



Total Success

A different type of training

**TOTAL SUCCESS
TRAINING
BROCHURE
2013**



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.

CONTENTS

Introducing our £99 Power Training Courses - Page 3

CPD (Continuous Professional or Personal Development) Courses - Page 5

Online Courses - Page 7

In House Courses - Page 10

Open Courses - Page 15

Training Materials and Packs - Page 46

Testimonials and Client List - Page 48/52

FAQ's - Page 53

Total Success Training: The Difference - Page 54

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

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



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](#)



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:

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.



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](#)



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](#)



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



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](#)



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](#)



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.

Full Course List

(click on the links to access our webpages)

- Pg 16. [Appraisal skills CPD Accredited Course](#) (one day) – updated to include new legislation
- Pg 17. [Assertiveness Skills](#) (one day)
- Pg 18. [Assertiveness and managing conflict](#) (one day)
- Pg 19. [Coaching for managers CPD Accredited Course](#) (one day)
- Pg 20. [Disciplinary and Grievance procedures](#) (one day) – updated to cover current legislation
- Pg 21. [Customer Service and Customer Care](#) (one day)
- Pg 22. [Dealing with difficult people](#) (one day)
- Pg 23. [Interviewing skills](#) (one day) – updated to cover current legislation
- Pg 24. [Introduction to selling](#) (one day)
- Pg 25. [Leadership and team building CPD Accredited Course](#) (one day)
- Pg 26. [Letter and report writing](#) (one day) – updates include writing e-mails
- Pg 27. [Managing Difficult Employees](#) (one day)
- Pg 28. [Managing the Difficult Appraisal](#) (one day)
- Pg 29—30. [Management Training / New Manager](#) (two days)
- Pg 31. [Mediation skills CPD Accredited Course](#) (one day)
- Pg 32. [Negotiation skills](#) (one day)
- Pg 33-34 [Presentation skills CPD Accredited Course](#) (two day)
- Pg 35. [Presentation skills CPD Accredited Course](#) (one day)
- Pg 36. [PowerPoint Presentation skills CPD Accredited Course](#) (one day)
- Pg 37. [Advanced Presentation skills CPD Accredited Course](#) (one day)
- Pg 38. [Project planning for non-project managers](#) (one day)
- Pg 39. [Stress Management](#) (one day)
- Pg 40. [Telesales and Telemarketing](#) (one day)
- Pg 41. [Telephone skills and customer care](#) (one day)
- Pg 42. [Time Management CPD Accredited Course](#) (one day)
- Pg 43. [Time Management working with Microsoft Outlook](#) (one day)
- Pg 44. [Training the trainer CPD Accredited Course](#) (one day)
- Pg 45. [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

TOTAL SUCCESS TRAINING: Open Courses

Appraisal skills - CPD Accredited Course

(one day) – updated to include new legislation

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'.

Who will benefit from the course?

Our appraisal training seminars enable delegates to understand the processes which will make them more effective and increase their confidence and sense of achievement. Anyone who needs to master the principles and practices of an effective performance review; including senior/junior managers, supervisors, training/hr managers, directors, administrative and technical staff. **All delegates will receive a CPD Accredited Certificate upon completion.**

Appraisals Course Agenda

Morning – 9.30-1.00

- Understanding the appraisal process
- Planning the appraisal
- The pre appraisal meeting
- The interview structure
- Interviewing and questioning skills
- Reviewing past performance
- How to praise performance and constructively criticise

Afternoon – 2.00-5.30

- Discussing poor performance fairly
- Setting clear and realistic objectives
- Essential follow up
- Dealing with difficult employees
- Role-play of typical appraisal scenarios

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Assertiveness skills Course

(one day)

Assertion means standing up for what you want. Stating your needs clearly. It means expressing opposition. It means confrontation and it takes courage. Some find it harder than others because of their natural easy-going style and therefore more practice is required. However, the aim should not be just to gain a win. The aim should be to solve the problem and get the best result. Assertion should not be synonymous with aggression because aggressive people adopt a 'I win – you lose' mentality to achieve their objectives. Our one-day Assertiveness Skills courses will provide delegates with valuable tips and information including:

- managing difficult people
- assertive behaviour
- improving self confidence
- improving assertiveness
- dealing with aggressive people
- managing conflict
- being firm with members of staff
- dealing with bullying at work

Assertiveness Course Agenda

Morning – 9.30-1.00

- Introduction/course aims and objectives
- Recognising assertive, aggressive and passive behaviours
- Questionnaire-Assertiveness style analysis
- Understanding stress and assertiveness
- Analysing our specific reactions in pressure situations
- Becoming more assertive

Afternoon – 2.00-5.30

- How to increase your self confidence
- Getting advice
- Tips for assertive delivery
- Positive assertion
- Giving feedback
- Handling conflict
- Action planning and course paperwork
- Questions and answers

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Assertiveness and Managing Conflict skills Course

(one day)

This course will allow delegates to develop confidence and self-esteem so that their opinions will no longer go un-noticed in the workplace. Assertiveness training will provide delegates with effective tactics to build courage and defy work bullies. Those who have attended the courses have expressed that becoming more assertive at work was made easier once they applied the techniques gained from the seminar.

Assertiveness does not come naturally to all because we have all learned passive behaviours to stave off confrontational situations. However these behaviours can be unlearned and assertive behaviour used to produce results that benefit both parties. Assertiveness training courses and workshops can help delegates increase work effectiveness and productivity, achieve greater control of their daily activities and overcome work stressors.

Assertiveness and Conflict Course Agenda

Morning – 9.30-1.00

- Introduction/course aims and objectives
- Recognising assertive, aggressive and passive behaviours
- Developing assertive body language
- Questionnaire-Assertiveness style analysis
- Recognising classic profiles of difficult people
- Handling aggressive behaviours from others

Afternoon – 2.00-5.30

- Understanding the causes of conflict
- Preparing for conflict situations
- Handling conflict assertively
- Mediation skills and conflict resolution
- Role-play and critique
- Action plans
- Course paperwork

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.

TOTAL SUCCESS TRAINING: Open Courses

Coaching For Managers - CPD Accredited Course (one day)

Our 'Coaching for Managers' one-day training 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.

Becoming an effective coach is not just a set skills, but a belief that staff development is an integral part of building confidence, trust and motivation in the workplace.

The modern manager needs to know how to develop people. This course shows how to plan, prepare and implement coaching and how to evaluate its success. It also looks at the relationship between coaching, mentoring and training. **All delegates will receive a CPD Accredited Certificate upon completion.**

Coaching for Managers Course Agenda

Morning – 9.30-1.00

- An introduction to coaching
- Relationship of coaching, training and managing
- Coaching overview of coaching
- Spotting coaching and mentoring opportunities
- Questionnaire-Coaching style analysis
- Coaching overview
- Recognise the need/challenge
- Assess the opportunities

Afternoon – 2.00-5.30

- Empowerment and influence
- Identifying fall-back factors
- Review and evaluate
- Planning the next step
- One to one training
- Giving and receiving feedback
- Role-play and critique

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Disciplinary and Grievance Procedures

(one day)

We receive many requests from managers who wish to know; 'how to correct poor performance?'; 'how to fire difficult employees?'; 'how to get rid of poor staff performance?' or 'what's the best way to sack someone?'. These managers clearly have a discipline or performance problem and are seeking an easy way to get rid of poor staff performance but they may lack the skills necessary to 'turn around the difficult or challenging employee'.

Our one-day 'Correcting Poor Performance and Disciplinary Procedures Course' addresses the problem that, in a recent survey showed that 75% of UK managers were unaware of the correct procedures for how to discipline employees effectively. It's not just about getting rid of difficult staff, the modern manager must know the correct procedures for dealing with under-performing staff and how to conduct a disciplinary meeting effectively.

Many delegates have commented on the effectiveness of the course in giving them tips and techniques for improving staff performance; understanding what is a disciplinary procedure; carrying out a disciplinary meeting and interview effectively.

Ultimately, by using the recognised ACAS procedures for disciplining staff you will not just get rid of poor staff performance, but get the most out of your staff.

Disciplinary Procedures Course Agenda

Morning – 9.30-1.00

- Defining problems and problem employees
- The causes of disciplinary and performance problems
- Your impact on discipline and performance
- Investigating, fact finding and documenting evidence
-

Afternoon – 2.00-5.30

- Effective action plans
- Planning the disciplinary meeting
- Interviewing skills
- Essential follow-up and keeping the employee on track

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Customer Service and Customer Care

(one day)

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. Total Success run a one-day Customer Service and Customer Care course for those wishing to learn tips and techniques on how to handle difficult customers on the telephone and a one-day Course on dealing with difficult customers.

For those who's customer service training requires tips and techniques in both telephone and face to face skills in handling difficult customers (such as rude, angry or aggressive customers) as part of their daily duties we also provide a Customer Service and Customer Care training course that deals with these types of customer. It also covers handling customer complaints; tips for retaining customers and how to diffuse customer conflict quickly and efficiently.

Who will benefit from the course?

This course will ensure your staff always project the correct image to your potential customers and clients to make your company stand out from the crowd. It is designed for anyone who has both face to face and telephone contact with customers and is written with both the customer and the organisation in mind to maximise service and customer care.

Customer Service and Customer Care Course Agenda

Morning 9.30-1.00

Introduction, aims and objectives
 Customer Service Essentials
 Creating the right impression with customers
 Importance of the customer to the organisation – Strategies for Customer Retention
 Time management for customer service
 Improving Internal Customer Service

Afternoon 2.00-5.30

Professional telephone tips
 Managing Customer Perceptions
 Assertiveness skills for customer service professionals
 Handling complaints and difficult customer behaviour
 Positive under pressure
 Writing complaint letters
 Course Close

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Dealing with Difficult People

(one day)

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.

Who will benefit from the course?

This course is of value to managers, supervisors, customer service staff, front line and call centre staff and those who handle the following:

- Aggressive and angry customers
- Hostile negotiators
- Conflict with colleagues and other departments
- Aggressive and hostile behaviour from senior colleagues and management
- Defensive and angry reactions from team members when reviewing performance
- Continual negativity from colleagues and project team

Dealing with Difficult People Course Agenda

Morning – 9.30-1.00

- Introduction/course aims and objectives
- The essentials of good communication
- Analysing your conflict resolution profile
- Recognising classic profiles of difficult people

Afternoon – 2.00-5.30

- Recognising the personality types with which you may clash unconsciously
- Handling bullies and aggressive personalities
- Communicating with unresponsive individuals
- Using behavioural modification
- Diffusing conflict
- Role-play and critique
- Action plans
- Course paperwork

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Interviewing Skills

(one day)

Our one-day interviewing skills course is tailored for delegates who would like to gain better interviewing skills and learn how to conduct successful interviews for choosing the right employee(s). Our Interviewing course will show candidates how to; gain winning interview skills; give better interviews; be a better interviewer and learn how to interview effectively. As well as improving interviewing skills, delegates will also learn recruitment and employment law.

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 Course Agenda

Morning – 9.30-1.00

- Welcome, introductions, course programme and objectives.
- The cost of recruitment and staff turnover
- Identifying the causes of poor recruitment
- Strategies for effective recruitment practice
- The stages of recruitment.
- Designing a job description and person profile
- Analysing application forms and cv's
- Techniques for opening the interview

Afternoon – 2.00-5.30

- Role-play – Interview introduction
- Questioning the candidate
- Role-play questioning the candidate
- Closing the interview and outlining doubts
- Final role-play – closing the interview
- Interviewing and the law
- Action planning

Close course and final paperwork

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Introduction to Selling

(one day)

In today's challenging times highly productive and motivated sales staff are key to business survival. More and more managers are tasked with improving sales performance and training staff how to sell more. If you want to get more customers buying your products and services your sales team must be able to use productive selling techniques; sales closing skills; be confident in answering objections; even down to dealing with difficult customers.

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'.

Who will benefit from the course?

This course is designed to give new salespeople the confidence to appoint, present to and close potential customers. Delegate numbers are limited to no more than six to allow an environment where the maximum learning can be achieved. We use a combination of learning methods but place emphasis on role-play reinforcement of real life situations based on products and services relevant to the delegate's organisation.

Introduction to Selling Course Agenda

- Introductions and objectives
 - The psychology and principles of selling
 - How to create positive first impressions
 - Building trust and rapport with your customers
 - Using questions to uncover customer needs
 - Listening skills
 - Understanding features and selling benefits
 - Identifying buying signals
 - Understanding and handling objections with ease
 - Closing the sale
 - Appointment making
- Final paperwork and action planning

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Leadership and Teambuilding - CPD Accredited Course

(one day)

Our Leadership and Teambuilding training courses are designed to improve leadership skills and allow our delegates to be able to lead successful and high performing teams. 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. Delegates who have taken our Leadership and Teambuilding courses have now gone on to lead highly productive teams and improving productivity by becoming better managers, motivators, delegators and leaders.

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. **All delegates will receive a CPD Accredited Certificate upon completion.**

Leadership and Team Building Course Agenda **Morning – 9.30-1.00**

- **Leadership styles and situational leadership** – By analysing leadership style delegates are able to see its impact on the team and how the team may react to you in different situations. Learning how to adapt their style and actions to become more 'situational' will enable delegates to focus their leadership more effectively.
- **Team development issues** – High performing teams/individuals go through several distinct stages. Recognising them will enable delegates to develop "must do" strategies to increase effectiveness.

Afternoon – 2.00-5.30

- **Are you a leader or a manager?** We will examine the traits of leadership and the skills necessary to become a leader. Using a process of self analysis delegates will identify their strengths and weaknesses to increase both team morale and productivity.
- **Motivation theory and practice** – We will examine the theories which exist on people motivation and show practical ways of motivating teams and individuals.
- **Leadership strategies** – It's usually the small things which matter most to people. We will show very practical strategies and techniques that will increase leadership skills.

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Letter and Report Writing

(one day)

Our letter and report writing course is tailored to the needs of delegates who already retain business writing skills and those who would like to gain further knowledge on:

- how to write a good report
- how to write effective letters
- how to write professionally
- how to write confidently
- how to write a standard letter
- how to write a formal report
- how to write a complaint letter

Our letter writing course will allow delegates to gain useful letter 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.

Letter and Report Writing Course Agenda

Morning – 9.30-1.00

Letter writing

This part of the course concentrates on:

- collecting and sequencing ideas
- how to interest the reader
- how to persuade the reader
- writing in plain English
- Design, presentation and layout
- Letter writing exercises

Afternoon – 2.00-5.30

Report writing

This part of the course teaches the delegates the skills to :

- prepare the report
- design for success
- decide what to say
- review and publish the report
- Techniques for perfect report writing
- Report writing exercises
- Course close and paperwork

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio,



TOTAL SUCCESS TRAINING: Open Courses

Managing Difficult Employees

(one day)

This course is ideal for managers who need better techniques to 'handle problem people' or 'deal with difficult staff'. Its focus is to teach managers more effective ways of managing performance or attitude problems before they become serious and what to do if action is needed. It is packed with many practical tips and techniques and help managers manage all difficult situations confidently and competently. Managers that will benefit from this course will be faced with some or all of the following problems

- Employees on unpleasant tasks?
- Employees that regularly miss work deadlines or submit work that needs to be redone?
- Employees who refuse to do assigned work or who tend to "pass the buck"
- Employees that continuously ignore rules and regulations
- Employee who have been late beyond minimum standards or absent beyond reasonable norms
- Employees who cause personality conflicts with other workers or frequently have a negative attitude

Managing Difficult Employees Course Agenda

Morning

9.00-1.00

Introduction/course aims and objectives

The causes of conflict – how to recognise and pre-empt them

The assertive leader – managing situations confidently

Strategies for managing the difficult conversation – early interventions

Analysing your conflict resolution profile and behavioural style

Recognising classic profiles of difficult people and how to manage them

Deciding when to take the most appropriate action

Building a case to tackle the difficult employee through investigation and documentation

Role-play – 'Managing the difficult conversation'

Afternoon

2.00-5.30

Managing inefficiency and poor performance issues

Tackling attitude and behaviour issues confidently

Communicating with unresponsive individuals

Handling hostile and aggressive situations

Role-play – 'Dealing with the aggressive employee'

Handling the reactions of the difficult conversation

Confidently handling the disciplinary meeting

Follow through and managing the relationship after the meeting

Discussion and role-play – 'Keeping the disruptive employee on track'

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.



TOTAL SUCCESS TRAINING: Open Courses

Managing the Difficult Appraisal

(one day)

This course deals mainly with the difficulties that arise when we are appraising employees who are sub-standard in performance, behaviour or attitude. **Managers will learn how to:**

- Deliver feedback to someone who thinks they have performed higher than they have
- Deal with sickness issues effectively
- How to manage very negative or disruptive staff
- Handle confidently issues regarding staff reduction with no reduction in workload
- How to positively communicate with an appraisee who disagrees with feedback

Managing the Difficult Appraisal Course Agenda

Morning

9.30-1.00

Introduction/course aims and objectives

- Understanding the appraisal process
- Benefits of constructive appraisals
- Reasons for ineffective appraisals
- The interview structure and essential appraisal preparation
- Setting the scene and relaxing the appraisee
- Reviewing past performance constructively
- How to give negative feedback constructively
- How to discuss difficult issues sensitively
- Appraising the employee with attitude and behavior issues
- Using praise to disarm difficult appraisees
- Setting clear and realistic objectives
- Understanding the power of SMART objectives and effective follow-up

Afternoon

1.00-3.15

How to avoid appraisal pitfalls

- Managing inefficiency and poor performance
- Tackling attitude and behaviour issues
- Dealing with non-responsive and aggressive employees
- Handling appraisees who don't react well to negative criticism
- Giving feedback to appraisees who don't believe they have any faults
- Handling issues raised regarding performance-pay
- Follow through post appraisal
- Handling the reactions of the difficult conversation
- Follow through and managing the relationship after the meeting



TOTAL SUCCESS TRAINING: Open Courses

Managing Training/The New Manager

(Two day)

If you are on your way to becoming a new manager or would like to learn the fundamentals of how to become a better manager then this will be the ideal course for you. This course will focus on the essential requirements needed to execute managing for the first time if you are a newly qualified manager and will also allow you to gain knowledge of the skills needed for leading a new team effectively if you are a newly promoted 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.

Each module comes with its own set of notes and follow up exercises and builds into a portfolio of management skills.

The course consists of a series of six modules which are taught over the two days. After each session delegates will be given work assignments and post-course action plans which reinforce the skills and techniques taught on each session. Each assignment is designed to be reviewed after one month with the delegate's line manager so the knowledge gained is assessed and analysed.

Who will benefit from the course?

This training programme equips delegates with the necessary skills and techniques to manage their team and perform to the best of their abilities.

- It allows delegates, in a risk free environment, to understand the essential processes of good communication.
- It enables delegates to fully understand the key processes of effective delegation and motivation.
- It gives the tools necessary to be able to take responsibility in a number of situations, ranging from simple to very complex.
- This allows delegates to see the benefits of informed decision making and taking action versus procrastination and indecision.
- Handling the reactions of the difficult conversation
- Follow through and managing the relationship after the meeting



TOTAL SUCCESS TRAINING: Open Courses

Managing Training/The New Manager

(Two day)

A breakdown of each module is shown below – Each module comes with its own set of notes and follow up exercises and builds into a portfolio of management skills.:

1. Situational leadership

This module covers the role of a leader; understanding leadership styles; assessing your team development needs; building rapport and team motivation. An important aspect of leadership is appraising staff and improving performance; the following link gives you information on planning an appraisal and setting objectives.

2. Communication skills

How well a manager communicates with his/her staff determines the team's future success. This module shows you how to assess and develop your communication skills; how to give effective feedback; how to motivate when giving bad news and how to improve your conversation control.

3. How to delegate effectively

One of the true skills of a good manager is the ability to delegate. Effective delegate is one of the signs of a strong, effective leader. We will cover the 'What, How and Why' of delegation and show how it allows the new manager to develop individuals within the team and increase morale.

4. Team building

Building a strong, willing and committed team takes time and effort, but nothing gives a manager a greater sense of satisfaction and achievement. Covered in this module are team building exercises; setting targets and performance reviews; developing the individual and appraisal training.

5. Time and priority management

If you are not managing yourself then you can't manage other people effectively. This module shows delegates how to recognise their most important tasks and how to prioritise them, how to best organise their time and the key skills to being both effective and productive. Click here for more tips on time management, delegation and people management.

6. Training a winning team

One of the best way to build a team is to train them properly. This module covers presentation skills; on the job and classroom training; the learning circle and how to assess the effectiveness of your training.

Our training is carried out in a risk free environment which encourages delegates to practice the skills needed for successful appraisals. We use a number of training methods including role-play, video, audio, workshops and group exercises to enhance the learning process.

TOTAL SUCCESS TRAINING: Open Courses

Mediation Skills - CPD Accredited Course

(One day)

For a mediator to be successful he or she must possess a wide range of skills. One of the most important, but perhaps least appreciated, is the ability to actively listen to what a party is saying and to note what the party is not saying. All too often we hear what we expect someone to say rather than what is actually said. It is a fundamental principle that mediators must not prejudge the case nor impose their own prejudices on the parties. Furthermore, a mediator has to be able to tune into "*where the speaker is coming from*" and read the "*sub text*" or hidden messages given out by the parties.

Who will benefit from the course?

This course is of value to professionals and managers in organisations, wishing to introduce mediation to handle workplace conflict swiftly and cost effectively and who handle the following:

- Hostile negotiators
- Conflict with colleagues and other departments
- Aggressive and hostile behaviour from senior colleagues and management
- Defensive and angry reactions from team members
- Continual negativity from colleagues and project team

Delegates will learn how to:

- Gain a full understanding of mediation and other forms of conflict resolution
- Use mediation to resolve workplace conflict
- Prepare effectively for a mediation
- What process to follow
- Deal with conflict in the mediation itself
- Handle stalemate situations
- When and how to conclude a mediation meeting

All delegates will receive a CPD Accredited Certificate upon completion.

Mediation Skills Course Agenda

9.30AM – 5.30PM

- The Pros and Cons of mediation
- Taking a strategic approach to dispute and conflict resolution
- Preparing for mediation
- Understanding the mediation process
- Essential mediation skills you must master
- Dealing with deadlock
- Closing the mediation and confirming the result
- Understanding when mediation is not appropriate and selecting the right alternative

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



TOTAL SUCCESS TRAINING: Open Courses

Negotiation Skills

(One day)

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 and seminars are based in London and 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.

Following the course delegates will be able to focus on the key aspects and rules of successful negotiation including arguments and counter arguments, fallback positions and creative solutions and alternatives to agreement. Skills taught include:

- how to plan and prepare a strategy for successful negotiations
- using effective negotiation skills and behaviours to gather information
- managing conflict and deadlock
- how to influence and persuade both colleagues and clients

Negotiation Skills Course Agenda

Morning – 9.30-1.00

- Identifying objectives and all factors affecting negotiation
- Understanding the four phases of effective negotiations
- Understanding open and hidden agendas
- Approach, planning and preparation
- Effective openings
- Focusing on outcomes not positions

Afternoon – 2.00-5.30

- Planning workable concessions and alternatives
- Listening, questioning and assertion skills
- Creating a 'win-win' situation
- Bargaining skills
- Dealing with objections and underhand tactics

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



TOTAL SUCCESS TRAINING: Open Courses

Presentation Skills—CPD Accredited Course

(Two day)

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.

Excellent presentation skills give you a platform to demonstrate your sales skills, leadership qualities, communication skills, influencing abilities and promotion potential. Our objective over the two days is to teach you the skills and techniques that will give you both the confidence and competence to enjoy making presentations in all situations. We will be giving action points to sharpen your image; reduce nerves; allow you to appear both confident and competent and increase your credibility in the eyes of colleagues and clients.

Who will benefit from the course?

Our courses allow all staff to benefit from enhanced presentation skills using PowerPoint. The types of delegate we have trained previously are:

- Directors and senior managers
- Sales and fundraising staff
- Local government employees
- Managers, department heads, team leaders and supervisors
- Technical and academic team members

This course focuses on developing delegate's skills and confidence in an encouraging, positive and patient environment whilst maintaining an element of fun and active participation.

Presentation skills is one of Warren Wint's (our lead trainer) favourite courses because he believes everyone has the potential to excel if they are given the necessary skills and support. He also recognises the importance of effective communication skills for career development and promotion.

Warren has a distinctive training style which previous delegates have described as 'lively', 'charismatic', 'thought provoking' and 'fun'. He promises delegates on his courses both a challenging and exciting time.

Cost effective training to suit your budget

We currently have a Special Offer of £590 + VAT per Open Course (Normal Price £708 + VAT)

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

TOTAL SUCCESS TRAINING: Open Courses

Presentation Skills—CPD Accredited Course

(Two day)

What will delegates learn?

- How to project credibility in your presentation
- Recognising essential do's and don'ts for perfect presentations
- Keeping audience attention throughout the presentation
- How to deliver powerful beginnings and endings
- How to structure your presentation to deliver your key messages
- How to recognise and maximise your presentation strengths
- How to hide visible signs of nerves
- How to write impromptu presentations
- How to maximise voice projection to create impact
- Develop powerful body language
- How to handle difficult questions from difficult audiences
- How to design and use visual aids to support your message

Typical two-day course agenda

- **Presentation overview.** The essential elements to remember when delivering your presentation.
- **Establishing your aims.** Focus on your key messages and build a structure to achieve them.
- **Structuring the presentation.** Examining key techniques to develop a powerful presentation.
- **Starting the presentation with impact and interest.**
- **Punchlining the presentation.** Influencing the audience with powerful endings.
- **The middle.** Keep your audience happy and interested throughout.
- **How to use the voice effectively.** Techniques to improve your vocal image.
- **Essential body language.** Maximise your non-verbal messages and learn the secrets of experts.
- **Powerful visuals aids.** Skillful use of PowerPoint, projectors and flip charts. Create unusual aids that impress.
- **Final presentations.** Video feedback and a personalised action plan to maximise presentation skills.

All delegates will receive a CPD Accredited Certificate upon completion.

Cost effective training to suit your budget

We currently have a Special Offer of £590 + VAT per Open Course (Normal Price £708 + VAT)

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



TOTAL SUCCESS TRAINING: Open Courses

Presentation Skills—CPD Accredited Course

(One day)

Who will benefit from the course?

Our courses allow all staff to benefit from enhanced presentation skills using PowerPoint. The types of delegate we have trained previously are:

- Directors and senior managers
- Sales and fundraising staff
- Local government employees
- Managers, department heads, team leaders and supervisors
- Technical and academic team members

All delegates will receive a CPD Accredited Certificate upon completion.

Typical one-day course agenda

Morning 9.30-1.00

- Introduction/aims/objectives
- Presentation principles
- One minute presentations and critique
- Establishing presentation aims and key messages
- Creating powerful beginnings and endings
- Keeping audience attention

Afternoon 2.00-5.30

- Presenting with PowerPoint
- Overcoming fear
- Voice projection skills – techniques to improve your vocal image.
- Essential body language – maximise your non-verbal image
- Video critique – all presentations will be videoed for objective assessment
- Final paperwork and course close

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

TOTAL SUCCESS TRAINING: Open Courses

PowerPoint Presentation Skills—CPD Accredited Course

(One day)

The Training

The topics covered on the PowerPoint presentation skills course are:

- how to clarify and put across your key messages with confidence
- holding the audience attention throughout the whole presentation
- producing slides to maximise impact
- projecting and maintaining credibility in your presentation
- recognising the do's and don'ts of effective PowerPoint presentations
- creating great first impression
- powerful presentation beginnings and endings
- unleashing the power of PowerPoint animations
- voice projection and techniques for enhancing your vocal image
- writing impromptu PowerPoint presentations
- using presentation equipment expertly
- how to recognise and avoid common PowerPoint presentations pitfalls
- maximising your body language and non-verbal image
- Delegate's final presentations are constructively critiqued using video feedback

All delegates will receive a CPD Accredited Certificate upon completion.

PowerPoint Presentation Skills Course Agenda

- Establishing key messages for great presentation
- How to design and structure exciting presentations
- Using PowerPoint templates to produce professional slide shows
- Design tips for powerful slides
- Using animations successfully
- How to maximise your vocal delivery
- Powerful body language tips and techniques
- Vocal image – using the voice to create impact and interest
- Using presentation equipment effectively
- Working with audio and video in presentations
- Group presentations
- Action planning and course close

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



TOTAL SUCCESS TRAINING: Open Courses

Advanced Presentation Skills—CPD Accredited Course

(One day)

Our **one-day advanced presentation skills course** gives you a platform to demonstrate your leadership qualities, communication skills, sales ability, influence and promotion potential. Our objective is to teach you proven skills and techniques that will enable you to perform at an advanced level. We will be giving action points to sharpen your image; maximise your message and increase your credibility in the eyes of colleagues and clients.

This course is designed to help those who have some experience of making presentations to strengthen their existing skills to create a more professional impact. We suggest that delegates have at least six month's experience in making presentations and bring with them a short presentation (preferably on PowerPoint) that they will use on the course.

All delegates will receive a CPD Accredited Certificate upon completion.

Advanced Presentation Skills Course Agenda

Morning – 9.30-1.00

- Establishing your aims. Focus on your key messages and build a structure to achieve them.
- Structuring the presentation. Examining proven techniques to develop a powerful and influential presentation.
- Starting the presentation with impact and interest. Making maximum use of the first critical 120 seconds of any presentation.
- Punchlining the presentation. Influencing the audience with powerful endings.
- The middle. Keep your audience happy and interested throughout. The art of storytelling and how to capture and delight your audience.

Afternoon – 2.00-5.30

- How to use the voice effectively. Dramatic tips and techniques to maximise your vocal image.
- Essential body language. Enhance your non-verbal messages and learn the secrets of experts.
- Powerful visual aids. Skillful use of PowerPoint, projectors and flip charts to create unusual aids that impress.
- Final presentations. Video-feedback and a personalised action plan to maximise your increased presentation skills.

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



TOTAL SUCCESS TRAINING: Open Courses

Project Management for Non Project Managers

(One day)

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

The course is designed to help delegates organise their workload while planning a project. This is done with the aid of Gantt charts and project management templates, tools and techniques. This course is also a great option if you seek project management for junior staff in the workplace as it will informatively aid staff in planning successful projects.

There are many benefits of being a project manager such as; better task management; increased self esteem; the ability to negotiate more effectively and reduce the stress which results from a lack of effective planning.

Course objectives

Delegates will learn skills which will improve planning, establishing project priorities, decision making, people management skills and communication skills. They will have the skills to manage their priorities; manage themselves to get things done on time; co-ordinate meetings, be assertive with colleagues and learn how to say 'no'; gain sufficient time to complete their most important tasks; prioritise and schedule tasks; learn to allocate time to each task in its order of priority; enhance team productivity and performance.

The Training Course Covers

- Defining the project and developing a project strategy
- Monitoring and control
- Understanding and using project planning tools
- Effective leadership
- Delegation and motivation
- Post implementation review
- Effective and professional 'Tips and Tricks' of the trade

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



TOTAL SUCCESS TRAINING: Open Courses

Stress Management

(One day)

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 Course Agenda

Morning – 9.30-1.00

- What is pressure and what is stress?
- The 3 stages of pressure
- Recognising your own stressors
- Personality types and reactions to stress
- How your beliefs and perceptions cause stress
- Managing yourself
- Does your job cause stress?
- What else causes stress?
- Developing a stress strategy

Afternoon – 2.00-5.30

- Developing strategies for stress management
- Self Management
- Managing change
- Relaxation techniques
- Assertiveness skills
- Planning your next step
- Course action planning

Senior/junior managers, directors, administrators, customer service professionals and technical staff have found the following benefits from attending our course:

- reduced stress levels
- felt more in control of their daily activities
- increased confidence handling difficult behaviour in others
- able to manage colleagues and friends effectively
- enjoyed a more balanced lifestyle
- increased work effectiveness and productivity

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



TOTAL SUCCESS TRAINING: Open Courses

Telesales and Telemarketing

(One day)

This course will ensure your staff always project the correct image to your potential customers to make sure your company stands out from the crowd. It has been developed for telemarketers who make a significant number of prospecting calls and telesales professionals who have to handle a large number of incoming sales calls. It is written with both the customer and the organisation in mind to maximise on potential sales.

Who will benefit from the course?

This course is designed to give both new and experienced telesales professionals the confidence to approach, appoint, present to and close potential customers. Delegate numbers are limited to no more than eight to allow an environment where the maximum learning can be achieved. We use a combination of learning methods but place emphasis on role-play reinforcement of real life situations based on products and services relevant to the delegate's organisation.

Telesales and Telemarketing Course Agenda

- **Why customers buy.** Customer transition and the psychology of buying; how to match sales with customer needs and wants; creating powerful 'attention-getters' designed specifically to improve the positioning of your products and organisation with the customer.
- **Opening the call.** How to create impact and capture the customer's interest in the first few vital seconds of the call. Developing high impact statements and questions that keep you in control and make the customer want to listen to you.
- **Questioning techniques and need finding.** Using open and closed questions to uncover real customer needs. Using questions to discover problems and create value in solutions provided by your product. Active listening techniques; hearing the whole picture. Paraphrasing and summarising needs as a transition to selling the benefits of your product.
- **Benefit selling.** Adding value to your product; how to present both known and unknown benefits.
- **Closing skills.** Closing with confidence and recognising when to close the client
- **Handling objections.** Understanding the types of objection; dealing with objections effectively; overcoming the gate-keeper; keeping control during a call.
- **Appointment making.** How to capture the clients attention, build rapport and make quality appointments.

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.

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



TOTAL SUCCESS TRAINING: Open Courses

Telephone Skills and Customer Care

(One day)

Total Success run a one-day Telephone Skills and Customer Care course for those wishing to learn telephone etiquette and handling customers on the telephone.

For those who's customer service training requires tips and techniques in both telephone and face to face skills in handling difficult customers (such as rude, angry or aggressive customers) as part of their daily duties we also provide a Customer Service and Customer Care training course that deals with these types of customer. It also covers handling customer complaints; tips for retaining customers and how to diffuse customer conflict quickly and efficiently.

Telephone Skills and Customer Care Course Agenda

Morning – 9.30-1.00

- Projecting a professional image, building rapport, voice presentation skills.
- Customer service essentials
- Understanding the power of the phone and how to use it to influence
- Call planning and follow up
- Active listening techniques, hearing the whole picture.
- Questioning and summarising skills
- How to direct calls and not leave the customer hanging on

Afternoon – 2.00-5.30

- Putting your customers at ease
- Time management on the telephone
- Handling complaints and angry customers
- Managing different customer behaviour
- Recovery strategies and how to turn a complaint into a happy customer
- The power of a good attitude

Who will benefit from the course?

This course will ensure your staff always project the correct image to your potential customers and clients to make your company stand out from the crowd. It is designed for anyone who uses the telephone and is written with both the customer and the organisation in mind to maximise service and customer care.

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



TOTAL SUCCESS TRAINING: Open Courses

Time Management CPD Accredited Course

(One day)

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.

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. Time management training courses and workshops will help delegates increase work effectiveness and productivity, achieve greater control of their daily activities and overcome work stressors.

Course objectives

Delegates will learn skills which will improve planning, assertiveness, setting priorities, decision making, desk and paper management, and communication skills. They will have the skills to manage their priorities; manage themselves to get things done on time; be assertive with colleagues and managers and learn how to say ‘no’; gain sufficient time to complete their most important tasks; effective daily planning; prioritise and schedule tasks; learn to allocate time to each task in its order of priority; deal with interruptions and make effective decisions which affect your time positively.

All delegates will receive a CPD Accredited Certificate upon completion.

Time Management Course Agenda

Morning – 9.30-1.00

- Daily Planning
- Planning your essential priorities
- Decision making
- Delegation
- Desk management
- Developing a personal sense of time

Afternoon – 2.00-5.30

- Identifying long term goals
- Making middle and long term plans
- Managing paperwork
- Organising your office and your workstation
- Managing meetings

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



TOTAL SUCCESS TRAINING: Open Courses

Time Management with Microsoft Outlook CPD Accredited

(One day)

Course covers all formats; 2003; 2007 and 2010

Time management is a crucial factor in work and our time management courses are created to ensure that delegates can make their time keeping as efficient and effective as possible. We do this by supplying a time management training course that is full of tools and tips for improving time management, time planning, delegation, organisation and management strategies 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.

The Course

Our programme enables delegates to understand the techniques and strategies that will make them more effective whilst minimising the “Thieves of Time” that plague personal productivity and sense of achievement. This course focuses on managing time using Microsoft Outlook and will not only teach “Time Tips” but will introduce delegates to classic methods of using their time effectively to hit organisational deadlines and increase their quality of life. There are many benefits of being a time manager such as; better task management; increased self esteem; the ability to negotiate more effectively and reduce the stress which results from a lack of effective planning. **All delegates will receive a CPD Accredited Certificate upon completion.**

Time Management working with Microsoft Outlook Course Agenda

Morning – 9.30-1.00

- Daily Planning and prioritising
- Developing a personal sense of time
- Planning your essential priorities
- Managing your e-mail traffic
- Communication and managing deadlines
- Organising meetings electronically

Afternoon – 2.00-5.30

- Delegating and tracking progress
- Using tasks to plan, prioritise and follow up on projects
- Managing other people’s promises and deliverables
- Using Outlook to plan long term goals
- Making middle and long term plans
- Writing effective e-mails

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



TOTAL SUCCESS TRAINING: Open Courses

Train The Trainer CPD Accredited Course

(One day)

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

Training the Trainer Course Agenda

Morning – 9.30-1.00

- working with different learning styles
- how to write and structure a course
- using flip charts, overheads, handouts and workbooks
- the importance of planning, and timing
- delivery skills maximising body language and communication

Afternoon – 2.00-5.30

- how to keep the training interesting
- the importance of constructive feed back
- group control and handling difficult trainees
- one to one training
- presentation and communication skills

Who will benefit from the course

Anyone who needs to train staff members to perform competently and confidently. Past delegates include

- Directors and senior managers
- Sales and fundraising staff
- HR and personnel managers and administrators
- Local government employees
- Managers, department heads, team leaders and supervisors

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



TOTAL SUCCESS TRAINING: Open Courses

Train The Trainer CPD Accredited Course

(Two day)

If your goal is to run a training session and project credibility in your delivery, whether new to training or experienced, you'll find our Train the Trainer course an invaluable resource.

Day one

Pre-course preparation:

Each delegate to have completed the pre-course questionnaire and to come prepared to deliver a 10 minute training session.

MORNING 9.30-1.00

- 9.30 Introduction, aims and objectives
- 10.15 Principles of learning and learning styles
- 11.15 Establishing training aims and objectives
- 12.00 Structuring your training

LUNCH 1.00-2.00

AFTERNOON 2.00-5.30

- 2.00 Making your training interesting
- 3.00 Handling questions – Part 1 (asking questions)
- 3.45 Introducing the training
- 4.15 Consolidating and concluding the training
- 5.00 Giving feedback

COURSE CLOSE 5.30

DAY TWO

MORNING 9.30-1.15

- 9.30 Review of day one
- 9.45 Managing difficult trainees
- 10.45 Handling questions – Part 2 (answering questions)
- 11.30 Delivery skills
- Part One – Body language
- Part Two – Voice projection

LUNCH 1.00-2.00

AFTERNOON 2.00-5.30

- 2.00 Final group presentations – each delegate to deliver a 10 minute training session followed by full video critique
- 3.30 Final group presentations continued
- 5.20 Post course action planning

COURSE CLOSE 5.30

All delegates will receive a CPD Accredited Certificate upon completion.

Cost effective training to suit your budget

We currently have a Special Offer of £590 + VAT per Open Course (Normal Price £708 + VAT)

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



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 have 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 your 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.*



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



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

Total Success

A different type of training

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

Total Success

A different type of training

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

Total Success

A different type of training

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**



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
Somerston 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



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.



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