

London De Academy – Corporate Trainings in partnership with London School for Business Executives

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Report Writing

Course Code:	LDA/REW/BE	Duration:	1 Day
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

Get the reader's attention! Long, tedious or badly written reports rarely do! This course will help participants to produce readable, persuasive and informative reports. Many people are unclear about how to write a report, they are unsure which style to use or may be concerned about the standard of their written English. This course examines written styles and shows participants how to structure and present reports.

Key Benefits

This course will enable participants to:

- Understand the sections of a report and their purpose
- Select an appropriate report structure
- Write using a style appropriate for the report's objectives
- Avoid ambiguity and points of confusion in reports
- Make clear and well supported recommendations.

Target Audience

Any employee who is asked to compile a report or put information ideas or recommendations in writing. Those who feel they would like to improve their written communication skills will also benefit from the workshop.

What you will learn?

- Why put things in writing? The Aims of a Report
- How people like to read reports
- Different types of report layout
- Handling technical information, fact & figures
- Developing a clear writing style
- Practical exercises on report writing
- Presenting the report

Stress Management

Course Code:	LDA/STM/BE	Duration:	1 Day
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

Managers faced with the issues of stress sometimes don't know where to turn. This course looks at the issues associated with stress, including examining what stress looks like and practical tips on how to deal with stress in themselves and in their staff. It incorporates practical de-stressor techniques delivered by a qualified complimentary therapist - that individuals will be able to utilise themselves.

Key Benefits

This course will enable participants to:

- Understand and define stress
- Understand and identify the causes of stress
- Recognise the symptoms of stress in themselves and others
- Apply techniques to manage pressure in the workplace
- Apply strategies for handling stress positively for themselves and in others.

Target Audience

Any individual who would like help to understand and manage the causes, symptoms and effects of stress, in themselves and those around them.

What you will learn?

- Defining and identifying stressors
- Stress & performance
- Impact on others
- Managing personal stress
- De-stressor techniques
- Practical strategies for dealing with stress in others
- Personal Stress Management Plan

Time Management

Course Code:	LDA/TIM/BE	Duration:	1 Day
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

There are many people with hectic lives who work under pressure and need some assistance to manage their time better. Too many people feel that they are slaves to their workload, martyrs to the constant interruptions they face and having to continually “fire-fight”.

This course provides a host of hints and tips for control, efficiency and greater personal effectiveness with a view to achieving better results and satisfaction from the working day. It aims to enable people to feel as though they can plan, prioritise and be proactive.

Key Benefits

This course will enable participants to:

- Recognise how we may create our own time management problems
- Identify the effects of poor time management
- Understand the way poor time management creates stress
- Improve the way in which you organise your days
- Decide what is important for achievement and set priorities
- Minimise time wasting and handle interruptions

Target Audience

This course is designed for busy people who want to identify where they are wasting their time and how they could gain more control of this most precious resource.

What you will learn?

- Prioritising objectives and workloads
- What’s important and what’s urgent?
- Desk management and handling paperwork
- How to deal with interruptions and time stealers assertively
- Delegating
- Action planning exercise

Team Development

Course Code:	LDA/TED/BE	Duration:	1 Day
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

Various elements of a team will affect how well everyone works together and what that team achieves. It could be influences from an individual or even a group of staff that are preventing the team from working effectively. External factors like the work environment and associated teams both inside and outside the company may have an impact, even the actual processes or work itself. These things should all be taken into account when analysing a team's performance. A management style that works well for one team may not be right for another team.

Key Benefits

This course will enable participants to:

- Analyse team performance as it stands and how you would like it to be
- Identify gaps in your team's performance
- Select relevant solutions to your team's development needs
- Prepare and deliver a team building exercise to resolve these needs
- Evaluate the effectiveness of the chosen solutions

Target Audience

This course is for those who manage or are responsible for a team or group of individuals.

What you will learn?

- Team Development Cycle
- Meetings
- Coaching - the GROW model
- Feedback
- Communication
- Motivation
- Team Development Events

Further Development Routes:

- Leadership, Motivation and Teamwork
- Appraisal Skills
- Handling Difficult People
- Performance Management

Handling Difficult People

Course Code:	LDA/HDP/BE	Duration:	1 Day
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

Dealing effectively with unproductive employee behaviour, conflicting views and strongly held opinions does not come easily to many people. This course highlights the importance of nipping problems in the bud, resolving conflict quickly and fairly whilst maintaining productive working relationships. The course develops the skills needed to resolve conflict situations within relationships.

Key Benefits

This course will enable participants to:

- Identify potential and actual conflict situations and different types of behaviours
- Appreciate the causes of conflict
- Deal with different situations in different ways whilst aiming for a win: win
- Address the behaviour and the situation, not personalities
- Remain calm and patient at crucial times
- Feel confident to nip conflict in the bud

Target Audience

This course is for those who supervise or manage others and who wish to get productivity, co-operation and harmony from their team. It is for those who want to develop or maintain an atmosphere of minimum conflict and maximum participation.

What you will learn?

- Recognising different types of behaviour
- Skills and techniques for handling the discussion or meeting
- Correcting persistent unacceptable behaviour
- Managing your own reactions in conflict situations
- Successfully giving and receiving feedback
- Dealing with put downs and excuses
- Practical exercises

Communicating Effectively

Course Code:	LDA/COF/BE	Duration:	2 Days
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

This course will help you understand what people see, hear and feel when communicating with others. It raises awareness of the importance of tone and body language within the communication process.

Are you really communicating what you want to communicate? Do you really say what you want to say in the right way? It is very hard to communicate effectively; this course will help give confidence to enable people to communicate the right words, in the right tone and with the most impact. It is not just about communicating in the workplace - it is about communicating effectively with everyone we meet in our lives. The way we communicate can make a real difference to career prospects, to getting the job done, and to relationships. The training is given in a supportive and interactive environment, it gives people attending the chance to think about not only how they behave but how others behave and communicate.

Key Benefits

This course will enable participants to:

- Realise the impact that positive working relationships can have on performance
- Understand different behaviours and how they affect ourselves and others
- Understand the importance of being a good listener and questioner
- Deal with difficult situations by communicating clearly and calmly
- Be more effective when talking to the boss, peers, colleagues and family
- Present a confident, professional image consistently which can enhance your career

Target Audience

People who would like their everyday communications to be more productive. It is for people who realise that success often depends on how we communicate with others and wish to enhance this skill.

What you will learn?

- What do we really communicate to others?
- The importance of understanding and managing different behaviours
- The basics of communicating
- Body language - learning to read the signals
- Active and Naive listening
- Interpersonal skills and precision questioning
- The art of giving and receiving constructive feedback
- Giving positive messages verbally and non-verbally
- Practical Exercises

Further Development Routes:

- Management Development Programme
- Presentation Skills
- Negotiation Skills

Human Resource Management and Administration

Course Code:	LDA/HRMA/BE	Duration:	2 Days
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction (HR Management)

For the majority of small businesses, the need to manage the HR side of the business is often second to more pressing issues. However, with increasing legislative requirements and tribunals highlighting shortfalls in employers' understanding and application of best practice, the need for a robust HR structure is increasingly relevant.

This course looks to provide managers and administration staff with an introduction to best practice HR, helping to understand the beneficial role HR can play within the business.

Key Benefits

This course will enable participants to:

- Understand organisational structures
- Understand key aspects of HR responsibility such as:
 - HR policy
 - Contracts of Employment
 - Terms & conditions
 - Pay & Benefits
 - Training & Development
 - Health & Safety
 - Performance Management
 - Diversity
 - Management Information
- Understand current legislation
- Apply best practice models

Target Audience

Ideal for those working in smaller organisations without a dedicated HR function, or for (non-qualified) HR Administrators and Officers looking to broaden their understanding of the strategic role of HR.

What you will learn?

- What is HR?
- Current business requirements
- HR as a strategic partner in the business
- Essential aspects of HR management -
 - L&D • Generalist • MI
- Legislation requirements
- Current implications of non-compliance
- Practical exercises - HR audit
- Action Planning

Introduction (HR Administration)

Individuals responsible for the HR administration and processing often find themselves asked to carry out such roles without formal training of requirements and standards expected. This course provides practical tips for streamlined and efficient HR processing, in addition to setting the context by explaining the checks required by legislation and how this can be managed.

Key Benefits

This course will enable participants to:

- Understand and apply best practice Recruitment procedures
- Understand and apply best practice HR Generalist procedures
- Interpret Data Protection requirements and individuals rights
- Apply processing and organisational skills to increase efficiency
- Understand their obligations under current legislation
- Deal with general employee enquiries for HR data e.g. references, disciplinary procedure, employment checks.

Target Audience

This course is ideal for those with the responsibility for HR administration and processing or managers involved in the audit trail required by legislation.

What you will learn?

- Entry point - what do you need to know?
- Essential admin requirements
- Recruitment legislation & your obligations
- Record keeping & Data Protection
- Disclosing information
- Internal and external references
- Essential information for the generalist
- Educating others
- Practical exercises

Introduction to Supervision

Course Code:	LDA/SUPR/BE	Duration:	2 Days
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

This course provides a firm foundation on which to develop supervisory management skills. It provides comprehensive knowledge and skills which can be practically used on return to the workplace. Our approach on this course is one of experiential and highly participative, giving supervisors a thorough grounding in the basics of first line management.

Key Benefits

This course will enable participants to:

- Understand the supervisor's role and key responsibilities for achievement through people
- Recognise which style of leadership to use in different situations
- Create an environment in which the team can perform well in their tasks
- Communicate clearly by actively listening and questioning
- Understanding the importance of words, tone and body language when communicating
- Give and receive constructive feedback
- Communicate, monitor and correct standards for optimum performance
- Make decisions confidently
- Understand the importance of planning, motivating and managing time and resources effectively

Target Audience

This course is for potential and recently appointed supervisors, team and cell leaders. It is also for those who have been in their job for some time but who have not had any previous supervisory training.

What you will learn?

DAY 1

- The role and responsibilities of the supervisor
- The ideal qualities, characteristics and skills needed
- Understanding interactions - situational leadership styles and their effects
- Understanding motivating factors for others
- How not to de-motivate

DAY 2

- Communication and the impact it has on the bottom line
- The communication process
- Words, tone and body language
- Listening, questioning and clarifying
- Giving and receiving constructive feedback
- Measuring performance
- Planning effectively
- Making decisions confidently
- Practical application
- Personal Implementation Plans
- Review of learning

Leadership, Motivation and Teamworking

Course Code:	LDA/LMT/BE	Duration:	2 Days
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

The ability of leaders is vital to business success. This course provides the essential skills and ideas for understanding leadership and its impact on motivation. It also includes what makes an effective team and the characteristics for success. Various practical activities with relevant tasks are used to facilitate learning, some of which take place outside and are an excellent way of experiencing and practicing teamworking skills.

Key Benefits

This course will enable participants to:

- Understand the difference between leadership and management
- Select and adopt appropriate style to suit different situations and people
- Establish approaches for motivating individuals
- Understand the difference between a group and a team
- Understand the effects of different leadership styles
- Recognise the different roles within teams and what makes teams effective.

Target Audience

Managers and supervisors who want to become even more effective as leaders and motivators. It is particularly for those who have recently acquired a new team and/or who need to encourage their existing teams to perform and 'pull together' in the same direction.

What you will learn?

Day 1

- Leadership qualities and characteristics
- Situational leadership styles
- Leadership skills and behaviours
- Motivation - definition
- Creating an environment for motivation
- Removing de-motivating factors

Day 2

- Criteria for High Performing Teams
- What makes a High Performing Team - essential skills
- Factors affecting team performance
- Recognising different roles and their place in the team
- Using individual team members' skills & strengths
- Practical teamworking
- Personal implementation plans
- Review of learning

Meetings – Making Them Effective

Course Code:	LDA/MME/BE	Duration:	1 Day
Course Fees:	TBC	Delivery Locations:	Bloomsbury London

Introduction

Frequently people complain about meetings, they are either too long, no actions agreed and often no follow up. This course will focus attention on what is needed to make a meeting effective and productive. It really can help save time, money and help stress levels if people feel their time at a meeting was well spent, that things will change / happen as a result of that meeting.

We cannot survive without meetings so let's ensure they are productive, motivating and make a difference in a positive way. This course can make best use of management time and let people thrive on what happens at a meeting not just survive it!

Key Benefits

This course will enable participants to:

- Encourage a structured approach to enable real results to be achieved every meeting
- Keep to the agenda and to time
- Understand the techniques for managing dominant and reluctant attendees
- Prepare and present information appropriately
- Appreciate the importance of effectively planning questions and responses
- Ensure that the meeting feels productive and positive to all attendees.

Target Audience

In particular, anyone who leads or chairs either formal or informal meetings. It can also be useful for people who want to understand how an effective meeting should work and how to be a proactive participant.

What you will learn?

- What is the purpose of a meeting?
- Structure, planning, agenda, timekeeping, venue and note taking
- Personal skills needed to chair an effective meeting
- Leading the meeting, co-ordinating, controlling, involving
- Handling difficult people or problems
- Active listening, quality questions and summarising skills
- Actions, commitment and follow up
- Practical Exercises