SUCCESSFUL LEARNING SOLUTIONS

EFFECTIVE COMMUNICATION COURSE OVERVIEWS: 2023

SUCCESSFUL
LEARNING SOLUTIONS
We are your solution

Contents

ABOUT THE TRAINING PROVIDER

At Successful Learning Solutions (Ltd) we have a proven track record of achieving results for our clients in the field of Learning and Development. But most of all, we have a love and passion for enabling growth and success by creating a desire in our learners to enhance their knowledge, skills, talents and abilities.

As a young child takes opportunities every day to learn, grow and develop their knowledge, skills and talents - we believe this passion for learning should never stop! And with us, it never does!

Based in Edinburgh, United Kingdom - with Teams in 3 different countries, Successful Learning Solutions continues to offer proven and effective Learning Solutions on an international basis.

Here are some examples of how we support learning:

Universities and Colleges	Other Training Providers	Private Businesses and Corporates	General Public

1. **Universities** and **Colleges** use us to design and deliver skills training on an **Associate** basis.
2. Other **Training Providers** contact us when they require experienced Trainers to support them on an **Associate** basis and to deliver Apprenticeship training.
3. **Corporates** and **businesses** contact us to increase skills development within their organisation.
4. The **general public** enroll on our training courses via our online store, or through REED.

We offer face-to-face and live tutor-led virtual training covering the following areas:

- ✓ Management Development
- ✓ Customer Service
- ✓ Personal & Team Development and Effectiveness
- ✓ Personal Well-being
- ✓ Communication Skills
- ✓ English support for Employability
- ✓ IT Skills
- ✓ Data Analytics.

Please view our website for further details: www.SuccessfulLearningSolutions.co.uk

TRAINING DEVELOPMENT & DELIVERY

Our courses are high impact and bespoke to the needs of our clients. We skillfully adapt the delivery of our courses to the needs of our client and learner profile. We like to keep learning fun and always create a safe environment conducive to adult learning.

Although our courses vary in length, modules can be delivered across half-day sessions – if preferred. This allows for learners to minimize time out of office and allows larger clients to book more than 1 cohort for the day - where it makes sense to do so.

Suggested timings of sessions are:

- **AM Only**: 09h30 to 12h30 (this includes a 15min tea-break)
- **PM Only:** 13h00 to 16h00 (this includes a 15min tea-break)
- **Full day:** 09h30 to 16h00 (this includes two 15min tea-breaks and 45min lunch)

Evening and Saturday classes can also be accommodated – if required.

It is recommended that learners attending a PM Only session have a full lunch break prior to their attending the session.

Class delivery takes place predominantly through a variety of the following medium, methods and activity types – irrespective of whether F2F or Virtual learning is scheduled:

- ➢ Lecture and active conversations
- ➢ Video clips
- ➢ Group work (f2f and virtual)
- ➢ Research & interviews
- ➢ Role-plays
- ➢ Homework assignments
- ➢ Self and formal reflection and assessments.

Skillful facilitation techniques focus on fun, practical and relevant activities which drive meaningful and team-centered conversations and learning within a safe learning environment. This accommodates various learning styles, preferences and abilities while at the same time increasing both memory retention, confidence and practical skills.

Although meaningful and sometimes direct conversation may be had, learners are always encouraged to feel relaxed to share their own life experience and learnings where relevant – without fear of feeling victimized. A relaxed environment is important to facilitate new learning.

TRAINING RESOURCES

The following would need to be provided for and arranged by Clients for any F2F **on-site** training (Covid-related guidelines would apply, if applicable):

- **Venue**: A room large enough to facilitate team activities and group work. Desks may need to be rearranged to create an open space for activities.
- **Projector or TV** with connection for a laptop.
- **Internet / wifi**: Please confirm if this will be available for use.
- **Flipcharts / Flipchart paper and whiteboards**: These will be used for team activities.
- **Catering**: Tea / Coffee and great nibbles goes a long way to put a smile on learner's faces!

For **virtual** sessions, a stable internet connection and quiet learning area would be required by learners. Sessions can be accessed via a Zoom or Teams link at home via their laptop / mobile device or tablet.

Note: It is generally accepted that Zoom provides a superior end-user learner experience, is easier to set up – and much easier to train with.

PRICING OF OUR SERVICES AND COURSES

COLLEGES, UNIVERSITIES AND OTHER TRAINING PROVIDERS

If you are a **College, University or another Training Provider** using our services, we will negotiate with you a flat rate for training / development on your behalf, as Associate Training Consultants.

This rate remains the same, irrespective of Training Consultant or course selected **(except tor premium-priced courses).**

Note, we are VAT registered, and charge VAT (20%) on all our products and services.

Premium Pricing

A limited selection of our courses / programmes is subject to a **Premium Price Adjustment**.

The adjustment is to cover any licensing costs, and other related costs associated with developing and delivering a specialist premium course or programme.

Premium courses / programmes are indicated as follows:

Premium Pricing

The adjustment is equal to an **additional 30%** of the total cost for the training.

PRIVATE COMPANIES / CORPORATES AND MEMBERS OF THE PUBLIC

If you are a **Private Company / Corporate** or **member of the Public** looking for training, our **individual** course prices are listed on our online store, and on REED.

Please note, these are for individual courses being bought. If you are looking for training of **more than 3 individuals**, then please contact us for hugely **discounted** offers!

Note, we are VAT registered, and charge VAT (20%) on all our products and services.

ATTEND OUR ACCELERATED LEARNING PROGRAMMES

Our fast-track learning programmes are intensive, high energy training sessions designed to prepare and energise an individual to fulfil a particular role or function to the best of their ability.

Unlike stand-alone courses, programmes capitalise on the learning synergy created through a targeted approach to learning, over time. Attending an aligned, progressive class, with the same Training Consultant, and the same fellow-learners over time allows for the creation of wholistic, fast-paced learning.

Please review our programmes below, and identify which ones you can use to fast-track learning within your organisation or team. The details of each programme can be found within the relevant section of this catalogue – or just click on the title below:

Programme Name	Duration	Target Audience
Business English for Employability	Minimum of 4.5 days, spread over 90 minute sessions	Those who speak English tp an intermediate / advanced level, yet find their command of the English language is forming a barrier to employment, learning or promotion.
Customer Service Excellence, Brand Ambassador	8 half-days	This programme is designed for those new into both the job-market, and into a customer service role. It will in a very direct and effective way help new ones become skilled, passionate and resilient in their new role. It will also help new ones quickly develop and sharpen their skills to a point where a customer would never notice that they are new to the role.
I Want to Become a Training Consultant	5 days	Those currently new to designing or delivering training and are wanting a comprehensive grounding in the field of Learning & Development.
Fast-Track Development to Management	8 half-days	This 8-week programme (8 half-days) is designed to help fast-track those who are not yet managers, but who are actively pursuing and aspiring a career in management.
Managers – Keeping your Saw and Skills Sharp	16 half-days	All managers and leaders, Team-leaders and supervisors. The only way you can manage effectively is by continually keeping YOUR saw and YOUR skills sharp. In an ambiguous era, future-fit leaders need to balance and embrace competing demands. This 16-week programme (16-half-days) is designed to keep you thinking, developing and growing as a manager. More than that, it will ensure that you bring your team with you in your development; that they too benefit from this programme. The result: A sharper, more pro-active and resilient YOU – and a team that thrives on change and a high-performance culture.

Programme Name	Duration	Target Audience
Ms Word: From Beginner to Advanced	4 days	Anyone whose role requires them to create, edit and process documents and who wants to use the modern features and AI within MS Word while integrating their learning with the skills of research and business report-writing. These new learnings when combined will ensure a learner is comprehensively adept to fulfil any position requiring these business-critical skills.
Using and Presenting with PowerPoint: From Beginner to Advanced	4 days	Anyone whose role requires them to present information. This integrated wholistic approach to PowerPoint will ensure you are noticed not only for your advanced use of PowerPoint – but also your eloquent delivery of your intended message.
Excel: From Beginner to Expert User	3.5 days	Anyone whose role requires them to work with data. This programme will fast-track your Excel knowledge, skills, and competence from a beginner to an expert level. It will give you the confidence to challenge process and procedure in the workplace; to increase productivity through automation and to stand-out in analysing and presenting data.
Excel: From Intermediate to Super-User	5 days	Anyone whose role requires them to work with large data using Excel past an advanced level. Starting at an advanced level, it will take deep-dives into various aspects of Excel to create, automate and proficiently analyse, revise and synergise many business processes and functions – including large data. This is also a natural progression from the 3.5-day 'Excel: From Beginner to Expert User – Programme'.
Data Analytics	6 days	Anyone who analyses large data, including data scientists, business analysts, researchers, and students.
Master Artificial Intelligence for Productivity	3 days	Artists, writers, bloggers, game developers, graphics designers and anyone who wants to learn more about AI tools.
AUTOCAD: From Beginner to Advanced User	8 days	Architecture, engineering, and construction businesses of any size looking to use CAD to help improve their drafting, design quality and lead times. Individuals who would like to learn the software and become Freelance Designers
Autodesk Inventor	7 days	Manufacturing & design businesses of any size looking to improve their products, production quality & lead times. Individuals who would like to learn the software and become Freelance Designers

COURSE OVERVIEWS

COMMUNICATION SKILLS

INSIGHT INTO EFFECTIVE COMMUNICATION (1-DAY)

About this course:

Communication is the process of two or more individuals exchanging thoughts, views, facts, and feelings in such a way that each person arrives to an understanding of the message that is being delivered that is shared by all.

Being able to articulate your thoughts and ideas clearly and present them in a well-organized format are invaluable skills in both your personal and professional lives.

Target Audience:

- Anyone who wants to enhance their communication abilities

Attending this workshop will help you to:

- Review your current behaviour and communication style
- Identify situations where you will likely need to communicate effectively
- Identify and implement what others do to communicate effectively
- Use communication techniques such as listening; questions; positive body language and providing feedback effectively
- Have difficult conversations and resolve conflict through effective communication skills
- Build rapport with new and existing clients, colleagues and managers
- Develop a personal and practical plan of action to communicate more effectively.

REMOVING BARRIERS TO EFFECTIVE COMMUNICATION (1-DAY)

Attending this workshop will help you to:

- Understand what represents barriers to effective communication
- Effectively combat 8 common barriers in the workplace:
    - ✓ physical
    - ✓ perceptual
    - ✓ emotional
    - ✓ cultural
    - ✓ language
    - ✓ gender
    - ✓ interpersonal
    - ✓ age.
- Review the benefits of removing communication barriers – and dangers of not.

STARTING AND HOLDING A CONVERSATION, MADE EASY (1-DAY)

Attending this workshop will help you to:

- Learn principles of easily starting and holding great conversations
- Identify practical things to do, include and avoid when engaging in conversation
- Review conversation starters effectively used by others
- Identify your current conversation style
- Identify and review areas in your current style that can be improved or changed
- Practice starting and holding a conversation with others
- Develop a personal plan to practice your conversation skills.

COMMUNICATION: LISTENING SKILLS (HALF-DAY)

Attending this workshop will help you to:

- Understand the importance of listening
- Highlight barriers to your listening
- Apply proven techniques to improve your active listening
- Explore the 4 types of listening:
  - ✓ appreciative
  - ✓ empathetic
  - ✓ comprehensive
  - ✓ critical.

COMMUNICATION: EFFECTIVE USE OF QUESTIONS (HALF-DAY)

Attending this workshop will help you to:

- Understand why the effective use of questions is so important
- Apply 8 questioning techniques, including:
  - ✓ probing
  - ✓ leading
  - ✓ funnel
- Plan your questions carefully prior to engagement
- Know what strategies to use when people don't respond to your verbal question
- Apply various visual formatting to asking your written questions, such as:
  - ✓ text sliders
  - ✓ likert scale
  - ✓ star rating.

COMMUNICATION: WORD CHOICE (HALF-DAY)

Attending this workshop will help you to:

- Understand the importance of reviewing our choice of words when communicating
- Review the 6 principles of word-choice
- Apply ways to improve your word choice
- Learn how to use assertive words and phrases, when needed
- Substitute out-of-date mannerisms
- Understand and include (or exclude) the use of various features of language, such as:
  - ✓ synonyms and antonyms
  - ✓ homonyms
  - ✓ idioms
  - ✓ figures of speech
- Understand the impact of your word choice on others
- Review examples of encouraging words / phrases for the office.

COMMUNICATION: NON-VERBAL COMMUNICATION (HALF-DAY)

Attending this workshop will help you to:

- Understand the 5 roles that non-verbal communication plays
- Recognise various types of non-verbal communication
- Learn how to read typical non-verbal signs in others
- Project good body language in the following settings:
  - ✓ creating a good first impression
  - ✓ effective public speaking or presentations
  - ✓ during interviews or negotiations
  - ✓ during virtual meetings.
- Improve non-verbal communication.

COMMUNICATION: TONE OF VOICE (HALF-DAY)

Attending this workshop will help you to:

- Understand the importance of reviewing our tone of voice when communicating
- Understand how it affects the workplace
- Learn more about:
  - ✓ volume
  - ✓ pace
  - ✓ pitch
- Review 4 primary tone-of-voice dimensions
- Apply ways to improve your tonal communication.

COMMUNICATING ASSERTIVELY (1-DAY)

Attending this workshop will help you to:

- Learn about passive, aggressive and assertive behaviour
- Understand your current behaviour and communication style
- Identify situations where you will likely need to communicate assertively
- Identify how others effectively communicate in an assertive way
- Introduce practical techniques to communicate more assertively and confidently
- Develop a personal and practical plan of action to communicate more assertively.

COMMUNICATING WITH EMPATHY (HALF-DAY)

About this course:

What is Empathy? Why is it important? What role does it play in business and communication? This course will help answer these questions and show you how to apply empathy when communicating in the workplace.

Target Audience:

- Anyone who wants to increase their knowledge around empathy for personal or professional development.

Attending this course will help you to:

- Define empathy and why it is important
- Recognize the benefits of empathy
- Identify the types of empathy
- Determine the most effective way to self monitor empathy
- Discover how the brain can hijack empathy and how to control it
- Identify how communication can be impacted by empathy
- Use practical workplace scenarios to evaluate the relevance of empathy in communication.

Prerequisites for attending:

None

BUSINESS REPORT WRITING SKILLS (1-DAY)

In this course, participants will learn everything from basic report writing skills to how to create that winning report that not only reads well but looks great too.

Attending this workshop will help you to:

- Differentiate between formal and informal reports
- Write an effective transmittal
- Identify when to use an appendix and what to include
- Cite the purpose of a tentative outline and create one for a report
- Clarify and emphasize data with report graphics
- Distinguish between primary and secondary research
- Explain how to incorporate graphics in a report
- Write a tentative outline.

Please note the following:

- This course is full day
- No previous Prerequisites for attending are required.

CONTACT US

If you would like to book any training, or discuss how we can assist you / your project with any Learning & Development service, then please contact us as follows:

Terry Coxen
Managing Director

E-mail: Contact@SuccessfulLearningSolutions.co.uk
UK Toll-Free: 0800 689 4156

Or contact any of our New Business Team, their details are on our website.

Website: www.SuccessfulLearningSolutions.co.uk