



Total Success

A different type of training

**TOTAL SUCCESS
TRAINING
BROCHURE
2013**

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TOTAL SUCCESS TRAINING BROCHURE

We think an effective learning environment should be challenging, thought provoking, enabling and above all fun! This is how we learn best, and keep the skills to use in 'real life' situations. TOTAL SUCCESS has achieved considerable success by working closely with its clients understanding their needs and then translating them into practical solutions.

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Total Success Training,
4a Nelson Road, London, SE10 9JB
Tel: 020 8269 1177 Fax: 020 8305 0555
e-mail: tsuccess@dircon.co.uk www.totalsuccess.co.uk



TOTAL SUCCESS TRAINING: Power Training

Introducing Power Training Courses From £99 per person! Our training packs a punch!

What are Power Training Seminars?

We believe that access to cost effective training should be available to everyone. As training budgets become more stretched organisations will welcome our no-nonsense approach to training. We feel our seminars fill the gap between cost and quality in company training. We run our all of our training courses in Central London and at regular intervals throughout the year.

Courses run from 10.00-4.00 and include full course agenda; comprehensive 40 page course manual; expert tuition; fully interactive sessions.

What's more; the cost of a one-day training course includes lunch and refreshments

Each training course will be trained once a month subjects include:

Time Management

Assertiveness skills

Leadership skills

Train the Trainer

Appraisal skills

Mediation skills

Coaching for managers

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What's more; the cost of a one-day training course includes lunch and refreshments

TOTAL SUCCESS TRAINING: Power Training

Are Power Training courses certified?

The answer is YES!! Most of our courses are CPD accredited and certified.

What are the course dates?

Click on the course titles for more information on our other courses

[Train the Trainer training course](#) - September 9th - October 14th

[Time Management training course](#) - August 23rd - September 23rd - October 21st

[Leadership training course](#) - August 16th - October 18th

[Appraisal Training course](#) - August 30th - November 8th

[Coaching for Managers training course](#) - September 6th

[Mediation training course](#) - October 11th

[Assertiveness training course](#) - August 9th - October 18th - November 4th

What do I need to do to book a course?

- Call us on (+20) 8269 1177 - pay for your course using your Credit/Debit Card and reserve your training place. Once we've processed your payment we will send you your course confirmation via e-mail.
- [Click Here to Download our Training Course Booking form](#), complete it and send it/email it/fax it to us with your payment options (cheque, credit card, pay-on-line with PayPal) and we'll get you booked on immediately and send the confirmation via email.
- [Book on line](#) via PayPal. As mentioned above once you complete your form you can choose to pay securely by credit card (American Express, Visa or MasterCard) using our [on line booking forms](#). Confirmation will be sent once we receive your details and payment.

E-mail us. If you'd like further information we'll respond within 24 hours and usually the same day.



TOTAL SUCCESS TRAINING: CPD Courses

Total Success Training now offers a range of CPD Accredited and Certified Training Courses

The CPD Certification Service helps organisations provide certified CPD and acts as a point of contact for those seeking to obtain certified CPD material. It supports further learning initiatives being undertaken by Government, professional institutions, trade associations, individual organisations, training providers, suppliers and so on.

Regardless of industry or sector, most people are now required to undertake CPD. As we predominantly work in knowledge and service economies, the updating of skills and knowledge is critical in keeping abreast of industry changes, maintaining professional competence and ensuring that qualifications do not become obsolete.

Anyone who is a member of a professional body or institution are automatically expected to do CPD as a requirement of individual membership. In addition, most employers now require all their employees to undertake CPD regardless of role or responsibility and that's where Total Success Training comes in. Each of our CPD Accredited Courses make up 8 hours of training and you will receive a certificate for each course you attend.

You can find a list of the CPD Accredited and Certified Courses that Total Success run below. You can access further information on each course including; course content, agenda, course dates and can book your space on upcoming courses online. **All delegates will receive a CPD Accredited Certificate upon completion - click the highlighted Subject Headings!**

CPD Courses start from £295 + VAT (discounted from £345 + VAT)

[Training the trainer CPD Accredited Course](#) (one day)

Our Training the Trainer course will benefit those who have a training responsibility within their organisation as well as Training Managers. It is particularly useful for those who wish to know the fundamentals of developing organisational training programmes focusing on implementing training policy and improving staff competency levels.

[Mediation skills CPD Accredited Course](#) (one day)

This one-day mediation training course equips delegates with the tools necessary to manage workplace conflict and difficult employees. The role of the mediator is to help parties reach a solution to their problem and to arrive at an outcome that both parties are happy to accept. Mediators avoid taking sides, making judgements or giving guidance. They are simply responsible for developing effective communications and building consensus between the parties.

[Presentation skills CPD Accredited Course](#) (one day)

Our presentation seminars are packed full of presentation tips and techniques that will show delegates how to reduce nerves in presentations and to allow them to present confidently to clients or colleagues.



TOTAL SUCCESS TRAINING: CPD Courses

[Coaching for managers CPD Accredited Course](#) (one day)

Our 'Coaching for Managers' one-day course will show delegates tried and tested methods about 1-2-1 training; executive coaching and how to develop people in order to improve productivity and motivation.

[Time Management CPD Accredited Course](#)(one day)

Time management is actually self management. It's interesting that the skills we need to manage others are the same skills we need to manage ourselves: the ability to plan, delegate, organise, direct and control.

[Leadership and team building CPD Accredited Course](#) (one day)

Our team building workshops are packed full of useful teamwork training exercises, tips and techniques that new and experienced managers will find essential in showing how to lead effectively and will put them on the steady route of becoming successful managers and team leaders.

[Appraisal skills CPD Accredited Course](#)(one day) – updated to include new legislation

When it comes to employee performance appraisals, setting SMART objectives and giving constructive feedback are essential skills for any manager and our appraisal training courses show delegates how to carry out appraisal and performance reviews successfully.

For more information in regards to course dates, agenda's and how to book, please visit <http://www.totalsuccess.co.uk/cpdcontinuing-personal-or-professional-development-courses/>.

We currently have a Special Offer of £295 + VAT per Open Course (Normal Price £354 + VAT)
You can also Buy 1 course and get another Half Price click [HERE](#) for a booking form



TOTAL SUCCESS TRAINING: Online Courses

Total Success Training Ltd have teamed up with the UK's leading online training providers to bring you the very best in online training!

Total Success Training was established in 1995 and have *achieved* considerable success by working closely with our clients. We understand the needs and aspirations of our clients and provide practical solutions to satisfy their long-term objectives. Virtual College, also founded in 1995, is one of the leading providers of e-learning in the UK and have provided online courses to individuals and companies across the world, breaking down the boundaries of traditional learning to deliver cost reducing, time efficient training. Together we endeavor to bring you the very best in online training!

Online courses start from just £30 and our course catalogue consists of the following:

[Fire Safety](#)

Fire Safety Training has been a mandatory requirement for all employees since 2006. Our online fire safety training course is ideal for fulfilling this mandatory requirement and has been endorsed by West Yorkshire Fire Service.

[Food Hygiene Training](#)

Our Food Hygiene courses are all suitable for either individuals or organisations.

[Social Housing](#)

The Housing series of modules have been developed in conjunction with a number of Housing Associations as part of the Virtual College [Housing e-Academy](#).

[Lean Healthcare](#)

The modules below are some of the e-learning modules we have developed around various aspects of Lean.

[Moving and Handling](#)

Moving and Handling training is essential for all employees. The range of modules have been developed in conjunction with subject specialists and are suitable for training employees in all aspects of manual handling, whether it be objects or patients.

[NDNA \(early years\)](#)

[EFYS \(early years\)](#)

[Trades](#)



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Online courses start from just £30 and our course catalogue consists of the following:

Management and Leadership

Each course is CPD accredited, making individual courses perfect for existing managers to use as refresher training, and everything is delivered using the Enable Learning Management System, so it can be completed any time, any place, fitting around a managers busy schedule.

Business Skills

The Business Series has been developed for your business to become – and stay – successful, your employees need continual development. This starts with induction but should then continue with further development on a wide range of issues. Each module can be supported by online assessment and can be branded to reflect your organisation's identity.

Health and Safety

We have a wide range of e-learning courses covering many aspects of Health & Safety. We also feature a range of courses from learning 4 Business to give our customers a wider choice of courses.

Productivity

The Productivity Series has been specifically developed to provide a cost effective solution to the adoption of lean manufacturing within businesses and the NHS.

ECDL

Ecdl training courses have been established for a number of years now, and ECDL has become a widely recognised qualification in the workplace. This ECDL training course can be purchased as either a full set of modules, or individual modules can be purchased as time allows.

Equality and Diversity

Equality and Diversity are key topics in any modern organisation. This range of e-learning modules provides cost-effective training that can be used across the entire workforce.

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TOTAL SUCCESS TRAINING: In-House

Our In-House courses are tailored to your requirements and delivered at your premises. Unlike most companies, we charge £895 + VAT for the hire of the trainer rather than per delegate, this allows you to vary delegate numbers at no extra charge! All course documentation and preparation work is also provided as part of the fee. The only additional charge would be travel expenses (and accommodation if appropriate) for those clients based outside Central London. Below you are able to view our typical In House Agenda's for each course, simply click on the links. Please bear in mind that the course's can be tailored to your needs and you can also collaborate different topics from each course and **[Build Your Own Course!](#)**

If you would like to talk to one of our trainers directly in further depth about your In-Company training requirements, please contact us on 020 8269 1177 or info@totalsuccess.co.uk and this will be arranged.



Presentation Skills - CPD Accredited and Certified course

Our presentation courses are planned to significantly improve presentation skills to allow delegates of all levels to be able to make powerful presentations. The presentation seminars that we provide are packed full of presentation tips and techniques that demonstrate strategies which will show delegates how to reduce nerves in presentations and to allow them to present confidently when presenting to clients or colleagues. Our presentation skills workshops are designed not just to show delegates how to make a simple presentation: they are designed to show delegates how to create a successful presentation also maximising the applications of PowerPoint to make great presentations. Presentation training will allow delegates to build on their presenting skills; make better presentations; enjoy making presentations and teach delegates how to present successfully. Delegates who have taken our Presentation Courses have expressed how much they enjoyed the variety in our presentation skills training and now feel confident to present in any situation.

- [1 Day Presentation Skills In-House Course Agenda](#)**
- [Advanced Presentation Skills In House Course Agenda](#)**
- [PowerPoint Presentation Skills In House Course Agenda](#)**

Customer Service and Customer Care

Every customer using your organisation should receive a positive and seamless service that is professional, efficient and responsive. Customers who are handled well will notice the good service, bring more business and hopefully build a long term relationship with you. Customers who are not handled well may damage your reputation and take their business to the competition. If you or your staff have to deal with customers both face to face or over the telephone then effective Customer Care training is essential in enabling you to develop a Customer Caring or 'Customers First' attitude to delivering service effectively and consistently.

- [Customer Service & Customer Care Training Course – In House Course Agenda](#)**

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TOTAL SUCCESS TRAINING: In-House

Telephone Skills and Customer Care

Total Success run a one-day in-company Telephone Skills and Customer Care course for those wishing to learn telephone etiquette and handling customers on the telephone. It's designed for organisations who believe their customer service staff would benefit from an injection of valuable tips and techniques when handling difficult customers (such as rude, angry or aggressive customers) as part of their daily duties.

[Telephone Skills and Customer Care Training Course Agenda](#)

Dealing With Difficult People

Our dealing with difficult people courses are one of our popular courses as it effectively demonstrates how to neutralise problem situations in the workplace. It covers a wide range of scenarios that occur in the workplace such as; working with aggressive people, disagreeing with others, handling bullies at work, dealing with ignorant people at work and working with unreasonable people. This course will cover mediation and will show delegates how valuable managing and mediating conflict is when managing or handling difficult staff/employee(s). The dealing with difficult people at work course also provides useful information for working with a difficult boss/manager and guidance on how to deal with bullying in the workplace.

[Dealing With Difficult People In House Agenda 1](#)

[Dealing With Difficult People In House Agenda 2](#)

Assertiveness Skills

Assertiveness is one of the essential skills in the modern working environment. There are many benefits of being assertive such as; better time management, increased ability to manage staff and customers; increased self esteem and the ability to negotiate more effectively. Assertiveness training will provide delegates with effective tactics to build courage and manage difficult, demanding and aggressive behaviours.

[Assertiveness Training In-House Agenda](#)

[Assertiveness and Managing Conflict In House Agenda](#)

Time Management - CPD Accredited and Certified course

Time management has been in existence for more than 100 years. Unfortunately the term "Time management" creates a false impression of what a person is able to do. Time can't be managed, time is uncontrollable; we can only manage ourselves and our use of time.

Our time management course agenda's covers wide range of subjects from prioritising, delegating, assertiveness, managing interruptions, managing e-mail, using Outlook , tasks etc.

[Time Management Training Course – In house agenda](#)

[Time Management Training Course \(working with Microsoft Outlook\) – In house agenda](#)

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TOTAL SUCCESS TRAINING: In-House

Project Management

Managing projects is not easy, but it is a crucial task in the workplace. Our Project Management training course will present delegates with useful strategies that will assist them with:
organising projects

- improving project management skills
- managing projects effectively
- project planning
- becoming a great project manager

With ever-increasing workloads and deadlines, the ability to manage our time has never been more important. Project management is a crucial factor in work and our project management courses are created to ensure that delegates can make their work based projects as efficient and effective as possible. We do this by supplying a project management training course that is full of tools and tips for improving project planning, time planning, delegation, organisation and management strategies, managing meetings, as well as handling and using time effectively. Our time management course will cover subjects such as goal setting, improving organisation skills and managing time successfully. Our seminars are packed with useful tips and techniques that allow you to become a better project manager instantly.

[Project Management In-House Agenda](#)

Mediation Skills - CPD Accredited and Certified course

The role of the mediator is to help parties reach a solution to their problem and to arrive at an outcome that both parties are happy to accept. Mediators avoid taking sides, making judgements or giving guidance. They are simply responsible for developing effective communications and building consensus between the parties. The focus of a mediation meeting is to reach a common sense settlement agreeable to both parties in a case.

This course is designed for managers that need the skills to manage effectively difficult mediations and to handle the behaviour of challenging colleagues. It will enable delegates to:

1. Gain an understanding of the issues that produce challenging behaviour and conflict
2. Mediate conflict issues in a calm and professional manner

[Mediation Skills In-House Agenda](#)

[Mediation Skills and Managing Conflict](#)

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TOTAL SUCCESS TRAINING: In-House

Train The Trainer - CPD Accredited and Certified course

Total Success have been running successful Train the Trainer courses since 1995. This one-day course is essential if you have just been promoted to a training or coaching role or you wish to refresh your training skills. It is full of practical tools and techniques that include:

- Fundamentals for becoming a trainer
- Running a training course
- Delivering a training session successfully
- How to write and structure training
- Factors for effective training skills
- What makes a good trainer?
- Effective training practice and procedure
- Body language and voice projection skills
- Classroom training versus one-to-one training

This course will also benefit those who have become Training Managers and wish to know the fundamentals of developing organisational training programmes focusing on implementing training policy and improving staff competency levels.

[Train The Trainer In-House Agenda](#)

[Train The Trainer Coaching Skills In-House Agenda](#)

Leadership and Teambuilding - CPD Accredited and Certified course

Leadership and team building is a training course that is both challenging and practical. We aim to teach the fundamental 'people management skills' in a positive and constructive environment. It has been designed to enable delegates to understand the basic fundamentals of strategy and motivation in team building. You will benefit by learning tips and techniques that will increase your competence and confidence when managing, influencing and leading teams and individuals.

[Leadership and Teambuilding In-House Agenda 1](#)

[Management and Leadership Two-day In House Agenda](#)

The New Manager

Total Success is well renowned for our management training courses as we cater to all levels of management. We are able to design courses for specific needs, whether it be improving management skills or providing management refresher training.

This course is designed for newly appointed managers and supervisors. Its modular approach builds into a toolkit of essential management skills and gives practical 'real life' examples, scenarios and techniques to enable the New Manager to manage with confidence. We place great emphasis on workshops, role-plays, active participation and group discussion to allow the knowledge to be understood and used quickly and easily in the work place.

[The New Manager One Day In-House Agenda](#)

[The New Manager Two Day In-House Agenda](#)

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TOTAL SUCCESS TRAINING: In-House

Coaching for Managers - CPD Accredited and Certified course

Our 'Coaching for Managers' one-day course will show delegates tried and tested methods about 1-2-1 training; executive coaching and how to develop people in order to improve productivity and motivation. We explain through discussion, role-play and case study how to coach staff to achieve the impossible in terms of team development and business performance.

It will also show them how to plan, prepare and implement a coaching programme for induction courses and how to evaluate its success. It also looks at the relationship between coaching, mentoring and training.

[Coaching For Managers In House Agenda](#)
[Management and Coaching In House Agenda](#)

Letter and Report Writing

Our letter and reporting writing course will allow delegates to gain useful writing tools, tips and techniques and also includes constructive letter and report templates. Delegates who have trained with us have effectively applied the skills gained from this course to their everyday workplace correspondence. This productive course will also demonstrate the particulars of writing effective emails, whilst improving punctuation and grammar.

All organisations need to convey a professional image in every way to stay ahead of the competition. It is paramount that all pieces of written documentation are faultless. As your professional reputation can be enhanced or ruined by your correspondence, it is essential that the style, content and message is concise, correct and appropriate.

[Letter and Report Writing In House Agenda](#)

Interviewing Skills

This course will cover the practical skills needed for successful interviewing and our reputation for effective recruitment training has been endorsed by many delegates. Those who have attended the course have described it as being productive, informative and focused. It allows delegates to understand the stages of carrying out interviews and shows them how to conduct an effective interview so that they are able to attract the best candidates and choose the best person for the job. We guarantee to deliver the best employment strategies, tips and techniques for better interviewing and recruiting skills.

[Interviewing Skills In House Agenda](#)

Stress Management

We provide training courses for managing stress, handling stress, reducing stress, in fact all work related stress issues. Over the years we have trained thousands of people to enable them to recognise stress symptoms and causes and have given them stress management tips and techniques to enable them to identify the signs of stress and to beat and avoid it. Our courses have a proven track record in stress reduction and managing stress at work.

[Stress Management In House Agenda](#)



TOTAL SUCCESS TRAINING: In-House

Introduction to sales

We, at Total Success Training Ltd are always being asked if our Sales Training Courses and Telemarketing Seminars teach techniques 'that really work' in the real world'. The answer to that question is 'YES' because our trainers not only train sales techniques but have actually sold over the telephone in previous jobs. They are able to use their experience to train our delegates to understand the tools and techniques that will enable them to sell confidently and with flair.

This is a valuable foundation course that is highly structured, interactive and focuses on bringing out the best of our delegates in a supportive environment. Most people possess the ability to sell and negotiate and our trainers use their 20 years of selling and training experience to increase the confidence and competence of potential sales 'superstars'.

[Introduction to sales In House Agenda](#)

Telephone Selling

Selling on the telephone is very different from face-to-face sales and a telesales team require a specific set of skills and techniques if they are to be successful. It is not enough just to give them a contact list and tell them to 'get on with it'. Successful results in telephone sales is a by product of successful telesales training.

[Telephone Selling In-House Agenda 1](#)

[Telephone Selling In-House Agenda 2](#)

Appraisal Skills - CPD Accredited and Certified course

This one-day appraisal course will teach delegates how to raise the motivation of employees and improve performance through setting objectives; giving effective feedback and praise. *Our performance management course also provides* tips and techniques for managing conflict in appraisals *as well as showing delegates* how to write *effective performance reviews* quickly, easily and effectively. Delegates who have taken our appraisal courses have gone on to see a dramatic increase in staff performance through applying the strategies they have learnt in the art of 'appraising employees successfully'.

[Appraisal Skills – 1 day training course](#)

Negotiation Skills

Our Negotiation Training courses are designed to deliver vital negotiation skills, tips and techniques to delegates who need new and different methods to improve and enhance their overall results when negotiating with colleagues, staff members or clients. Our Negotiation skills workshops are acknowledged for efficiently improving negotiation skills. Over the years we have received many excellent comments about the effective and hugely practical negotiation strategies and tactics that delegates have learned on our courses.

[Negotiation Skills In House Agenda](#)

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TOTAL SUCCESS TRAINING: Open Courses

Total Success Open Courses are attended by delegates from various companies. In this section, you will find course agenda's for each course we deliver. Course content is based on the agenda's, and content is generic, however, our trainers incorporate individual requirements into the sessions. The majority of our courses are conducted at our main training venue, the St.Giles Conference Centre which is located in Tottenham Court Road, Central London. At Total Success, we do our best to accommodate all of our clients' needs, if you have two or more people who wish to attend the same course but you can't find anyone who is running a course on that day – we will try to run it for you on the day you require at our normal open course rates.

Open Course List

(click on the links to access our webpages)

- [Appraisal skills CPD Accredited Course](#) (one day) – updated to include new legislation
- [Assertiveness Skills](#) (one day)
- [Assertiveness and managing conflict](#) (one day)
- [Coaching for managers CPD Accredited Course](#) (one day)
- [Disciplinary and Grievance procedures](#) (one day) – updated to cover current legislation
- [Customer Service and Customer Care](#) (one day)
- [Dealing with difficult people](#) (one day)
- [Interviewing skills](#) (one day) – updated to cover current legislation
- [Introduction to selling](#) (one day)
- [Leadership and team building CPD Accredited Course](#) (one day)
- [Letter and report writing](#) (one day) – updates include writing e-mails
- [Managing Difficult Employees](#) (one day)
- [Managing the Difficult Appraisal](#) (one day)
- [Management Training / New Manager](#) (two days)
- [Mediation skills CPD Accredited Course](#) (one day)
- [Negotiation skills](#) (one day)
- [Presentation skills CPD Accredited Course](#) (two day)
- [Presentation skills CPD Accredited Course](#) (one day)
- [PowerPoint Presentation skills CPD Accredited Course](#) (one day)
- [Advanced Presentation skills CPD Accredited Course](#) (one day)
- [Project planning for non-project managers](#) (one day)
- [Stress Management](#) (one day)
- [Telesales and Telemarketing](#) (one day)
- [Telephone skills and customer care](#) (one day)
- [Time Management CPD Accredited Course](#) (one day)
- [Time Management working with Microsoft Outlook](#) (one day)
- [Training the trainer CPD Accredited Course](#) (one day)
- [Training the trainer CPD Accredited Course](#) (Two day) – CPD Accredited and Certified Course

Cost effective training to suit your budget

We currently have a Special Offer of £295 + VAT per Open Course (Normal Price £354 + VAT)

You can also Buy 1 course and get another Half Price click [HERE](#) for a booking form

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TOTAL SUCCESS TRAINING: Training Materials

If you are looking to run your own training course but lack the materials and the time to develop a fully functional training seminar we produce a range of training materials and packs which will suit your requirements exactly. All our packs and been written by our own training experts and we can guarantee that each training pack will satisfy your course requirements. Every pack contains a full set of PowerPoint training slides, trainer's notes, a course manual, and a full set of handouts and activities.

We have been running our courses since 1995 and have trained 1000's of people via open courses and in-company seminars. We guarantee that the course you buy is the one we train. All courses are trainer and trainee friendly so you'll be up and running quickly (depending on your training experience).

We know how difficult it is to choose amongst the many training materials available on line, that's why we have 3 packages that will suit you needs. With our gold, silver and bronze packages you can choose the training format that's right for you and your budget. Call us 0044 (0)208 269 1177 to discuss your requirements or email us tsuccess@dircon.co.uk

The list of Training Packs we offer are listed below. Click on a title for more information and to book a course pack.

[Leadership and Teambuilding](#)

[Dealing With Difficult People](#)

[Presentation Skills](#)

[Interviewing Skills](#)

[Time Management](#)

[Train the Trainer](#)

[Customer Care](#)

[Assertiveness Skills](#)

[Telephone Selling](#)

[Negotiation Skills](#)

[Appraisal Skills](#)

We offer three levels of training pack:

1. **GOLD for the novice trainer** – £995+VAT+carriage*
2. **SILVER for the intermediate trainer** – £495+VAT+carriage*
3. **BRONZE for the experienced trainer** – £149+VAT+carriage*

**Postage and packaging is charged at a rate of £14.00 within the UK for Royal Mail 'Next Day' Special Delivery. Cost of international postage will vary depending on the country of delivery.*

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TOTAL SUCCESS TRAINING: Training Materials

Bronze Training Pack – £149 plus VAT+ P&P

For the experienced trainer and those who need only the information needed to run the course. This pack includes:

- Full set of all the PowerPoint slides needed to run the course
- Printable delegate 25 page workbook which doubles up as an open course workbook and handy reference booklet
- A complete set of training handouts
- All course activities
- Full course agenda
- trainer's notes and instructions on how to run the course including all course activities

Silver training packs – £495 plus VAT+ P&P

Silver is for trainers that require more information and help in running the training course. This is ideal for training departments that wish to extend their range of courses and for companies that are setting up a training programmes using existing staff to do the training. This pack has a higher level of course materials than the bronze package including more in-depth course instructions.

- Full set of all the PowerPoint slides needed to run the course
- Printable delegate 40 page workbook which doubles up as an open course workbook and handy reference booklet
- A complete set of training handouts
- Full course agenda
- A complete set of trainer's notes – step by step instructions on how to run the course. This is ideal if you have not trained this course before and need more pointers on how to run the course and also includes all course activities.
- Training plan for organising a training course including pre/post course questionnaires training development plans and all forms needed to run a successful course
- A Trainer's guide – from training course logistics plus essentials for training and delivery of course materials

Gold training packs – £995 plus VAT+ P&P

Gold for those new to training and need a step by step training package. This pack not only has a higher level of course materials and instructions it also allows you to see and hear the training you're interested in. This pack contains much more of the information covered in the bronze and silver packs

- Full set of all the PowerPoint slides needed to run the course
- Printable delegate 25 page workbook which doubles up as an open course workbook and handy reference booklet
- A complete set of training handouts
- Full course agendas
- A complete set of trainer's notes – our most comprehensive set of trainer's course notes. At least 12 pages giving step by step instructions on how to run the course. This is ideal if you have not trained this course before as it will details all course activities – including exercises, workgroups, fun ice-breakers and role-play scenarios (if applicable)
- Training plan for organising a training course including pre/post course questionnaires training development plans and all forms needed to run a successful course
- A Train the Trainer guide – from training course logistics plus essentials for training and delivery of course materials
- Real audio clips on actual course being trained – we will supply audio presentations of one of our trainers on the chosen course. Listen to how they interact with the audience as they train
- Free entry to a Total Success training course – attend the course you have chosen and experience for yourself how the course is run by one of our experienced trainers

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TOTAL SUCCESS TRAINING: Testimonials

What do our delegates and clients say about us?

We are always delighted to receive positive comments regarding our courses. Here are some of our many testimonials. The first comments have been made by our open-course delegates who have attended our wide range of courses and the last testimonials are from a few of our clients about the experience they had with us with In-House training.

Open Course Testimonials

Assertiveness Skills

"Dear Sherina, Warren and all at Total Success

I wanted to feedback on the totally brilliant Assertiveness skills course I attended last week. It has changed both my work and personal life in such a positive way already. I have been able to employ the skills and tips I learnt, with great results almost immediately. Warren was very knowledgeable and was able to tailor the whole day to our individual needs as there were only two of us attending on that day. The experience with Total Success from start to finish was faultless. I can see why your company is called this name! I have recommended the course to some of my colleagues." Sarah Hemingway, WSPA, Assertiveness Skills

"Very informative, really made me think about possible scenarios, particularly in the workplace" Rebecca Campbell, Surrey and Sussex Probation Trust, Assertiveness and Managing Conflict

Dealing With Difficult People

"It was very well done – entertaining and flexible to meet your needs. Very likeable and fun... Thanks!" Cess, Dealing With Difficult People

"The whole aspect/topics were just great! I found it all to be just right. I am more confident in the way I would take phone calls with angry clients after this course... in general the course was great and you were kept involved" Jasvir Panesar, KI Europe, Dealing with Difficult People

Presentation Skills

"I found the trainer excellent and could answer all questions asked and delivered the course in an interesting format" Keith Thorne, Consumer Credit Counselling Service, Presentation Skills

"The things I like most about the programme was the very thorough and clear format along with role play through video critique" Malcolm Craig, Newman Martin and Buchan LLP, Presentation Skills

The New Manager

"Warren was very positive which helped make the course easier to follow. Extensive back-up paperwork was a good tool as I may incorporate some into the workplace" New Manager

"Explanation by relevant examples and role-plays are helpful to understand the theory" Keiko, All Nippon Airways, New Manager

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TOTAL SUCCESS TRAINING: Testimonials

Coaching For Managers

"One on One coaching, bespoke to me was excellent. Got more out of it than I think I would have done if larger group" Louise Bloxham, Affinity Sutton, Coaching for Managers

"Warren got me thinking about situations specific to me, used my current knowledge to impart the course subject. made it relevant" Chris Gault, Parks Residential, Coaching for Managers

Stress Management

"Meeting objectives (what I wanted to learn, get out of doing the course)... More confident when dealing with stress and communicating effectively" Kristen Swann, CFC Underwriting, Stress Management

"What I like most about the programme was the variety of items presented as well as stress management i.e. time management, leadership, assertiveness etc" Betty Sanders, Church of England, Stress Management

Time Management

"What I like most about this course was planning benefits, positive thinking, creative thoughts/actions" Kim, HCA, Time Management with Outlook.

"Getting involved... constantly referred to your job types as an individual not just a group lecture" Laura Plumbly, Time Management open-course

Appraisal Skills

"It was directed at my level of comprehension and detailed going over key points for success" Dawn Thomas, Cuddington Croft School, Appraisal Skills

"Really understood the issues and topics at work, gave frank and honest help. Broke down area's to problem solve. Seemed to relate easily to matters in hand" Danny Boyce, Appraisal Skills

Telephone Skills and Customer Care

"Identifying objectives early on and the tutor ensured they were covered. Using different techniques to learn the information – video, booklet, roleplay etc... I felt everything was covered in great detail" Charlotte Coombes, PMM, Telephone Skills and Customer Care

"The amount of detail covered and how I can apply everything to real life situations and my job – I now feel a lot more prepared" Emma Wearn, Edwards Lifesciences Ltd, Telephone Skills and Customer Care

Train The Trainer

"One on One session focused on my personal goals in my preferred learning style, everything I wished to be covered was covered fully and effectively" Liron Hirons, Edenred, Train The Trainer

"What I liked most about the programme was that it was quite informal. Working in groups and having opportunities to discuss topics. Being able to use the information in relation to my training programme" Faye Sumner, Wolverhampton City Council, Train The Trainer

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TOTAL SUCCESS TRAINING: Testimonials

Interviewing Skills

"What I liked most about the programme was the interactivity and role play. The structure and overall content of the course" Alex Ring, Clydeco, Interviewing Skills

"What I liked most about the programme was how the lecturer conducted the class... Interaction with the participants" Aishath Fareena, High Commission of Maldives

Interviewing Skills for the Interviewee

"Just a quick note to say thanks to Warren who led a one day course on interview technique on the 9th May that I attended. I'm not sure whether or not he'll remember me (Matthew Leitch) but if you could pass on a message to him that I was offered a job with the first firm I interviewed with after having attended his course I would appreciate it. I'm immeasurably grateful for the advice he gave and actually passed three other interviews in the meantime so many thanks once again!" Matthew Leitch, Interviewing skills for the Interviewee

Leadership Training

"Interactive inspects... it also encouraged me to think outside the box and reflect on my own behaviour/skills and how I can develop this" Carleigh Grogan, St.Giles Trust, Leadership Training

"What I liked most about the programme was how knowledgeable Warren was. He was enthusiastic and made the course interesting and informative" Caroline, AHVLA, Leadership and Communication

Negotiation Skills

"Structured approach – planning stages role play was very useful to try out actual procedure and the consideration of the negotiation benefits to you and the opposition" Ulla Lane-Rowley, Maidenfrom Brands, Negotiation Skills

"Role plays – Warren was great at getting into character and helping create a 'real life' situation" Esrin Karcioglu, International Cotton Association, Negotiation Skills

Sales

"Asked what I wanted to gain at the start of the session, made sure I was clear on these points" F. Graham, Maidenfrom Brands, Sales

"Warren was very warm, friendly and encouraging. Most importantly though, he was knowledgeable and informative" Douglas Nairn, Teleadapt Ltd, Sales

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TOTAL SUCCESS TRAINING: Testimonials

In-House Course Testimonials

"All of the feedback I have had from the attendees has been extremely positive – with individuals complimenting how relevant and useful the material covered was. I hope that this should make a real difference to the level of Customer Services we are able to provide to our customers." **Helen Lacey, Shell Gas Direct, [Telephone Skills and Customer Care](#)**

"As an unqualified but experienced trainer, I employed the services of Total Success Training to both help me formalise skills and techniques I already used, and to learn about others to help me train more effectively. I had approached several companies who appeared to provide the service I required, but found right from their first contact with me that Total Success were the only one to understand my requirements right from their first contact with me. I was assigned a specific trainer who was happy to create and deliver a course tailored for my needs. Lots of useful handouts and documentation was provided to make sure I remembered what I had been taught, and the trainer went out of his way to follow up on any questions I had following the session. I would certainly work with Total Success in future; a big thank you to Sherina, Warren and the team for all your help and hard work!" **Alison Bamforth, New Vision, [Customer Care and Communication Skills](#)**

"The trainer provided for this event was very competent and took a lot of trouble to check what type of experience people already had and what sort of thing they were planning to deliver prior to the course. The participants all enjoyed the course and were very positive about having a genuine chance to 'practice' in a less threatening environment. A booklet to accompany the course was given to everyone, it is comprehensive (without being too long!) and very well written. Overall it was an excellent course and should the need arise I would book it again." **Jo Livestone, London Borough of Lewisham, [Train The Trainer](#)**

"Tennyson is a sales outsourcing company. We have used Total Success for three years, to provide crucial sales training to staff in a variety of specialist sales roles. The fact that we have never even looked for another training company to support us, is an indication of our satisfaction with Total Success and our confidence that they are able to provide exactly what we feel we need. Professional, high-energy training which reflects our culture and the way we wish to do business. Without exception the feedback we get is that our staff are motivated by the training they receive. This is a fundamentally important outcome, which is very difficult to achieve." **Guy Stanford, Tennyson, [Sales](#)**

"Total Success was the fourth training company that I called. I wanted to speak to someone that gave me confidence that they had achieved success before and were able to be flexible in their approach. When I spoke to you that is exactly what I got. Booking the training was easy. The office staff were extremely friendly and helpful. When I was promised something it arrived, when I was told something would happen, it happened. This was the way and continues to be the way that Total Success conducts their business each and every time we have the pleasure of dealing with them. The training itself has been well structured, superbly delivered and very effective. It is a package you are purchasing when you deal with Total Success, not just a day's training. Finally I would like to thank you for all your hard work so far. We already have future sessions planned that I am sure will be as successful as the ones we have already had. It has been a pleasure dealing with Total Success." **Jamie Millan, J.M.Kosher Caterers**

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TOTAL SUCCESS TRAINING: Client List

Since 1995 total success trainers worked with many well-known organisation to help with their training and staff development. You'll notice from our extensive client list many names that you will recognise that we pride ourselves on our ability to work with organisations of all sizes large and small. We have worked with private companies, public companies, charities, not-for-profit organisations and are prior to help all of them to improve their people development and training skills.

House of Commons
Shell Gas Direct
University of Birmingham
Linked In
London Borough of Islington
CIPFA
Tower Hamlets Homes
Careers Wales West
All Nippon Airways
Somerton Hotels Ltd
Merial
CI Shipping
Internorm
Tikkurila Oyj
Marlin Apartments
Local Government Boundary Commission for England
Rothschild
Thames Valley Police
National Air Traffic Control
Tesco
Luton Borough Council
Legal Services Commission
Remploy
Physiological Society
British Retail Consortium
University of East London
Amnesty International
Hyde Housing
Carbon Trust
Glaxo Smith Kline
Game Conservancy Trust
Serco
Docklands Light Railway
Suffolk County Council

Thale Translink
Tennyson Group
Goldman Sachs
Merseyside Police
Mencap
Renaissance Hotels
Berners Hotel
South East Essex College
Johnson and Johnson
Ernst and Young
Toshiba
London Borough of Greenwich
Direct Line Insurance
Rank Leisure
Epilepsy Society
Lloyds of London
Bank of America
Level 3 Communications
Abbey Life
Thistle Hotels
Tetrapak
Informa Group
Marcus Evans
Legal and General
Nationwide Building Society
Eurostar
HJ Heinz
Halifax
Barclays Global Investors
BAE Systems
Holmes Place Health Clubs
Action Energy and the Carbon Trust
British Airways
London Borough of Lambeth
British Gas

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TOTAL SUCCESS TRAINING: FAQ's

Booking a course

How often do your courses run?

We have an open-course schedule, which details all of the open-courses throughout the year. For our in-house training, we will endeavour to find the most suitable date for your training – please contact the office where we will be more than happy to discuss available dates.

How do I book a course?

You can download our booking forms by following the link to our Booking a Course page, or contact the office and we will be more than happy to email you through our form.

How can I confirm my course place?

Once you have returned your course booking form, we will process the information and email you through your course confirmation, along with course information and agenda and details of the training venue.

Paying for your course

How much do courses cost?

All of our open-courses are priced at **£295+VAT per person per day (Special Offer)**. Our in-house training courses are priced at **£895+VAT per training day**, with additional for travel and accommodation if applicable. Go [here](#) for special offers.

How do I pay?

You can pay for your course online via Credit/Debit Card and PayPal when you complete your online booking form. We also accept cheques made payable to Total Success Training, BACS transfers and credit card payments. For further information please contact us.

Will you send me an invoice/ receipt?

Once we have received your course booking form, we will process an invoice and post this the same day.

When do I need to pay?

Payment is required on receipt of invoice, before the course due date. For further information please contact us.

Course Certification

Will I receive certification?

We can offer a certificate of attendance. Please let the trainer know on the day of training if you require this, or alternatively, please contact the office before or after your course and we will be happy to arrange this for you. CPD certificates are received on the day.

Overseas Delegates

Do you accept delegates from outside of the UK?

We are more than happy to accept delegates from outside the UK. Booking a course can be made by sending through a booking form where we will reserve your training place for you, and once we have received payment confirmation, we will send through your course confirmation and details.

Where can I stay when I come over?

We advise any delegate from outside the UK to stay at the **St.Giles hotel, on Bedford Avenue**, which is very central with competitive rates. The St. Giles hotel is next door to our main training venue.

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TOTAL SUCCESS TRAINING: The difference

Not all training companies are the same. We are proud of the unique services we offer and continually look for ways to expand the value we give to our clients.

Free newsletter

Our monthly newsletter includes three or four topics that typically cover topics such as: communication skills for managers, managing time, assertiveness, interviewing, conflict management, sales and negotiation, leadership, presentation skills and more. If you would like to be included on our list please sign up below.

Guaranteed courses

Imagine this. After much deliberation you finally decide on a suitable course. You book it, pay for your travel and have told everyone you will be away for that day. Then the training company calls you the day before to tell you that they have had to cancel it due to lack of numbers. Frustrating isn't it? Well, not any more.

We guarantee that once we have your confirmed booking it will not be cancelled under any circumstances. We believe your peace of mind should also be included in the whole package.

Full UK coverage

Most of our open-courses are trained in London but we cover the whole of the UK and Europe for in-company courses.

Course workbooks

We pride ourselves on producing high quality, cost-effective training courses. Each course comes with a course manual that doubles as a post course workbook and action plan. We always encourage delegates to share relevant learning points with their colleagues.

Cost effective training to suit your budget

We believe that £345 for an open course and £895 for an in-company course (exclusive of VAT) are probably the most cost-effective training rates you will find in the UK. Our regular clients don't believe that great training need be expensive – that's why they use us again and again.

Discount for multiple bookings

Very few organisations have unlimited funds for training. We often work with organisations to find creative ways of stretching tight budgets to produce meaningful training programmes. Not only are we highly competitive but we also offer discounts for organisations requiring mid to long term training solutions. Please call us on 020 8269 1177 to discuss your requirements and how we may help you.

Free training pages

Our website includes free information relating to many of the subjects we train. These are fully informative and we receive many compliments from people who have looked at our training pages and gained valuable insights in many subjects. The pages are frequently updated so bookmark it and refer to it often as more pages are being added every month. [View all our previous articles »](#)

Bespoke courses

Our aim is to produce [in-company courses](#) that satisfy the needs of both the organisation and the course delegates. We work closely with course organisers on the most appropriate choices for course topics/agendas so that the course they book is the course that will best satisfy their needs