

Training Prospectus



Management & Personal Development

People who value professional service, quality training and targeted, cost effective, solutions choose us as a complete training provider

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PUTTING CLIENTS FIRST

Training Solutions & Consultancy 2000 Ltd was established in 1997 in order to provide quality, cost effective training services to business' and individuals throughout the United Kingdom to help them meet both developmental and legislative needs within an ever changing environment.

With the experience and expertise of **over 25 top trainers** and a knowledgeable business development team we provide honest, straightforward consultancy services at no cost to you.

Our strength is working with you, putting the knowledge, understanding and experience you already have in the day to day running of your own organisation to good use.

This enables us to identify together current and potential weaknesses in the way your business is operating and to build on its existing strengths. Getting to the root of problem areas and targeting them at cause, whilst raising awareness of *and* planning for potential future challenges, proves very effective in the sustainability of long term business growth and success.

We provide specialist training from Health and Safety and Business Management & Development to Information Technology and Electrical and Engineering. For the latest information on our services please feel welcome to visit our website:

www.tsc2000.co.uk

If you would prefer to talk to a member of our friendly & experienced customer service team to discuss your training needs or to arrange a FREE Training Needs Analysis please call:

01685 371500

● **Over the Past 10 years TSC2000 has continuously provided:**

- A genuine interest in aiding you to become more successful – your success is ours too!
- **A prompt response to requirements – we recognise that training needs can be urgent**
- Customised training, targeting *your* specific needs – we focus on strengthening weaknesses
- **Flexible training times to reduce disruption – we will work weekends and evenings too!**
- A free Training Analysis – we take the time to listen to your needs and ensure our courses meet them
- **On / off-site training – whenever, wherever you are**
- Short, intensive courses designed to be effective and efficient – we understand how precious time is
- **Dedicated team of experienced trainers – we offer the expertise of over 25 specialists**
- Added value and discount options – we value returning customers, block bookings, contracts, referrals
- **Nationwide coverage – UK *and* Ireland**
- The ISO 9001: 2000 guarantee of quality – for your peace of mind



www.tsc2000.co.uk



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MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Conflict Resolutions & Personal Safety CIEH

Aim: To enable anyone whose work brings them into contact with others, be they colleagues, customers, members of the public, patients or clients to deal with conflict and to ensure personal safety within the law.

Content:

- The law in relation to controlling conflict and violence in the workplace.
- How to assess the risks of workplace conflict.
- Appropriate methods to de-escalate confrontational situations.
- The importance of personal safety at work.

Duration: One (1) Day

Course Code: TSCCRPSCIEH

Conducting Career Appraisals

Aims: The course is designed to enable managers at all levels to appraise their staff effectively, thereby assisting in maximising the potential contribution an employee can provide to their organisation.

Content:

- Understanding the appraisal system
- Setting the scene
- Appraisals and setting objectives
- Appraisals and communication
- Conducting the appraisal
- Appraisals and the aggressive, negative appraisee
- After the appraisal

Duration: One (1) Day

Course Code: TSCCCA

Conducting Effective Meetings

Aim: This programme has been developed to ensure that all managers work to meet the objectives of a meeting targeting how to develop their strengths and overcome inherent weaknesses.

Content:

- Introduction
- Planning the Meeting
- Conducting the Meeting
- After the Meeting
- Summary
- Question and Answer
- Review and close

Duration: One (1) Day

Course Code: TSCMEM

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Interviewing Techniques

Aim: Delegates will gain key skills in effective questioning and listening techniques. They will be able to plan and deliver an effective interview on completion of this programme.

Content:

- Writing a clear job description & person profile
- Questioning effectively
- Listening & Summarising
- Equal Opportunities & Legislation
- Interview preparation & structure
- The importance of documentation & recording
- Managing pace & time
- Building rapport
- Identifying candidate competencies
- Handling difficult candidates
- Selecting the right candidate
- Feedback for unsuccessful candidates
- Role play

Duration:

One (1) Day

Course Code:

TSCINTT

Kaizen Tools & Techniques

Aims: The course is designed to impart the tools and techniques of the Kaizen method and how to use them effectively.

Content:

- Definition of Kaizen Management
- Key Questions to Ask About Kaizen Events
- Essential Skills of the Kaizen Manager
- Delegating Kaizen Tasks, Good and Bad Reasons for Delegating Tasks
- Motivating the Kaizen Team, Understanding Motivation within Kaizen Tasks
- The Role of the Kaizen Leader
- Hygiene Factors and Motivators
- Communicating Effectively to the Kaizen Team, Understanding Kaizen Project Control
- The Two Stages, Concern and Corrective Action Reporting
- Stages of a Kaizen Project, Gantt Charts
- Measuring Successful Events, Feedback and Objectives
- Effective Planning, Critical Path Analysis
- Factors that Could Affect Kaizen Projects, FMEA and Planning
- Establishing the Kaizen Team, Reviewing and Closing the Kaizen Activity

Duration:

Two (2) Days

Course Code:

TSCKAIZEN

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Leadership Skills

Aim: The programme will ensure delegates will be able to appreciate the functions of a leader in maintaining the balance between achieving the task and developing the individual, understand how a leader should behave in order to build an effective team and to deal with human relation problems logically and objectively.

Content:

- Discussion
- Practical exercises in leadership
- Syndicate and individual work
- Case studies
- Preparing an action plan to be implemented on their return to work
- Definition of a Leader
- Implications for Leaders
- Characteristics of a Leader
- Leadership styles
- How to become an effective Leader
- Delegation
- Motivating Employees
- Summary & Review

Duration: Two (2) Days

Course Code: TSCLEAD

Lean Manufacturing

Aim: The course is designed to impart the tools and techniques of effective lean manufacturing and how to use them effectively. This course compliments Kaizen tools and techniques training.

Content:

- Value Stream Mapping
- The Seven Wastes
- Visual management / 5S
- TPM / OEE
- SMED

Duration: Three (3) Days

Course Code: TSCLEAN

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Performance Coaching

Aim: Delegates will be able to understand the principles of coaching and will be able to use what they learn to improve performance.

Content:

- Identifying, understanding and analysing performance gaps
- Coaching principles & Questioning techniques for the coach
- Identifying when to coach
- The difference between coaching and Training
- Creating the right coaching environment
- Practical session & Self assessment exercise
- Managing your own reactions
- Helping others to manage change
- Key steps in managing change
- Applying these to the job

Duration: One (1) Day

Course code: TSCPCOACH

Project Management

Aims: The programme takes an in – depth look at the nature of projects and all the problems and opportunities associated with them. Examine all issues surrounding a project, for example how to select the correct project team. In addition examine a process model which can be used for any project we come across in the future.

Content:

- Understand the nature of projects and their objectives
- Understand how to put together a successful project team
- Understand and subsequently implement a Project Management Process Model
- Monitor manage and evaluate your project effectively
- Understand the role and responsibilities of a Project Manager
- Communicate more effectively with the Project Team and others it impacts upon
- Move towards optimum performance
- Programme review
- Questions and answers

Duration: Two (2) days

Course Code: TSCPM

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Professional Trainer Certificate CIEH

Aim: Delegates will learn how to deliver secure effective learning, structure and design training sessions and will gain skills in making training sessions interesting, stimulating and relevant.

Content:

- Training needs and objectives
- Learning styles and preferences
- Training skills
- Training design and structure
- Training styles and communication
- Training assessment

Duration: Three (3) – Four (4) Days

Course Code: TSCPTCCIEH

Quality Auditing ISO 9001:2000

Aim: To give delegates the confidence to interpret the quality principles of the new standard and to identify the most appropriate implementation approach. Delegates new to auditing will learn how to conduct an audit whilst existing auditors will have the opportunity to improve and develop their current auditing skills.

Content:

- ISO9001:2000 – A Process Approach
- Requirements and Key Factors of the New Standard
- Auditing to a New Standard – Effective Techniques
- The People Factor
- Case Study & Group audit exercises
- Check Lists
- Audit Planning & Execution
- Documenting Non-Conformance
- Audit reporting
- Develop audit plan
- Perform the audit
- Report on audit results
- Feedback on audit results
- (Using your current system, if preferred)
- Setting Objectives & Targets for Business Improvements

Duration: Three (3) Days

Course Code: TSCLEAN

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Training Techniques

Aim: The aim of this programme is to provide delegates with sufficient information to help them to develop skills to prepare and deliver effective training sessions.

Content:

- Process of learning
- Training objectives
- Selecting and analysing subject matter
- Training strategies
- Interpersonal skills – communicating through the right senses
- Use of questions in Training
- Running training sessions
- Preparing and using visual aids
- Assessing, reviewing and reporting

Duration: Two (2) Days

Course Code: TSCTT

Personal Development

Anger Management
Assertiveness Skills
Career Management
Communicating Effectively
Creative Thinking/Problem Solving
Customer Care
Dealing with Difficult People
Developing Self Esteem & Confidence
Essentials of Personal Development
Negotiation Skills
Presentation Skills
Receptionist Skills
Setting & Achieving Goals
Stress Management
Time Management
The Successful Interviewee

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Anger Management

Aim: Delegates will learn what causes anger reaction and will learn techniques to deal with their own anger reactions and diffuse others.

Content:

- Recognising patterns of thoughts and behaviours
- Relaxation and visualisation techniques
- Introducing new ways to think and react
- The advantages of timing, avoidance and finding alternatives
- The anger ladder
- Emotional triggers and responses
- Recognising different anger reactions
- How anger can affect our health
- Anger management techniques

Duration: One (1) Day

Course code: TSCANGER

Assertiveness Skills

Aim: This course has been designed to address the issues surrounding non-assertive behaviour and to give you an understanding of assertiveness. You will learn tools and strategies to help you make your communication more effective.

Content:

- Objectives
- Legal and Personal Rights
- Rights and Responsibilities
- Behaviour Styles
- Passive, aggressive and assertive behaviours
- High and Low Level Aggression
- Dealing with Passive Behaviour
- Reactions to Passive Behaviour
- Making and Refusing Requests
- Giving and Receiving Criticism
- Syndicate Exercise and Feedback

Duration: One (1) Day

Course Code: TSCASSJA

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Essentials of Personal Development

Aim: Delegates will explore the four key aspects and will be able to utilise them as a basis for management effectiveness and as a basis for continuing their personal development.

Content:

- Self Management
- Time Management
- Stress Management
- Relationship Management

Duration: Two (2) Days

Course Code: TSCPDEV

Negotiation Skills

Aim: Delegates will gain an understanding of negotiation and will be able to demonstrate their ability to negotiate.

Content:

- Understanding negotiation
- The importance of negotiation
- Planning & preparing for the negotiation
- Structuring negotiations
- Increasing your personal power
- Tactics for negotiation
- Movement & concessions
- How to develop win-win situations
- Closing the negotiation
- Preparing a personal action plan

Duration: One (1) Day

Course code: TSCNEG

Presentation Skills

Aim: The aim of this programme is to provide delegates with suitable information to enable them to develop skills to be able to present information effectively.

Content:

- Objectives
- The Purpose of the Presentation, The Four Items to Think About
- The Three Stages, Format and Content
- The Preparation, The Building Blocks
- Presentation Construction Example
- Practical Arrangements
- What Makes a Good Presentation?, Delivery – Speech and Voice
- Use of Words, Hands and Body Language
- Audience Contact and Timing, Dealing With Trouble
- Handling Questions, Observer Checklist
- The Final Challenge, Individual Presentation Exercise, Constructive Feedback

Duration: Two (2) Days

Course Code: TSCPRSK

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Receptionist Skills

Aim: This course is designed to help employees with telephone and face to face communicating techniques that are required when dealing with customers in everyday situations.

Content:

- An introduction to Customer Service
- The importance of excellent service
- The consequences of poor service
- The role of the Receptionist
- Tools to make good first impressions
- Using positive words, phrases and body language
- Appropriate vs inappropriate language
- Communication skills
- Telephone skills - Listening effectively - tone of voice
- Assertive behaviour
- Coping professionally with complaints and angry customers.

Duration: One (1) Day **Course Code:** TSCTS

Setting & Achieving Goals

Aim: Delegates will learn how to set goals effectively for them and will have the capability to increase their personal success. They will become more aware of their own limiting beliefs and will be able to use techniques to remove or work around them.

Content:

- The importance of goal setting, How to identify and set your own goals
- How negative and positive language affect our abilities
- Mind mapping, Thinking your way to success, Finding your motivation
- Using your visual, auditory and kinaesthetic skills positively
- Changing and removing limiting beliefs
- Using your brain logically, Creating rapport
- Writing your goal plan, Creating your timetable, Modelling for excellence

Duration: One (1) Day **Course code:** TSCGOALS

Stress Management

Aim: Delegates will learn how to manage the pressure they face at work through self awareness and will learn how to implement stress management techniques.

Content:

- Understanding stress and what causes it
- Signs, symptoms, causes and triggers
- Why we react the way we do, Breaking the stress cycle
- How stress is related to your perceptions and beliefs
- Understanding your reactions, Techniques to manage stress
- Using positive thinking, Relaxation techniques
- Stress prevention, Interrupting the stress cycle

Duration: One (1) Day **Course code:** TSCSTRESS

MANAGEMENT & PERSONAL DEVELOPMENT PROGRAMMES

Time Management

Aim: On completion of the programme delegates will be able to recognise opportunities and methods of gaining more effective use of their time and that of the people they manage. Benefiting the organisation and individuals in terms of improved output and reduced stress.

Content:

- Objectives, The Warning Signs
- Individual Activity – What do you do?
- Effectiveness, The 2 x 2 Managing Tool – Urgent or Important?
- Time Wasters Category, Get Rid of Category
- The High Demand Category, The Winners Category
- Priorities Summary, Analysing Your Daily Activities
- Pareto Analysis, "To Do" Lists
- Individual Exercise "To Do" Lists, Self Management Skills
- How to Deal with Time Bandits, Urgent/Important Planner
- Batching Efficiency, Handling Efficiency
- Office and Desk Efficiency, General Tips
- Managing Interruptions, Course Recap

Duration: One (1) Day

Course Code: TSCTIME

The Successful Interviewee

Aim: At the end of the programme delegates will be able to prepare themselves for any future interviews with confidence.

Content:

- Defining and setting your personal goals
- Planning your job search
- Professional C.V. Writing
- Applications & Cover Letters
- Preparing for the interview
- Good Communication Skills
- Selling yourself
- Reviewing & Evaluating your performance

Duration: One (1) Day

Course Code: TSCSI
