



### Get2grips with .... overview

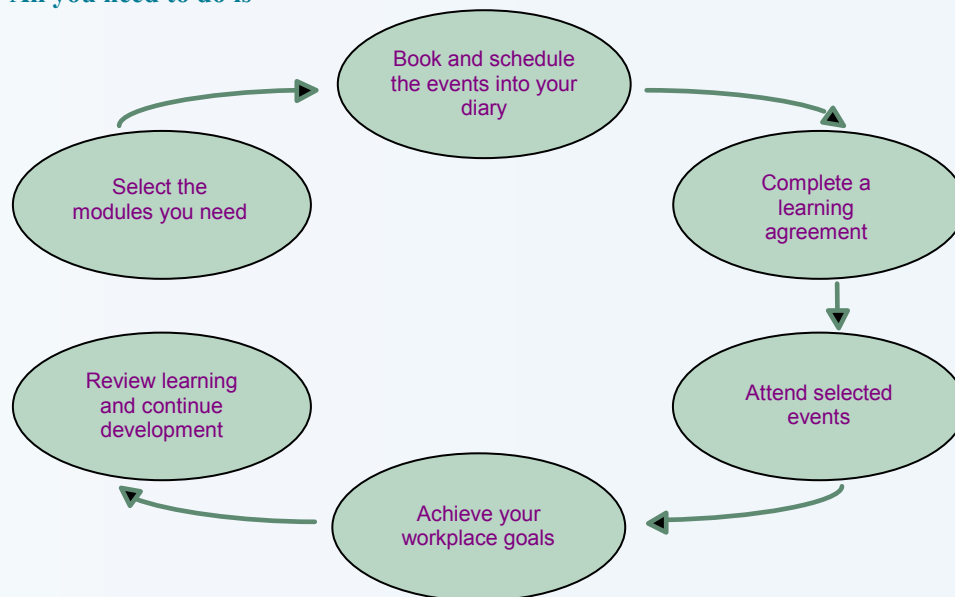
Get2grips with .... is a compelling series of training courses designed to improve the performance of all employees. It does not matter if you are an experienced team member, manager or just starting out in your career these programmes are for you.

Our extensive experience has been gained by working in performance improvement cultures set at the heart of all business activity. For your benefit, this expertise has been used to create our 'get2grips with' set of training programmes.

Each subject specific module has been created to provide participants with the tools and knowledge needed to 'make a difference' in today's business climate. Careful consideration has been given to the contents and how, when applied, they will impact upon the individual and workplace as a whole.

Participants are supported in a learning environment that provides the opportunities they need for personal growth, encouraging them to develop 'want to' and 'can do' mindsets. Every element of each programme is business focussed, designed to capture the potential that everyone has and then release it into the organisation in a focused and targeted manner.

### All you need to do is



### What you can achieve

Our aim is to deliver powerful training courses to ensure learning takes place that matches business and personal needs. Starting the programme with an open mind sets delegates on their way, then through a 'listening and sharing' experience you can expand your understanding, fine tune you're skills and improve your performance.

### Programmes include

Each programme can be delivered individually or combined to form a delivery suite. Our goal is to work with you to select then deliver the best options. Training courses in our suite include, get2grips with ...

- ◇ motivating people to succeed
- ◇ maximising the time you have available
- ◇ using your customers to create a winning service
- ◇ improving the performance of your staff
- ◇ selecting and recruiting the right people
- ◇ dealing with difficult people and winning them around
- ◇ improving performance through coaching
- ◇ making effective and enlightening presentations
- ◇ maximising and developing supervisory skills and behaviours
- ◇ energising your team and improving how they work together
- ◇ getting the job done on time and achieving the right result
- ◇ communicating wisely and removing misunderstandings from the workplace
- ◇ building confidence in yourself and your employees
- ◇ marketing your business
- ◇ negotiating the best deal
- ◇ training your staff and helping them to perform at the level needed
- ◇ continually improving your business
- ◇ reducing employee turnover
- ◇ attracting the right people
- ◇ establishing the behaviours, skills and knowledge your business needs
- ◇ monitoring employee attitudes and using the findings for the businesses benefit
- ◇ setting up and maintaining an employee briefing system
- ◇ managing a project and turning a plan into reality
- ◇ managing workplace attendance
- ◇ changing and developing a new culture
- ◇ solving problems and continuous improvement