

Institute of Development & Training

Presentation Skills: Present Like a Professional

A great presenter has two notable qualities: appropriate skills and personal confidence. Confidence comes from knowing what you want to say and being comfortable with your communication skills. In this two-day workshop, you will master the skills that will make you a better speaker and presenter.

What Will Delegates Learn?

- ✓ Establish rapport with your audience
- ✓ Learn techniques to reduce nervousness and fear
- ✓ Understand your strengths as a presenter and how to appeal to different types of people
- ✓ Recognize how visual aids can create impact and attention
- ✓ Develop techniques to create a professional presence
- ✓ Learn some different ways to prepare and organize information
- ✓ Prepare, practice, and deliver a short presentation

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

What Topics are Covered?

- ✓ Communication skills
 - ✓ Personality types
 - ✓ Positive self-talk, rapport, and body language
 - ✓ Maximizing meetings
 - ✓ Managing sticky situations
 - ✓ Overcoming nervousness
 - ✓ The five S's
 - ✓ Writing and planning a presentation
 - ✓ Audience profile
 - ✓ Your speaking voice
 - ✓ Add punch to your presentation
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- ✓ Specialized manual and course materials
 - ✓ Personalized certificate of completion

Pre-Registration Information

Yes! I would like to attend **Presentation Skills!**

- Venue: **TBD**
- Time: 8:00 a.m. until 2:00 p.m.
- Cost: £180 per person

For more information, email me helen@iodt.org.uk

Your Information

Name: _____

Position: _____

Organization: _____

Telephone: _____

E-mail Address: _____

Institute of Development & Training

Communication Skills & Relationship Building

This two-day workshop is designed to help you improve your interactions with other people in your workplace and at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of non-verbal messages.

What Will Delegates Learn?

- ✓ Identify common communication problems that may be holding you back
- ✓ Develop skills in asking questions that give you information you need
- ✓ Learn what your non-verbal messages are telling others
- ✓ Develop skills in listening actively and empathetically to others
- ✓ Learn how to firmly stand your ground and make your feelings heard
- ✓ Enhance your ability to handle difficult situations without being manipulated
- ✓ Be aware of the five types of relationships

What Topics are Covered?

- ✓ 10 commandments of positive relationships
- ✓ Self-awareness
- ✓ Feeling competent
- ✓ Communication barriers
- ✓ Asking good questions
- ✓ Listening skills
- ✓ Johari window
- ✓ Improving your self-image
- ✓ Five approaches to relationships
- ✓ Your frame of reference
- ✓ The assertive formula
- ✓ Saying 'No'

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion

Pre-Registration Information

Yes! I would like to attend **Communication Skills & Relationship Building!**

- Venue: **TBD**
- Time: 8:00 a.m. until 2:00 p.m.
- Cost: £145 per person

For more information, email me helen@iodt.org.uk

Your Information

Name: _____

Position: _____

Organization: _____

Telephone: _____

E-mail Address: _____

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Business Leadership: Becoming Management Material

This three-day workshop is a tool for your leadership development. It is designed to help you create and accomplish your personal best, and to help you lead others to get extraordinary things done.

What Will Delegates Learn?

- ✓ Define your role as a manager and identify how that role differs from other roles you have had.
- ✓ Understand the management challenge and the new functions of management.
- ✓ Discover how you can prepare for and embrace the forces of change.
- ✓ Identify ways to get you and your workspace organized and get a jump on the next crisis.
- ✓ Identify your leadership profile and explore ways to use this knowledge to improve your success as a manager.
- ✓ Enhance your ability to communicate with others in meetings and through presentations.
- ✓ Create an action plan for managing your career success.

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes

What Topics are Covered?

- ✓ Learning organizations
- ✓ Peter Senge's learning disciplines
- ✓ What leadership is and is not (including servant leadership)
- ✓ Kouzes and Posner's five leadership practices
- ✓ Core skills like communication, body language, delegation, meetings, and time management
- ✓ Understanding the trust cycle and building trust
- ✓ Managing change
- ✓ SWOT analysis and problem solving
- ✓ Giving effective, constructive feedback
- ✓ Building good relationships
- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion

Pre-Registration Information

Yes! I would like to attend **Business Leadership!**

- Venue: **TBD**
- Time: 8:00 a.m. until 2:00 p.m.
- Cost: £210 per person

For more information, email me helen@iodt.org.uk

Your Information

Name: _____

Position: _____

Organization: _____

Telephone: _____

E-mail Address: _____

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Coaching: A Leadership Skill

Coach, Role Model, Counselor, Supporter, Guide...do these words ring a bell? Being a coach involves being a role model sometimes a counselor or supporter, and always a guide. Coaching is based on a partnership that involves giving both support and challenging opportunities to employees. Knowing how and when to coach is an essential skill that can benefit both you and your organization. This one-day workshop will help you become a better coach in all senses of the word.

What Will Delegates Learn?

- ✓ Understand how coaching can be used to develop your team
- ✓ Developing the coaching skills that help improve individual performance
- ✓ Demonstrate the behaviours and practices of an effective coach
- ✓ Recognize employees' strengths and give them the feedback they need to succeed.
- ✓ Identify employee problems and ways you can help to correct them

What Topics are Covered?

- ✓ Defining coaching
- ✓ The two schools of coaches
- ✓ Five critical coaching skills
- ✓ Communication skills
- ✓ Non-verbal communication
- ✓ Johari windows
- ✓ Learning styles and principles
- ✓ Methods of feedback
- ✓ Benefits/consequences approach
- ✓ Dealing with problem employees
- ✓ When not to coach

What's Included?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials
- ✓ Personalized certificate of completion

Pre-Registration Information

Yes! I would like to attend **Coaching: A Leadership Skill!**

- Venue: **TBD**
- Time: 8:00 a.m. until 2:00 p.m.
- Cost: £80 per person

For more information, email me helen@iodt.org.uk

Your Information

Name: _____

Position: _____

Organization: _____

Telephone: _____

E-mail Address: _____

Career Development Programme

Considering a career change, starting a business or just getting back on life's career track, don't know where to begin, or have the time to work on it? Take time out for yourself during this 1 day commitment to yourself, move forward and take control.

Helen M. Tucker, The Career Expert, was ranked “**Business Excellence Achievement Winner**” by BEAM Federation in 2007 and in 1997 was **Candace National & International Business Woman of the Year**. Her acclaimed Award winning accredited Career Development Programme™ is one of the fastest-growing career development programmes that has been making an impact since 1996.

Workshop topics:

- Step 1 Career Decisions
- Step 2 Career Drivers
- Step 3 Talents & Constraints
- Step 4 Short, Medium and long term Aims
- Step 5 Setting Objectives
- Step 6 Mentoring & Networking

Course Outline

- ▶ Basic decisions about your career so far
- ▶ Driving forces and career drivers
- ▶ A talent audit to help assess talents
- ▶ Visioning the future
- ▶ Individual clear priorities and targets
- ▶ Increasing your personal power and visibility

Pre-Registration Form:

Career Development Programme

Yes Enroll me now

Participant Name *(Please Print)*

Address

ZIP _____ Telephone # _____

Fax _____ E-Mail _____

Date: 2013

Venue: TBD

Time: 8.00am – 2.00pm

What's included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Lunch & Refreshments

TIME: 8am – 2pm.

FEES: £150 per person

helen@iodt.org.uk