



The following one day and short courses are currently available;

Course Name	Also Suitable For	Key Content
<b>Assertiveness and Confidence Building</b>	All	<b>Making a positive impact. Collaboration not conflict</b>
<b>Communication Skills</b>	All	<b>Verbal and non-verbal</b>
<b>Creativity and Innovation</b>	All	<b>Introducing new Ideas and concepts to enable change</b>
<b>Customer Service – Handling Difficult Customers</b>	All	<b>Negotiation skills</b>
<b>Customer Service Excellence</b>	All	<b>Building reputation and selling skills</b>
<b>Delegation, Motivation and Empowerment</b>	Leaders, Managers, Supervisors	<b>Developing team members, using structured experience</b>
<b>Downsizing - Making People Redundant</b>	Leaders, Managers	<b>Managing change</b>
<b>Effective Business Writing</b>	All	<b>Producing professional business documents</b>
<b>Emotional Intelligence</b>	Leader, Managers, Supervisors	<b>The “human side” of management</b>
<b>Employability - CV Writing Skills</b>	New Starters, Return to Work, Unemployed	<b>New beginnings and return to work</b>
<b>Employability - Interviewing Skills for Candidates</b>	New Starters, Return to Work, Unemployed	<b>New beginnings and return to work</b>
<b>Employability – Job Seeking – New start</b>	New Starters, Return to Work, Unemployed	<b>New beginnings and return to work</b>
<b>The Executive P.A.</b>	Secretaries, Personal Assistants	<b>Being an effective Personal Assistant to a senior manager or director</b>
<b>Influencing – The Powers of Persuasion</b>	All	<b>Negotiation skills selling</b>
<b>Management - Introduction to Management and leadership</b>	Leaders, Managers, Supervisors	<b>New Managers - Introductory version</b>
<b>Management – Achieving Objectives</b>	All	<b>Target setting</b>
<b>Management - Appraisal Skills</b>	Leaders, Managers, Supervisors	<b>Interviewing skills, target setting</b>

<b>Course Name</b>	<b>Also Suitable For</b>	<b>Key Content</b>
<b>Management - Call Centre Management</b>	Leaders, Managers	<b>Operational management, target setting</b>
<b>Management – Costs and Budget Controls</b>	Leaders, Managers, Supervisors	<b>Finance for non-financial managers</b>
<b>Management – Developing yourself and Others</b>	Leaders, Managers, Supervisors	<b>Self-development, target setting</b>
<b>Management - Leadership Skills</b>	Leaders, Managers, Supervisors	<b>Inspirational management</b>
<b>Management – Managing Change</b>	Leaders, Managers, Supervisors	<b>Innovation and implementation of change</b>
<b>Management – New Managers 2/3 day</b>	Leaders, Managers, Supervisors	<b>Managing developing and inspiring a team</b>
<b>Management – Performance Management and Delegating</b>	Leaders, Managers, Supervisors	<b>Assessment, coaching and delegation</b>
<b>Management – Problem Solving Decision Making</b>	Leaders, Managers, Supervisors	<b>Negotiation skills, target setting, customer service</b>
<b>Management - Team Building</b>	Leaders, Managers, Supervisors	<b>Staff development and organising workload</b>
<b>Managing Diversity</b>	Leaders, Managers, Supervisors	<b>Cultural and ethnic mix in the workplace and working with people with difficulties</b>
<b>Managing Mergers and Acquisitions</b>	Leaders, Managers	<b>Change management, innovation, downsizing</b>
<b>Managing Performance</b>	Leaders, Managers, Supervisors	<b>Appraisals and time management</b>
<b>Meetings - Effective Meetings</b>	All	<b>Chairing, presenting and minute taking</b>
<b>Meetings – Minute Taking</b>	All	<b>Minute taking skills and practice</b>
<b>Negotiating and Influencing Others</b>	All	<b>Problem solving, overcoming objection and selling</b>
<b>Negotiation - Conflict Management</b>	All	<b>Controlling aggression and negotiation</b>
<b>Personal Development - Making a Positive Impact in the Workplace</b>	All	<b>Confidence building and communication skills</b>

<b>Course Name</b>	<b>Also Suitable For</b>	<b>Key Content</b>
<b>Personal Development – Stress Management</b>	All	<b>Confidence building, time management, work / life balance</b>
<b>Personal Development - Office Skills</b>	All	<b>General office etiquette and protocols</b>
<b>Presentation Skills and Public Speaking</b>	All	<b>Confidence building, planning and delivering presentations</b>
<b>Problem Solving</b>	All	<b>Analytical and negotiation skills, implementation</b>
<b>Project Management</b>	Leaders, Managers, Supervisors	<b>Innovation, planning , goal setting, time management, team building</b>
<b>Quality – Providing Quality Service</b>	All	<b>Continuous improvement plans, customer excellence</b>
<b>Receptionist Skills</b>	All	<b>Customer service, telephone skills, selling skills</b>
<b>Recruitment and Selection Interviewing Skills</b>	Leaders, Managers, Supervisors	<b>Behavioural and competency based interviewing and assessment</b>
<b>Redundancy - Life after Redundancy</b>	Unemployed	<b>Confidence building, CV writing, interviewing skills. 2 Day Course</b>
<b>Sales and Marketing Skills</b>	All	<b>Knowing your potential customers, Influencing, and selling skills</b>
<b>Selling Skills – Making the Sale</b>	All	<b>Customer service. Communication and selling skills</b>
<b>Starting your own Business</b>	All	<b>Introduction to innovation and business development marketing and networking</b>
<b>The Team Secretary</b>	Secretaries	<b>How to plan and co-ordinate support work for your team</b>
<b>Telephone Skills and Etiquette</b>	All	<b>Communication skills, influencing and selling skills</b>
<b>Time Management and Goal Setting</b>	All	<b>Planning and prioritising skills</b>
<b>Train the Trainer 1 day</b>	All	<b>For one to three people</b>
<b>Train the Trainer 2 day</b>	All	<b>Introduction to training and presentation skills</b>

Course Name	Also Suitable For	Key Content
<b>Train the Trainer 4 day</b>	All	<b>Designing, developing and delivering training for new trainers</b>
<b>Training – Coaching and Training</b>	All	<b>“On-site” one to one training and development</b>
<b>Working with Diversity</b>	All	<b>Exploring the richness of a cultural and ethnic mix in the workplace and working with people with difficulties</b>

**Further details of the above courses including course profiles and content are available on request. Specific course objectives can also be set by you.**

### **Bespoke Training and Additional Courses**

I have a great deal of experience working with clients to design, develop and deliver specific customised training to suite the clients company culture, vision and specific objectives. Just call me to share your ideas and training objectives.

### **Further Thoughts and Ideas**

I pride myself with the ability to match your specific training needs and requirements and to deliver the training experiences with enthusiasm. Other courses are also available or courses can be customised. Just let me know.

I have a website with more information about me and **Blue Anchor Training**. See **blueanchor.net** or call me on **07811 162 821** for more details. (This is a direct line to me, but may route to Voicemail if I am training or in meetings. I will get back to you!) You can also Email me on **brian@blueanchor.net** I look forward to hearing from you soon!

### **Brian Ablett**

#### **Blue Anchor Training**

E: [brian@blueanchor.net](mailto:brian@blueanchor.net)

T: +44 (0)7811 162 821

[blueanchor.net](http://blueanchor.net)