you
	Interviewing skills	Unconscious bias
	Influencing and persuading	Vision and mission
	Knowing when to lead manage and coach	Winning negotiation skills
	Leader as a coach	Work/Life balance
П	Leadership skills	Workplace Wellness programme