

Pitman Training Coventry/Leicester

2009

Seminar Programme

*Empower Your  
Workforce!*



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pitman training | freedom to progress

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## The Pitman Training philosophy...

a philosophy which is at the forefront of our highly successful training programmes and a philosophy adopted by most organisations today, who recognise that investment and development of their workforce equates to a proactive and successful business with a focused and happy workforce.

### Benefits of Training

Staying competitive is the key to sustainability. Training your staff, keeping them motivated and up-to-date with industry trends and new technologies is essential to achieving that goal. Staff benefit too, learning new skills and becoming a valued asset in any organisation. Training brings direct benefits to business and can be calculated as a return on investment.

### Business Benefits

Regardless of the size or type of an industry or business, training can have a measurable impact on performance and the bottom line. Research shows that productivity increases when training takes place.

### Staff Retention

Training increases staff retention which is a significant cost saving, as the loss of one competent person can be the equivalent of one year's pay and benefits.

### Staying Competitive

Businesses must continually change their work practises and infrastructure to stay competitive in a global market. Training staff to manage the implementation of new technology, work practices and business strategies can also act as a benchmark for future recruitment and quality assurance practices.



## Personal & Management Development Training Solutions

### Creating a Learning Culture

Creating a learning culture in your company will take you one step beyond just acquiring the skills that your business needs to deliver its products and services.

It will empower your organisation to achieve dramatically improved results compared to more traditional organisations, as it enables your business to:

- easily adapt to change
- actually anticipate change
- be more responsive to the market place
- generate more energetic, loyal and goal oriented employees
- grow through innovation

Learning cultures can be achieved in all industries and companies of all sizes and Pitman Training Coventry can support you.

Pitman Training has over 20 years experience of developing, creating and delivering personal and management development training solutions.

*Successful training is focused on supporting your business objectives*

**Pitman Training Coventry can help you achieve your goals by listening to you and tailoring our training solutions to match your requirements. Training is delivered in our Coventry or Earl Shilton offices or we can travel to you.**

**To empower your workforce, choose Pitman Training and excel with the company that has been...**

*“Trusted for Generations”*



## ***Achieve a Work/Life Balance***

Are you one of the many people for whom long hours in the workplace is a reality?

1 in 5 managers say they work at least 14 hours over their contract hours, effectively meaning a 7 day working week.

Achieving a work-life balance is not only good for staff retention and recruitment but it can result in other benefits too. These include increased productivity and performance, improved morale, lower stress, absenteeism and sickness levels. So how can you stop work taking over your life? It's time to redress the balance and this workshop will give you the tools to do just that!

### **Learning Objectives:**

- Improve time and task management
- Create time to achieve your important goals
- Take greater control of your time and your life

## ***Appraisal Skills***

### ***Develop staff and maximise their potential***

Performance appraisals are a powerful way of developing staff and maximising their potential. They are, however, a process which if done badly can lead to low morale and staff turnover. Formal appraisals are just one part of an organisation's system of delegating, goal setting, coaching, motivating, and ongoing informal and formal feedback on employee performance.

This workshop gives managers the planning and communication skills needed to plan and manage an effective Appraisal system.

### **Learning Objectives:**

- Understand the importance of an effectively run appraisal
- Fully understand the role of the appraiser and the appraisee
- Identify potential pitfalls and develop strategies to avoid them

*"This was a most valuable use of my time. I'm definitely back on track having re-energised on this course. I am delighted to find that the tips learned from the assertiveness session are becoming second nature."*

Linda, PA

## ***Assertiveness***

### ***Turn Passive or Aggressive Behaviour into Assertive reason***

Have you or a colleague ever been in a situation, perhaps at a business meeting, where you wanted to say something, but didn't or couldn't? Or perhaps you have lost your temper or got upset and regretted it afterwards.

These are a couple of examples of where assertive communication would have helped. This excellent workshop will show you how to overcome your natural, instinctive behaviour in situations and learn more effective responses.

### **Learning Objectives:**

- Identify assertive, aggressive and passive behaviour in others
- Identify your own behaviour
- Identify and use a variety of assertive techniques

## ***Better Business Writing***

### ***Create business documents that create a professional impression of your company***

This workshop is ideal for anyone who writes business documents as part of their job and who feels they could improve their skills. The course will cover a variety of different types of business documents and delegates are invited to bring along examples of their current work, or ideas they would like to work on during the course.

and....

Revisit your grammar and those apostrophes!

#### **Learning Objectives:**

- Re-learn the basics of grammar, spelling and punctuation
- Express yourself more powerfully
- Use plain English
- Use the appropriate tone when writing business documents
- Develop techniques for quickly creating outlines and structures for business documents

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## ***Communication Skills***

### ***“The meaning of communication is the response you get, regardless of your original intention”***

We all know or work with people whom we respect as effective communicators, but what is it about their behaviour that we aspire to and how do they do it? How is it that they are not only able to express themselves fully but can also get to the heart of what’s important to the people around them.

This special workshop is ideal for those who need to build effective working relationships or depend on effective communication in critical situations. It would also benefit those who would like to develop their own skills and confidence in communicating generally.

#### **Learning Objectives:**

- Apply the principles of effective communication
- Communicate complex ideas
- Build effective dialogue in difficult situations
- Frame communications positively
- Become more persuasive when dealing with people inside and outside your organisation

*“I have learnt a lot of new things which I can put into practice and I found the training to be both interesting and enjoyable. Best course I have been on”*

Richard—Crystal Communications Ltd



## ***Customer Care***

Why is exceptional customer care a key business issue, who are our customers and why do we need to understand them? Developing charismatic rapport and rich relationships with customers, does not come naturally to some of us. This dynamic workshop will nurture exceptional customer service attitude, skills and knowledge of all the participants.

### **Learning Objectives:**

- Inspire self and others to perform exceptionally
  - Develop powerful and empowering thinking and attitude
  - Communicate more effectively with more people
  - Make 'problem customers' an outdated point of view
  - Understand how different people evaluate service
- 

## ***Effective Presentation Skills***

### ***Motivate and inspire your audience!***

Do you find yourself avoiding situations where you will be asked to give a talk or present an idea? You know your stuff but the thought of standing up in front of an audience fills you with worry and panic. Or you may be "stuck in a rut" with your presentations or public speaking engagements and need to add impact to motivate and inspire your audience.

This highly motivating training experience is suitable for both the inexperienced and experienced presenters who feel they need to refresh and improve their delivery and motivate their audience.

### **Learning Objectives:**

- Write a presentation which people will remember
- Develop presence and confidence speaking to a group
- Connect with your audience and make them listen
- Use pace to influence & impact listeners

*"Not only was this an excellent learning experience, but also great fun. I picked up some great tips on how to command and hold the attention of a less than enthusiastic audience and I found the section on voice coaching extremely useful. The course really helps develop confidence, particularly with regards to the advice on body language and stance and I would recommend that everyone who has to present to small or large audiences should attend."*

Jacqui, HR Manager  
Presentation Skills

## ***Executive PA / Assistant***

The Role of the Executive PA and Business Support Assistant is constantly evolving and even though many managers and their colleagues see PA's and Executive Assistants as an essential functional part of their organisation, they don't always realise, or acknowledge, what they do and the critical role they play towards the success and profitability of a company.

This two day course will help you to excel in whatever PA role you find yourself in. Whether it involves organising events, managing your manager's diary, providing administrative support or managing your office, it is essential that you can prioritise, manage your time well and effectively communicate.

### **Learning Objectives:**

- Properly understand the role of the Executive Secretary/ Personal Assistant
- Communicate effectively at all levels
- Organise your time and your boss's time more efficiently
- Set priorities and stick to them
- Acquire basic management skills



*"I have used Pitman training on a number of occasions to help the Housing Dept to meet training needs. They are friendly, extremely helpful and experienced in helping you to find what you need. The team always take the time to listen to what the needs of the council are and actually deliver on them, this is something I have found other companies unable to do as they normally have a set course and find it hard to adapt.*

*I continue to use Pitman on a regular basis and I would have no hesitation in recommending their services."*

Gemma, Employment Development Manager  
Various Workshops

## ***Finance for non Financial Managers*** ***Understand and interpret financial reports***

This 3 day workshop gives managers and administrators who have little or no financial background the confidence to read, understand, interpret and question the many jargon filled financial reports that cross their desk every month.

This potentially "heavy and technical" subject comes to life through a combination of presentation and discussion sessions, videos and practical workshops.

### **Learning Objectives:**

- Read, understand, interpret and question financial reports

## **Interviewing Skills**

### **Employ the right candidate**

The average cost of a recruitment campaign can be up to £7500 and it takes around 3 months for the entire process. A lot of money and effort to spend if you rely on your “Gut Feelings” when selecting the right candidate. It is vital to balance getting the right candidate with selling the job.

This workshop will help you choose the right person by developing an appropriate style of communication, planning and preparing for the interview, and knowing what questions can and cannot be asked.

#### **Learning Objectives:**

- Plan and prepare for different types of interview
- Understand the benefits and application of Competency Based Interviewing
- Know which questions can and cannot be asked
- Shortlist effectively

## **The Professional Receptionist**

### **Create the best professional impression**

Several phone lines are ringing, colleagues are asking questions, and here comes a customer or client. How do you calmly handle several people simultaneously with professionalism and poise?

This course is specifically designed to address just such a scenario and other important challenges that receptionists face. In addition to learning effective verbal and visual communication skills, participants will learn how to interact successfully with even the most demanding individuals and situations.

#### **Learning Objectives:**

- Understand your role
- Learn how to make a first impression people remember
- Review best telephone practice
- Develop strategies for dealing with difficult people and situations

## **Meetings and Minutes**

### **Professionally record minutes**

This one day workshop is designed for those people involved in the organisation and administration of meetings who would like to do the job to a professional standard. Participants learn what minutes are required, how to take them and how to present them.

#### **Learning Objectives:**

- Prepare an agenda prior to a meeting
- Understand the role of the minute taker at a meeting
- Identify different ways of taking notes and writing quickly
- Layout and structure minutes in a professional manner

*“The course was delivered superbly and was less daunting than I was anticipating. Before going on the course I tended to write down as much as I could. The course demonstrated that I just need to capture the main points, rather than writing an essay on each agenda point! I am now producing minutes that are much more clear and concise.”*

Mairi—DIT Secretary  
Meetings and Minutes

**“I thought it was an excellent introduction to the subject with plenty of practical tips I can use immediately on my return to the office”**

**Steve — IT Manager  
Project Management**

## ***Project Management The Principles***

### ***Manage your projects professionally with excellent outcomes***

Project management is a specialised branch of management which has evolved in order to co-ordinate and control some of the complex activities of modern industry. It involves logical and progressive decision-making, proper organisation and a clear grasp of proven and long-established management principles.

This enlightening two day workshop will help Individuals new to a project management role or in a project team who need an understanding of Project Management concepts.

#### **Learning Objectives:**

- Project start-up and evaluation of project options
- Establishing clear terms of reference
- Overview of Project Management skills
- Project organisation and communications
- Planning skills and risk management
- Running the project management and tracking progress
- Project close down and review



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## ***Stress Management***

### ***Turn stress from a harmful enemy into a creative tool***

Most of us have suffered from stress at one time or another. It's a common feature of our warp-speed world that people often experience too much stress. This results in a whole range of unwanted symptoms and issues.

It doesn't have to be so tough. There are simple ways to operate at the right level of pressure for you and side-step all those nasty-sounding symptoms.

This workshop is ideal for anyone who needs to learn how to manage their workload better on a day to day basis and how to turn stress from a harmful enemy into a creative tool.

#### **Learning Objectives:**

- Understand what stress is, where it comes from, how it can affect you and what you can do about it.

*"Contents of the course were tailored to suit  
our needs - brilliant"* Linda—Bank of Scotland

## **Supervisory Skills**

### **Build a positive working environment**

Learning the skills of a successful leader and building rapport within your team are essential skills required by today's Managers and Supervisors. This two day workshop will benefit individuals who find themselves in a supervisory role having had little or no formal training.

You will learn how to establish yourself in your role, enhance your credibility as a supervisor by learning to take decisions, delegate to and motivate your team to build a positive working environment .

#### **Learning Objectives:**

- Establish and enhance your credibility as a supervisor
- Learn to listen properly
- Understand effective delegation techniques
- Get the results you know your team are capable of

## **Telephone Techniques**

The telephone gives you an opportunity to make a positive first impression of both yourself and your company. Think of the many times you have used the telephone to call a company for information or service. If you have never visited the company in person, your perception of its competency and efficiency were based entirely on how your call was handled.

This one day workshop has been developed for people who would like to improve their telephone communication skills. It is particularly aimed at those who use the telephone as an important part of their job.

#### **Learning Objectives:**

- Acquire a confident and friendly telephone manner
- Learn what to say and what NOT to say
- Gain effective listening skills
- Deal with awkward situations
- Adopt ways of taking and passing on messages in a professional way

## **Time Management**

### **Eliminate those time-stealers!**

Do you work longer hours than those you work with?

Do you habitually take work home every night or at weekends?

Does more of your time get spent working on details, rather than strategic thinking, planning or other management activities?

Do you have unfinished jobs piling up on your desk, or difficulty meeting deadlines? and so on.....

This one day workshop is ideal for anyone who wishes to improve their self-managing techniques, achieve more in their working day and gain more balance in their lives.

#### **Learning Objectives:**

- Eliminate or reduce time-stealers
- Deal effectively with paperwork
- Plan ahead to enable deadlines to be met
- Identify tasks which can be delegated and how to delegate effectively
- Minimise those situations that may lead to stress

## ***Train the Trainer***

***The training systematically points to everything you need to know about being a trainer.***

Has your role changed to involve training others or do you want to pass your skills onto your colleagues, but don't know where to start?

### **Aims of this challenging workshop:**

'To introduce participants to the issues, methodologies and techniques of training design and delivery'

Each day consists of practical experience as well as hundreds of useful tips. While the first part of the course focuses on the design and structure of training as a learning tool it then moves on to presentation, delivery and facilitation, each day builds up to a complete training methodology

### **Learning Objectives:**

- Identify training needs
- Define and create aims and objectives that fit within an organisational perspective
- Design training sessions
- Use training methods such as 'Reviewing' to embed learning
- Deliver training sessions that incorporate Metaphors, Syndicates etc.
- Evaluate training interventions.



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## ***Impact Courses***

These courses can be ran as a full day or as a focused half day session, so minimum impact on out of office time, maximum impact on results.

**Approach & Rapport**  
**Sales Development**  
**Review & Performance**  
**-Management**  
**Coaching Skills**  
**Attendance Management**  
**Training Skills**  
**Body Language**  
**AIDA**

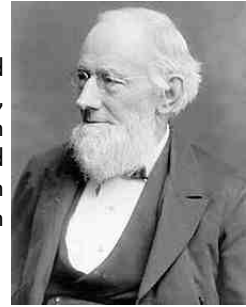
**Problem Solving**  
**Approach Techniques**  
**Paradigm Shifts**  
**Attitude & Mindset**  
**Problem Solving**  
**Delegation**  
**Motivation**  
**FISH Philosophy**  
**Leadership Skills**

**Strategic Thinking**  
**Personal Development**  
**Effective Meetings**  
**Who are Your Customers**  
**Writing Terms of Reference**  
**BOSCARD**  
**Make Next Year the Best**  
**-Year of Your Life Yet**

Impact courses are designed for a maximum of 8 delegates, the courses can be delivered either at our own facility or at yours.

## About Us

**Sir Isaac Pitman** (January 4, 1813 – January 12, 1897), knighted in 1894, developed the most widely used system of shorthand, known now as Pitman Shorthand. He first proposed this in Stenographic Soundhand in 1837. Pitman was a qualified teacher and taught at a private school he founded in Wotton-under-Edge. He was the vice president of the Vegetarian Society. He was born in Trowbridge, Wiltshire in England.



**Today** Pitman Training are the UK's largest private training company with over 100 centre's nationwide.

All of our trainers are dedicated professionals who draw from a wealth of knowledge and experience, from half day impact sessions to full in house training programmes, you can be assured of a professional service from a name you can trust.

*“Successful training is focused on supporting your business objectives”*

## How Much?

One delegate attending on day workshop £295 + vat

Dedicated group events from £845 + vat

### Purchase Multiple training days

10 days	£2,450 + vat	(£245 per delegate)
20 days	£4,500 + vat	(£225 per delegate)
50 days	£10,250 + vat	(£205 per delegate)
100 days	£19,500 + vat	(£195 per delegate)



#### Areas covered include;

**Management & Supervisory**  
**Communication Skills (written & verbal)**  
**Persuasion and Influencing Skills**  
**Customer Service**  
**Training Delivery**  
**Executive PA and Business Support**

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Coventry NHS  
Coventry Police Service  
Coventry University  
Crystal Communications  
Eon  
Goldfish  
Hammonds Furniture Ltd  
HBOS  
House of Frasier  
HSBC  
Jaguar  
Kensington Specialities  
KMB Telecommunications  
Learning & Skills Council  
Mandat Ltd  
National Farmers Union  
Patient Line Plc  
Peugeot  
Primary Care Trust  
Scottish & Southern Electricity  
Talk Talk  
Taylor Corporation  
Thrifty Car Rental  
Warwick University

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