

SUCCESSFUL LEARNING SOLUTIONS

TEAM EFFECTIVENESS COURSE OVERVIEWS: 2023



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Find and boost your motivation - (Teen Package) (Half-Day)	Error! Bookmark not defined.
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Self-Control, outdated or under-valued? - (Teen Package) (Half-Day)	Error! Bookmark not defined.
Dealing with mistakes positively - (Teen Package) (Half-Day)	Error! Bookmark not defined.
How can I conquer shyness? - (Teen Package) (Half-Day)	Error! Bookmark not defined.
How to handle perfectionism - (Teen Package) (Half-Day)	Error! Bookmark not defined.
Prevent burnout as a Teen - (Teen Package) (Half-Day)	Error! Bookmark not defined.
How to conquer negativity? (Teen Package) (Half-Day)	Error! Bookmark not defined.
Build public speaking confidence - (Teen Package) (1-Day)	Error! Bookmark not defined.
Optimal nutrition for peak learning - (Teen Package) (Half-Day)	Error! Bookmark not defined.
Tips on how to learn efficiently - (Teen Package) (1-Day)	Error! Bookmark not defined.
CONTACT US	31

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 for 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:



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 to 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

TEAM AND COMPANY EFFECTIVENESS

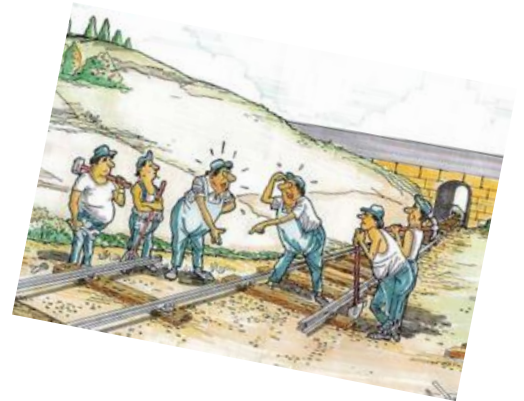
BECOMING MORE EFFECTIVE AS A TEAM (2-DAYS)

Ask yourself

Team? What Team?

Why is it that my team feels dysfunctional? Why do we find it difficult to work together? What can I do differently? Surely it's my manager's fault?

Other teams seem to work well together – why can't we?



Target Audience:

- 🕒 Whole Teams

Attending this workshop will help your team to:

- 🕒 Learn of the benefits and principles of successful teamwork
- 🕒 Identify practical things to do, include and avoid as a team
- 🕒 Identify and clarify each team member's role within the team
- 🕒 Review how some teams successfully manage to operate effectively
- 🕒 Identify strengths of your current team
- 🕒 Identify and review areas in your current team that can be improved or changed
- 🕒 Role-play working as an effective team
- 🕒 Develop a team statement to guide and support your team into the future.

Please note the following:

- 🕒 Both duration and content can be customised to meet client requirements.
- 🕒 This workshop would be a closed-group session for a particular Team.
- 🕒 A consultant would need to meet with the client prior to the workshop to discuss inclusion of team-specific information.

BUILDING A RESILIENT TEAM (1-DAY)

About this course:

Imagine a work environment where all team members are working towards the greater good, where trust, commitment and loyalty are commonplace and where coming to work is something each member positively looks forward to. Sound like utopia? Maybe for some, but we know that with understanding and commitment it can be achieved.

This course is for whole teams to learn together what is needed to collectively build their resilience. There is no one blueprint... teams are as individual as...well individuals! In a relaxed, fun and informal environment participants will hear the latest research on this topic. They will also learn how others have approached the need to build resilience and how each and every member can play a role in creating a team which is supportive, cohesive and high performing.








The team will be helped to identify specific practical actions they can take and will also have the space to consider how these actions can best be implemented.

Workshops include practical fun exercises, videos, stories, guided visualization, case studies, games, discussion and action planning.

Target Audience:

-  Whole Teams

Attending this course will help your Team in the following areas:

-  Individuals in a resilient team thrive in an atmosphere of change rather than resisting it. They can bounce back from challenges, stay productive and resist damage.
-  Resilient teams have overlapping connections and skill sets – they have a clear understanding of what these are and how together they can work towards the goals of the team.
-  Individuals in resilient teams learn to value their differences, these differences broaden the team's skill set. Working in synergy they know that the whole team is greater than the sum of its members.
-  Resilient teams value problem solving and as a result they invest time and energy into this, they are not afraid to ask for help when needed and creatively resolve conflict.
-  Resilient team members openly discuss their ideas, thoughts and beliefs to the other members as they are working in an atmosphere of trust.
-  Resilient teams are able to engage action in the face of ambiguity, even when risks are involved, rather than waiting for stability to return.
-  Through their awareness of the importance of self-care and the value they place upon it, resilient teams know what practical actions to take in order to keep physically and emotionally healthy during periods of uncertainty.

Prerequisites for attending: To be attended as a Team

IMPROVE CROSS FUNCTIONAL TRAINING SKILLS (1-DAY)

About this course:

Cross Functional Training is designed to equip individuals with the skills and knowledge needed to effectively work in cross-functional teams. This course covers various topics such as communication, collaboration, project management, and conflict resolution.

Target Audience:

This course is ideal for professionals who work in or lead cross-functional teams, including managers, project managers, team leaders, and team members.

Attending this course will help you to:

- 🕒 Understand the benefits and challenges of working in cross-functional teams
- 🕒 Develop effective communication and collaboration skills to work with individuals from different backgrounds and disciplines
- 🕒 Learn project management techniques to effectively manage projects in a cross-functional environment
- 🕒 Develop conflict resolution skills to effectively handle conflicts that may arise in cross-functional teams.

Prerequisites for attending:

Participants should have a basic understanding of project management and team management. It is also recommended that participants have some experience working in teams or leading teams.

EFFECTIVE COACHING AND MENTORING SKILLS (1-DAY)

Are you required to coach and mentor others as part of your job? Can you effectively use tried and tested methodologies to increase the effectiveness of your sessions? Are you aware of barriers to coaching and mentorship sessions? How do you build rapport and gain a motivated buy-in with your coachees / mentees?

Attending this workshop will help your team to:

- 🕒 Recognise effective listening and questioning skills
- 🕒 Recognise the benefits of workplace coaching and mentoring
- 🕒 Describe the difference between coaching & mentoring
- 🕒 Identify how to overcome potential barriers to coaching and mentoring
- 🕒 Demonstrate the use of various coaching / mentoring methodologies
- 🕒 Set SMART goals for your coachee / mentee
- 🕒 Motivate your coachee / mentee to achieve their goals
- 🕒 Identify and practice key skills required to become an effective coach / mentor.

RESPONDING TO MENTORSHIP: MY ROLE AS A MENTEE (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the importance and benefits of having a mentor
- 🕒 Identify desirable traits of a mentor
- 🕒 Understand difference between coaching and mentoring
- 🕒 Understand your role in the mentor / mentee relationship
 - ✓ The formal contract
 - ✓ Role of the mentor
 - ✓ Expectations of the mentor
 - ✓ Managing your expectations
- 🕒 Identify possible barriers to effective coaching and mentorship – and how to overcome them.

DIVERSITY - GETTING ALONG WITH OTHERS IN THE WORKPLACE (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Review common team and conversation annoyances created by diversity
- 🕒 Identify how diversity currently applies to your team
- 🕒 Understand how diversity in your workplace can cause barriers
- 🕒 Learn how to overcome potential barriers caused by diversity
- 🕒 Practice overcoming such barriers in your team
- 🕒 Develop a personal plan to break down diversity barriers in your team.

WORKING WITH A NEW BOSS (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Start the new relationship in a positive way
- 🕒 Get to know key aspects of your new boss
- 🕒 Make the relationship work
- 🕒 See the importance of helping your new boss succeed
- 🕒 Prepare important conversations to have with your new boss.

ACCEPTABLE WORKPLACE BEHAVIOUR (1-DAY)

About this course:





The Appropriate workplace behaviour course aims to enhance your understanding of appropriate and inappropriate workplace behaviour.

You will gain a deeper awareness of inappropriate behaviours such as discrimination, bullying and harassment and learn some strategies for being an effective bystander.

Target Audience:

-  Everyone

Attending this course will help you to:

-  Increase your knowledge and understanding of discrimination, bullying and harassment
-  Review up to date relevant legal frameworks dealing with workplace behaviour
-  Understand the impact discrimination, bullying and harassment may have on individuals and the workplace
-  Increase your ability to respond to discrimination, bullying and harassment in the workplace.

Prerequisites for attending:

None

WORKPLACE ETIQUETTE (1-DAY)

About this course:

This course will help students understand the importance of professionalism and provides a complete overview of essential aspects of professionalism to consider while in the workplace.

Students are encouraged to self-assess and manage their level of professionalism for the benefit of their occupational success while being mindful of the impact they have on their organization. By setting consistent expectations for professionalism, an organization can build a team that will meet the needs of customers and thrive.

Target Audience:

- 🕒 Those who wish to understand the importance of professionalism in the workplace and how it impacts themselves, others, and organizations as a whole.
- 🕒 Those new to the workplace
- 🕒 Apprenticeship placements.

Attending this course will help you to:

- 🕒 Understand the importance of professionalism in the workplace
- 🕒 Maintain a high level of professionalism
- 🕒 Analyse the impact professionalism has on an organization
- 🕒 Consider suitable E-mail etiquette to practice in the workplace

Prerequisites for attending:

None

BUILD BETTER RELATIONSHIPS (1-DAY)

About this course:

Relationships: we all want better professional and personal relationships. Improving your **questioning skills** is a powerful way to build stronger, better relationships. That's why, according to Anthony Robbins, **successful people ask better questions**.

Asking questions is a critical communication skill that most of us pay little attention to. It is the linchpin to building **stronger relationships**, both **professionally and personally**. Learn to understand others before making, and acting on, inaccurate judgments that end up making things worse rather than better.

Asking questions connects and engages; deepens and strengthens our relationships. Good questions reduce tension and conflict.

Target Audience:

- 🕒 Anyone who wants stronger relationships
- 🕒 Anyone who wishes to understand others better
- 🕒 Anyone who wants to reduce stress, tension and conflict in their relationships.

Attending this course will help you to:

- 🕒 Have open, more trusting relationships
- 🕒 A deeper understanding of others and their perspectives
- 🕒 Develop a way to stop judging and start listening
- 🕒 Make decisions based on information rather than assumption
- 🕒 Achieve reduced levels of tension and conflict.

Prerequisites for attending:

None

WORK ETHIC (1-DAY)

About this course:

Work ethic relates to valuing work and putting in the effort to yield results.

It's a soft skill that employers value and appreciate. It also yields incredible personal benefit.

Target Audience:

- 🕒 Anyone in a management role
- 🕒 HR Consultant
- 🕒 Anyone new to the job market

Attending this course will help you to:

- 🕒 Recognise the importance of taking responsibility seriously
- 🕒 Understand the role discipline plays
- 🕒 Recognise why being dependable is important
- 🕒 Demonstrate commitment
- 🕒 Display professionalism

Prerequisites for attending:

None

INCREASING MY CROSS-CULTURAL INTELLIGENCE (1-DAY)

Today's workplaces are more multicultural than ever, and it's normal to work with people from many different places and backgrounds. This has opened up many new opportunities – but it's also created some challenges.

Attending this workshop will help you to:

- 🌐 Understand the advantages of having knowledge of cultures different to my own
- 🌐 Avoid common mistakes when dealing with various cultures; particularly when it comes to:
 - ✓ body language
 - ✓ food
 - ✓ language and gestures
 - ✓ clothing and colour
 - ✓ personal space
 - ✓ business cultures
 - ✓ social customs
- 🌐 Be more confident in exploring different cultures in my workplace.

ADAPTING TO WORKING FROM HOME (HALF-DAY)

Attending this workshop will help you to

- 🕒 Identify practical changes you may need to make to your home environment
- 🕒 Become confident in communicating with your team using an online virtual medium
- 🕒 Establish team expectations for working from home, including those of your manager
- 🕒 Identify barriers to your effectiveness and productivity – and what you can do to overcome these
- 🕒 Look after and nurture your mental wellbeing
- 🕒 Balance your work / home / family commitments.

DEALING WITH DIFFICULT BEHAVIOUR AT WORK (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Reflect on examples common to the workplace
- 🕒 See the value in reflecting inwards for each situation
- 🕒 Review practical steps that you can take to help deal with difficult behaviour, before and while it is happening
- 🕒 Deal with people who lack empathy
- 🕒 Recognise and deal with various personality types
- 🕒 Display assertive techniques and conversation at the appropriate time.

BOOST YOUR INTERPERSONAL SKILLS (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand what is meant by interpersonal skills
- 🕒 Recognise the importance of having good interpersonal skills in the workplace
- 🕒 Adapt 4 techniques to improve your interpersonal skills.

WORKING EFFECTIVELY IN A VIRTUAL TEAM (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Overcome common challenges for virtual teams
- 🕒 Communicate more effectively as a virtual team
- 🕒 Raise issues as a virtual team
- 🕒 Explore useful tools to help teams working virtually
- 🕒 Build team relationships and avoid isolation.

FRAUD AWARENESS IN THE WORKPLACE (HALF-DAY)

Attending this workshop will help you to:

- 🕒 understand what fraud is and how it can be attempted in your business
- 🕒 review your employer's key policies relating to fraud and reporting suspicious activity
- 🕒 review key fraud indicators and fraud mitigators implemented within your business
- 🕒 review past accounts of fraud, and their implications.

COMPANY VALUES IN ACTION (HALF-DAY)

Do my employees know – as in *really* know - our Company Values and Mission Statement? More importantly, do they *live* and *work* by them? Do they know *why* our Company Values are important and the *implications* of not embracing them? Are new employees aware?

Can my workplace benefit from an awareness campaign to put our Company Values **IN ACTION**?

Attending this workshop will help your company to

- 🕒 Create an awareness of what your Company Mission Statement and Company Values both mean and represent
- 🕒 Review with each Team how your company, clients and employees can be impacted by these (positive / negative)
- 🕒 Identify real-life situations and scenarios of how Company Values can be implemented in the workplace
- 🕒 Reward / commend real examples within your company of when this was recently done
- 🕒 Enthuse staff and teams to live Company Values during every-day routine.

Please note the following:

- 🕒 Both duration and content can be customised to meet client requirements.
- 🕒 This workshop would be a closed-group session for a particular client.
- 🕒 A consultant would need to meet with the client prior to the workshop to discuss inclusion of client-specific information.

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

