

Workplace Skills

*Course Duration*

30 minutes

40 minutes

* Creating SMARTER Objectives
* SMARTER Objectives for Managers
* Appraisals series
  + An Overview of Performance Appraisal
  + Preparing for the Appraisal
  + The Appraisal Discussion
  + Ongoing Appraisal
* Body Language series
  + A Background to Body Language
  + Silent Speech - Understanding Body Language
  + Using Body Language in the Workplace
  + Silent Selling - Using Body Language in Sales
* Negotiation series
  + An Introduction to Negotiation
  + Negotiating Strategies 1 - Strategy Basics
  + Negotiating Strategies 2 - Psychological Strategies
* Recruitment series
  + The Recruitment Process - An Overview
  + Job Analysis, Job Descriptions and Person Specifications
  + Attracting Candidates and Producing Job Advertisements
  + Shortlisting Candidates and Selection Techniques
* Listening series
  + Listening Skills: An Introduction to Listening
  + Removing the Barriers to Listening
  + Becoming a Better Listener

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* Time Management series
  + An Introduction to Time Management
  + The Importance of Setting Goals in Time Management
  + Time Management: Deciding Your Priorities
  + Time Management: Planning and Scheduling
  + Time Management: Managing Disruption and Keeping Focused
* Presentations series
  + Preparing for Presentations
  + Delivering Presentations
* Questioning series
  + Why are Questions Important?
  + Using Open and Closed Questions
  + Using Probing Questions
  + Unproductive Questions
* Meetings series
  + An Introduction to Meetings & Meeting Types
  + Organising and Running Effective Meetings
  + Understanding and Handling Meeting Behaviour
* Delegation
* The Role of the Coach

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