

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

35 minutes

25 minutes

40 minutes

25 minutes

15 minutes

40 minutes

20 minutes

30 minutes

50 minutes

50 minutes

50 minutes

15 minutes

40 minutes

20 minutes

45 minutes

40 minutes

35 minutes

55 minutes



* 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

*Course Duration*

35 minutes

40 minutes

30 minutes

35 minutes

30 minutes

50 minutes

40 minutes

35 minutes

30 minutes

30 minutes

40 minutes

20 minutes

30 minutes

20 minutes

45 minutes

30 minutes