

Training overview

Applied Knowledge

(1/3)

These are virtual inhouse courses. All courses can be made bespoke if required and classroom options are available. Speak with your Thomas Consultant for scheduling options and pricing.

Teams – 3 hours**Learning Objectives**

- › Explore what makes a high performing team
- › Understand behavioural preferences that relate to you, and others in your team
- › Consider how to improve results when working with others by modifying your behaviour
- › Understand the behavioural profile of the team

Assertiveness Skills – 3 hours**Learning Objectives**

- › Learn how to stand up and make your voice heard the right way!
- › Understand the differences between aggressive, passive and assertive behaviours.
- › Gain insight into managing awkward conversations more confidently.
- › Say no (the right way!) and ask for what you want confidently.
- › Give meaningful and effective feedback, to boost your personal impact.
- › Close conversations effectively.

Sharpening Communication Skills – 3 hours**Learning Objectives**

- › Gain insight on why communicating effectively is important.
- › Understand how communication works.
- › Understand your own communication style, and that of others.
- › Recognise the barriers to effective communication, how to get it back on track.
- › Become behaviourally agile.
- › Perform to your absolute potential by working with others effectively.

Intelligent selling – 6 hours**Learning Objectives**

- › Explore current sales landscape.
- › Discuss the ideal behavioural attributes of the sales role.
- › Explore the psychology of what clients want from their relationship with you.
- › Develop strategies for modifying your behaviour with different clients.
- › Understand how to approach challenging client conversations.
- › Gain insight into how emotional intelligence can be the difference to personal effectiveness.

Managing Conflict at Work – 3 hours**Learning Objectives**

- › Understand how to manage conflict in the workplace
- › Know your own communication style and that of others.
- › Recognise what triggers conflict, the role of emotions in conflict & how to manage it.
- › Avoid frustration and hindered growth.
- › Learn how to avoid the negative impact conflict can have on you as an individual.

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Improving Personal Performance – 3 hours**Learning Objectives**

- › Become aware of your own behaviours – the strengths and challenges of your profile and how your choices may affect those around you.
- › Recognise and understand the behaviours of others so you can adapt your style accordingly.
- › Understand the impact of motivation.

Unlock the Leader Within – 6 hours**Learning Objectives**

- › Recognise the difference between leadership and management and know when to step in or out of the shoes of either.
- › Discover your preferred leadership style and learn how to modify your behaviour depending on the person or situation.
- › Review your emotional intelligence blueprint against the leadership requirements.
- › Set personal objectives to drive your impact as an effective leader.

Developing Leadership Potential – 6 hours**Learning Objectives**

- › Understand what potential is and how it can be developed.
- › Explore the importance of leadership skills, regardless of your role level.
- › Discover how your personality traits shape your leadership potential.
- › Explore techniques to enhance self-awareness and build upon your potential.
- › Build a personal action plan for your own self-development.

Foundation Management – 6 hours**Learning Objectives**

- › Increase self-awareness and understand personal strengths and limitations.
- › Learn effective techniques to modify behaviour and communication style to manage more effectively.
- › Understand the potential adverse impact of unconscious bias and how to encourage diversity in teams.

Intermediate Management – 6 hours**Learning Objectives**

- › Understand how to manage your emotions and those of your team, and to build confidence handling stressful situations.
- › Review your emotional intelligence blueprint against the requirements of leadership.

Advanced Management – 6 hours**Learning Objectives**

- › Understand what potential is and how it can be developed.
- › Discover how your personality shapes your potential as a leader.
- › Learn techniques to enhance self-awareness and build on your leadership traits.

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Feedback Upskilling (self-learning) – 2 hours

Learning Objectives

- > Understand the purpose of feedback and general feedback processes.
- > Learn how to have better feedback conversations.
- > Know which questions to ask particularly with a challenging candidate.
- > Discover feedback best practise.

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Understanding & Developing Resilience – 6 hours

Learning Objectives

- > Identify what resilience is and how it helps us react to challenging situations in a healthy way.
- > Describe the components of emotional agility.
- > Construct practical strategies for enhancing your personal resilience.
- > Construct practical strategies for enhancing the resilience of your teams.

Customized Course

Speak with your Thomas consultant for options and pricing.