



# UNLEASH

## YOUR TEAMS POTENTIAL

[View Course List](#)

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## You' re in safe hands



Ranked no.1 training provider in the UK according to free-index.



Proven track record with over 20 years of training experience.






80% of our clients booked more training with us.

## Our clients



## EMPOWER YOUR TEAM TODAY

Ready to develop your team? Designed by expert trainers, our In-House Training Courses will empower your team with results driven soft skills to increase **confidence**, enhance **motivation** and ultimately **improve workplace performance**.

-  Delivered on-site at your workplace.
-  Perfect for individual staff or teams.
-  All courses include | training materials & certification



Over 50 powerful courses to improve your team



Customer Service



Leadership & Management



Communication Courses



Sales Skills



Human Resources



Development & Well-being

## VIEW COURSE LIST

Click on course title for full details

[Management Skills Training](#)

[Leadership Training](#)

[Coaching Skills for Managers](#)

[Conduct Great Meetings](#)

[Managing Team Conflict](#)

[Dealing with Difficult People](#)

[Delegation Skills](#)

[Manage Change at Work](#)

[Problem Solving Training](#)

[Stress Management for Managers](#)

[Train the Trainer](#)

View All Courses



## KEY BENEFITS

- ✓ Motivate & influence your team
- ✓ Become a leader others value & respect
- ✓ Discover the role of a successful leader
- ✓ Develop an authentic leadership style
- ✓ Inspire your people to become a high performing team



## VIEW COURSE LIST

Click on course title for full details

[Time Management Skills](#)

[Build A More Resilient Team](#)

[Confidence Building for Staff](#)

[Presentation Skills](#)

[Stress Management at Work](#)

View All Courses



## KEY BENEFITS

- ✓ Increase your confidence levels
- ✓ Bounce back faster from set-backs
- ✓ Deliver high impact presentations
- ✓ Manage stress and thrive under-pressure
- ✓ Regain control and achieve more in less time



## VIEW COURSE LIST

Click on course title for full details

[Assertiveness Training](#)

[Communication Skills Training](#)

[Conflict Resolution](#)

[Dealing with Difficult People](#)

[Presentation Skills](#)

View All Courses



## KEY BENEFITS

- ✓ Become a better communicator
- ✓ Learn to become more assertive
- ✓ Build better rapport with clients or colleagues
- ✓ Resolve conflict more quickly
- ✓ Successfully deal with difficult & aggressive people





## VIEW COURSE LIST

Click on course title for full details

[Customer Service Training](#)

[Telephone Skills Training](#)

[Handling Customer Complaints](#)

[Reception Skills](#)

[Dealing With Difficult Customers](#)

View All Courses



## KEY BENEFITS

- Deliver amazing service
- Gain professional complaint handling skills
- Build better rapport with clients
- How to create a wow factor
- Surpass your competition by delivery a great experience



## VIEW COURSE LIST

Click on course title for full details

[Appraisal Skills Training](#)

[Behavioural Interview Training](#)

[Manage Absence & Sickness](#)

[Discipline & Grievance Training](#)

[HR Skills for Managers](#)

[Recruitment Skills Training](#)

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## KEY BENEFITS

- ✓ Manage staff absence and sickness
- ✓ Manage staff disciplinary and grievance
- ✓ How to action plan to improve employee performance
- ✓ Deal with conduct and capability issues
- ✓ Gain an understanding of employment law



## VIEW COURSE LIST

Click on course title for full details

[Telesales Training](#)

[Face to Face Sales Skills](#)

[Negotiation Skills Training](#)

[Coach My Sales Team](#)

[Advanced Communication for Sales People](#)

View All Courses



## KEY BENEFITS

- ✓ Maximise your selling opportunities
- ✓ Learn the art of closing the sale
- ✓ Discover proven objection handling techniques
- ✓ Gain a proven sales process
- ✓ Win more business with immediate effect.



# Helping You All The Way

10

You can expect a **powerful training experience** that delivers results

Step 1



Step 2



Step 3

## PRE-TRAINING

- We listen to your challenges
- Understand your training needs.
- Design your course.

## YOUR TRAINING INCLUDES

- Relevant training materials.
- Key course notes.
- Certificate of achievement

## AFTER-CARE

- Your trainer will provide feedback.
- We help embed your learning.
- Support you with your next steps.



## Your Training Course Includes

- ✓ Key Course Notes
- ✓ Relevant Training Materials
- ✓ Certificate
- ✓ Tailored To Your Industry

Interested? Get In Touch Today

\* Tailored option is available at an additional cost

Get in touch to

# DEVELOP YOUR PEOPLE



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