UNLEASH
YOUR TEAMS POTENTIAL

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About Us

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

- British Airways
- Ministry of Justice
- Lidl
- Humberside Airport
- Booking.com
- Hyde Park Residence
- Yorkshire Building Society
- Sheffield Students’ Union
- NHS
- Thurrock Council
- Southport & Ormskirk
- Stanley Black & Decker
- University of Leeds
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
- Communication Courses
- Human Resources
- Leadership & Management
- Sales Skills
- Development & Well-being
Leadership & Management

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

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
Development & Well-Being

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

- **Time Management Skills**
- **Build A More Resilient Team**
- **Confidence Building for Staff**
- **Presentation Skills**
- **Stress Management at Work**

View All Courses
Communication Courses

VIEW COURSE LIST
Click on course title for full details

- Assertiveness Skills
- Advanced Communication Training
- Communication Skills in the Workplace
- Conflict Resolution
- Dealing with Difficult People
- Presentation Skills

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 All Courses
Customer Service 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 delivering a great experience

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
Human Resources

**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**

**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
Sales Courses

VIEW COURSE LIST

Click on course title for full details

Telesales Training

Face to Face Sales Skills

Negotiation Skills Training

Coach My Sales Team

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

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.
What’s Included

Your Training Course Includes

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

Interested? Get In Touch Today

* Want a more powerful experience? We can tailor your training day around your industry.
Get in touch to
DEVELOP YOUR PEOPLE

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