

Practical Time Management Skills



Who is this for?

Forward thinking organisations are recognising the need to manage valuable time more wisely through constructive planning and prioritising both in order to maximise the value of your output and minimise the stress that has become a daily part of working life. This course is valuable for anyone who feels they need to prioritise, respond to changing priorities and react assertively when others place demands on their time.

What is it about?

This course will help you take charge of your day and respond productively to changing priorities. The course teaches practical tools and includes discussion, group activities and applied exercises.

Benefiting from time management principles and best practice tools and techniques, you will return to work ready to focus your energy, take control, work more effectively and improve productivity.

What will I get out of it?

- Recognise the immense value of effective time management
- Have the ability to analyse and combat the factors that undo good intentions
- Be able to use assertive techniques to manage interruptions and handle disruptions
- Have an understanding of how to delegate so you can finish the jobs that really matter

Duration
1 Day

Date
30 January 2012

Cost
*£185

Negotiating to Win



Who is this for?

A valuable course for those involved with formal and informal negotiations who seek the application of best practice frameworks, tools and techniques to achieve more consistent win-win results.

What is it about?

This interactive 1 day course will address the strategies, techniques and skills required for successful win-win negotiation backed up by case studies, role-plays and presentations. The practical exercises will ensure that you can translate the theory of negotiation into applicable negotiation skills and return to work ready to negotiate and gain consistent win-win results.

What will I get out of it?

- An understanding of the key principles and stages of the negotiation process
- Benefiting from tested negotiation theories, techniques and skills
- Increasing your knowledge and confidence to conduct successful negotiations
- Improve your negotiation skills through practical participation
- Handling the challenges, objections and conflict of negotiation

Duration
1 Day

Date
7 February 2012

Cost
*£185

Excelling in Leadership



Who is this for?

Anyone in a leadership role, or aspiring leaders, who want to learn about the behaviours of outstanding leadership and develop their ability to engender respect, inspire and motivate a team or business. It is also suitable for supervisors and team managers who have gained experience within their role, but have received little or no formal training.

What is it about?

This course is designed to equip you with the knowledge and skills to be an effective and respected leader. You will identify and understand the key elements of leadership within yourself and how this can be translated into increasing self awareness and maximising personal and team performance.

What will I get out of it?

- Discover new leadership concepts and understand your own leadership style
- Enhance your own personal effectiveness as a leader
- Communicate like a leader – get your ideas accepted and others to co-operate, even on difficult tasks, and turn your staff into a more motivated, productive team
- Remain current with best practice and innovative thinking on strategy and leadership

Duration
1 Day

Date
8 December 2011

Cost
*£185

Influencing and Persuading

to Achieve Results

Who is this for?

This course is suitable for those wanting to improve their ability to influence, persuade, inspire and communicate with others effectively. Those who recognise that improving their influence and impact is about understanding how they present themselves to others and what others want from them. Get people on your side for success in the workplace.

What is it about?

If you are to gain co-operation and understanding, then influencing and persuading becomes a vital resource. This course has been designed to achieve mutually beneficial solutions and proactivity in the workplace. This challenging and highly participative 1-day course features a range of group and one-to-one exercises, self-analysis, feedback and coaching.

What will I get out of it?

- Higher levels of confidence and credibility when persuading at a senior level
- New tools and tactics to persuade others in a natural and engaging style
- Greater understanding of the elements of successful persuasion and influence
- Develop sound working relationships built on trust and mutual respect
- Utilise different influencing styles and adapt your behaviour accordingly to manage conflict and move towards compromise

Duration
1 Day

Date
13 February 2012

Cost
*£185

ett[®]

giving you the advantage

Game Changer Training with ETT

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Game Changer Managers Tool Kit

It's been the school of hard knocks for most NI Business Owners, Directors, and Managers as far as management training goes. In some cases this hasn't been a problem - guile, wit, long hours and hard work have been rewarded. Conditions and opportunity in the past have provided cover for the soft skills deficit; technical capabilities and resources almost alone prevailed.

However the world has changed, a crucial gap has opened up. Competition, fierce trading conditions, low bidding, litigation, legislation, quality assurance, productivity, leadership and time management have become powerful new realities for the modern business. Clients want more for less and they want it now. So the deficit needs to be filled, knowledge and skills need to be improved. Training has become the

vital imperative in this generation. If you want to stay ahead of the competition you will need to train ahead. **Game Changer Training will provide you with short condensed bursts of high quality business improvement training.**

You will learn powerful and effective new ideas and techniques to help take your business forward. You will benefit personally and help your business improve efficiency and reduce risk. We will provide you with solid guidance, support, advice and resources that will improve your business habits and practices. You will learn how to build and strengthen your personal focus and outlook for the sake of your business.

Game Changer Training with ETT

What is a game changer?

☪ A game changer is a company that alters its business strategy and conceives an entirely new business plan. This type of company switches up and forms a new business strategy in order to compete directly or indirectly with competitors. A game changer changes the way that something is done, thought about or made. ☪

We are convinced that you can systematically improve your prospects for staying in business by retaining your existing customers and perhaps winning a few new ones through **Game Changer Training.**

We think that there are only a handful of businesses who do this really well, they think about it all of the time, they are constantly making use of a Managers Tool Kit. They do this so that they can gather evidence of their great service, and use it to persuade their customers that they are doing an outstanding job, and win repeat business.

- They provide leadership that is clear and focussed on success, and they inspire their people to be more productive and loyal.
- They have got to grips with modern negotiation and presentation techniques, and created a quality reputation that people talk about.
- They have learned to become elite bidders, and routinely make the cut when it comes to preferred bidder status.
- They have been thinking harder and longer and have made investments in smart business technique training.
- They have avoided claims and disputes with employees and customers.



Early Bird

*discounted to £155 if booked 4 weeks prior to start date of course, book more than one Game Changer course & get 10% off the total cost.

How to Book



You can book & pay online at our website www.ett-ni.org or alternatively speak to one of our experienced advisors on **028 2565 0750**

Excellent Customer Care



Who is this for?

This workshop is designed for customer facing frontline and support staff, whose actions can have a significant impact on their company's reputation and success. This course is especially suited for those individuals who would like to take customer service to the next level by going the extra mile by delivering the best service possible.

What is it about?

This highly interactive workshop will provide the foundation for understanding the principles, attitudes and skills essential for delivering excellent customer experience, to gain, maintain and grow existing relationships. On this one day workshop you will :-

- Learn to polish existing telephone skills
- Develop customer and self awareness
- Learn how to deal with difficult situations and awkward customers

What will I get out of it?

- Create a positive customer service experience
- Manage customers expectations and where possible exceed them
- Understand the significance of good and bad customer service
- Be able to turn around customer complaints and dissatisfaction

Duration
1 Day

Date
8 November 2011

Cost
*£185

Effective Presentation Skills



Who is this for?

This interactive workshop focuses on presenting persuasively, confidently and with credibility. This course is for anyone wishing to build and develop existing presentation skills and deliver more dynamic presentations that will be remembered for having the power to influence and persuade.

What is it about?

This one day workshop will help you overcome your presentation fears and deliver with real impact. You will have the opportunity to take part in practical exercises throughout, this will help you make real progress and see immediate results.

What will I get out of it?

- Learn to overcome nervousness, negative feelings and anxiety
- Successful methods of engaging the audience
- Get your message across successfully every time
- Awareness of personal areas of development
- Leave a lasting positive impression on the audience i.e. get the desired result

☪ The only place where Success comes before Work is in the dictionary. ☪

Donald Kendall

Duration
1 Day

Date
6 March 2012

Cost
*£185

Conducting Effective Appraisals

Who is this for?

Without appraisal skills training, managers are not equipped with the tools to effectively carry out staff performance appraisals. The result is dissatisfied, unfocused staff who get no value from the appraisal process. This course is designed for managers and team leaders who conduct performance appraisals and want to improve their confidence and effectiveness in this essential skill. It is suitable for people who are new to appraisals or have limited experience in this area.

What is it about?

This 1 day course will help you:-

- Understand the importance of having a formal appraisal system
- Understand how good appraisals affect motivation and performance
- Feel more confident in handling appraisals - even the difficult ones!

- Handle conflict in the appraisal assertively and effectively
- Improve your skills on giving feedback: criticism and praise
- understand how conflict arises as a result of appraisals; how to prevent it arising and dealing with it where it has arisen

What will I get out of it?

- The skills to tackle the challenges of managing individual performance
- Have a number of approaches and techniques to ensure that appraisals are structured productive and positive meetings
- Have the skills to avoid the most common pitfalls of poor appraisal
- Increased competence in turning potential conflict into positive behavioural change

Duration
1 Day

Date
20 March 2012

Cost
*£185

Essential Interview Skills

Who is this for?

Do you find yourself panic recruiting? Is your business at risk because you can't find the right staff or keep recruiting the wrong ones? Making poor hiring decisions based on deficient interviewing skills costs businesses millions of pounds every year. This is an essential course for anyone involved in the recruitment and selection process in any way - particularly Supervisors, Team Leaders and Managers who are recruiting staff into their own teams.

What is it about?

This highly practical one day course is designed to help you apply clear guidelines for the successful preparation, conduct and follow up of a selection interview. It is also designed to help you practise the appropriate skills and receive feedback for future development. This course helps develop the proven skill sets to interview and find the best candidate every time.

What will I get out of it?

- Competence in design and implementation of an appropriate selection process
- The skills to refine your job profiles to enable more targeted searches
- Techniques to communicate effectively in interviews, getting the information you need to make the best decisions



Duration
1 Day

Date
19 April 2012

Cost
*£185