

Introduction

The Jackson Curtis Partnership has outlined in this prospectus a range of tried and tested training programmes on a wide range of subject areas. If you wish, these programmes can be delivered within your organisation without modification, or for a relatively small cost, we can customise and tailor the programmes to meet your organisation's requirements.

Within our training programmes, we incorporate a wide range of training methodologies to enhance the learning experience. In the design of our training programmes, we ensure that there is a good balance between theory and practise. Our style of training delivery is relaxed and informal, and we place great importance on establishing a good rapport with trainees. This approach is designed to gain the trust of trainees. We always ensure that trainees feel comfortable and safe in the training environment, in order to encourage them to participate and develop their skills.

As we are mobile trainers, The Jackson Curtis Partnership leaves the choice and responsibility of selecting a suitable venue for training with the contractor. We provide our own audio-visual presentation equipment, learning materials, training workbooks, and all trainees receive a signed Certificate of Attendance. As part of our drive towards continuous improvement, we produce a written evaluation report on all our training programmes.

Further information and costs of training programmes can be obtained by contacting us (our details appear on the back cover of this prospectus).

"As trainers, we are genuinely interested and enthusiastic about the topics we deliver. We aspire to engender the same level of interest and enthusiasm in our trainees. The proof of this lies in the consistently high level of positive feedback we receive from trainees"

Appraisal Skills

Duration

Two or three-day programme (depending upon organisation's needs)

Target Audience

Line managers, and anyone with delegated responsibility for carrying out appraisal interviews.

Aim

To enable line managers to prepare for and conduct performance management/appraisal interviews, in an effective and professional manner.

Benefits

Consistent application of the appraisal process

Getting the most from the appraisal interview (for both the individual and the organisation)

Confident and competent appraisers

Clear link between organisation's aims and the individual's objectives

More effective people managers

More focused workforce

Improved working relationships between management and staff

Training Methodology

Wherever possible, the organisation's own appraisal system is built into the design and delivery of the programme. Interview practise is provided during the programme through role-plays and the use of videos and CCTV.

Maximum of 10

Assertiveness Skills

Duration

One or two-day programme (depending on organisation's needs)

Target Audience

Anyone who is interested in developing their own assertiveness skills in order to maximise their effectiveness and improving working relationships.

Aim

To provide participants with some practical insights into how assertive behaviour can be used within the workplace to improve performance and build more productive working relationships.

Benefits

Participants gain an understanding of what assertiveness means and its positive effects
Participants have an opportunity to explore the impact of different types of behaviours on performance and relationships
Participants learn to recognise assertive behaviour and how it can be used positively in the workplace
Reduces the potential for conflict situations
Participants recognise situations where assertiveness should be applied

Training Methodology

The one-day programme provides a basic, initial introduction into assertiveness theory, for people who have little or no knowledge of the subject. There are some limited opportunities to practise assertiveness skills, however, organisations may wish to consider a two-day programme which provides opportunities for participants to undertake role-plays and practical exercises to develop their assertiveness skills.

Participant Numbers

Maximum of 12

Coaching Skills

Duration

One or two-day programme (depending upon organisation's needs)

Target Audience

People who have some responsibility for delivering training and/or developing colleagues.

Aims

To raise participants' awareness of the elements that can contribute towards an effective learning/coaching climate
To provide an opportunity for participants to practise the skills required to develop staff in a planned and systematic way

Benefits

Better trained workforce
At an organisational level, people have the ability to share their knowledge and skills with colleagues
People understand what coaching involves
Participants have an opportunity to practise coaching in a safe environment, using a structured framework
Planned and structured on-the-job training sessions

Training Methodology

This programme provides participants with an opportunity to plan and deliver a short one-to-one training session, and receive constructive feedback on their performance

Participant Numbers

Maximum of 12

Conflict Management

Duration

Two-day programme

Target Audience

Anyone who works in an environment where conflict has the potential to arise, either between work colleagues, or clients/customers.

Aim

To provide participants with an awareness of the skills and techniques they will need to effectively deal with conflict situations.

Benefits

Improved internal and external working relationships

Potential reduction in numbers of complaints received

Increased productivity within teams

Increased confidence in dealing with difficult situations

Stress reduction through the use of assertiveness techniques

Improvements in customer care

Effective conflict management can lead to increased incidences of successful outcomes being achieved

Training Methodology

A good balance of theory and practice, which can be applied within the working environment. Role-play situations have been devised in order to enable participants to practise their conflict management skills in a safe and supportive environment.

Participant Numbers

Maximum of 12

Developing Effective Teams

Duration

One-day programme

Target Audience

New teams, recently re-structured teams, or established teams needing to re-focus.

Aim

To improve the working relationships and performance of specific teams, within the organisation.

Benefits

Improve working relationships

Greater understanding of individual roles and responsibilities

Participants are made aware of the impact of their behaviour on other people

Any areas of conflict within the team can be discussed and resolved

Reduced stress for individuals working within the team

People within teams are more focused on working towards the achievement of common goals

Training Methodology

Participants are encouraged to assess their own performance and behaviour whilst, at the same time, commenting on other people's behaviour. This provides an excellent opportunity to bring any factors which may be having a detrimental impact on working relationships and performance to the forefront.

Participant Numbers

15—(more participants can be accommodated, however, additional costs would be incurred)

Equal Opportunities and Diversity

Duration

One-day training workshop

Target Audience

First-line managers, supervisors, all staff

Aim

To provide participants with an understanding of Equal Opportunities and Diversity, in order to build the knowledge, skills and attitudes which will help to integrate these values into the organisation

Benefits

An increased understanding of Equal Opportunity legislation

An understanding of the difference between Diversity and Equal Opportunities

Increased awareness of how to reduce incidences of harassment and bullying

An understanding of the business case for Equal Opportunity policies and practices

Maximising the potential of the workforce and obtaining enhanced returns on the investment in human capital

Engender a culture of inclusiveness

Improve flexibility to ensure the survival of the business

Training Methodology

This programme is designed to provide opportunities for participants to examine their own prejudices and attitudes in order to effect change. Throughout the workshop, opportunities will be provided for participants to take part in group exercises and discussions.

Participant Numbers

Maximum of 15

Facilitation and Meeting Skills

Duration

Two-day programme

Target Audience

Anyone who has responsibility for facilitating groups, within training sessions, meetings, or working parties.

Aim

To enable participants to acquire the knowledge and skills required to facilitate groups and participate effectively in meeting situations.

Benefits

Greater understanding of how to manage the behaviours of people within groups

More productive and focused meetings

Raised awareness of techniques which can be used to generate suggestions and ideas

Improved time management of group work

Increased awareness of the role of the Facilitator

Training Methodology

This is a very practical programme, which provides numerous opportunities for participants to practise facilitating groups through the use of role-plays and structured exercises.

Participant Numbers

Maximum of 12

Internal Customer Care

Duration

One-day programme

Target Audience

Representatives from various teams and departments within an organisation, who wish to improve their working relationships

Aim

To provide a framework for teams to communicate more effectively with each other, improve cross-team working relationships and, ultimately improve organisational performance

Benefits

Improved awareness of the work of other teams within the organisation

Increased understanding of how various teams within the organisation relate to each other

Identification of techniques that can be used to improve workflows and processes in order to impact positively on overall organisational performance

A reduction in the potential for conflict to arise within internal teams

Training Methodology

This programme achieves the best results when participants are the decision-makers within their own team, as this allows participants to agree a 'contract of working practices' for future implementation.

Participant Numbers

15—(more participants can be accommodated, however, this would incur additional costs)

Interpersonal Skills

Duration

Two-day programme

Target Audience

Anyone who is required to work in team/group situations, and is interested in understanding the importance of interpersonal skills and how they can be used to improve working relationships.

Aim

To provide participants with an opportunity to analyse their own interpersonal skills, and identify techniques that could be used in order to develop these skills to improve working relationships.

Benefits

Increased confidence

Improved questioning/listening skills

Improved working relationships

Participants gain an understanding of conflict management

Higher levels of staff morale and motivation

Participants gain an understanding of body language and techniques which can be used to build rapport

Training Methodology

This programme is specifically designed to provide opportunities for participants to analyse their own behaviour in order to effect improvements. Throughout the programme, opportunities will be provided for participants to take part in group exercises, role-plays and group discussions in order to facilitate their learning.

Participant Numbers

Maximum of 12.

Introduction to Staff Management

Duration

Four-day programme (can be delivered as a five-day residential, Monday morning to Friday midday)

Target Audience

First-line managers, supervisors, or team leaders who have recently taken up post and have little/no previous experience of managing people.

Aim

To enable newly appointed personnel to understand the knowledge, skills and attributes required of a first-line manager, and to provide them with an opportunity to practise their supervisor/people management skills.

Benefits

Effective and competent people managers

Increased managers' awareness of their responsibilities in respect of people management

Improved management skills in respect of time, workloads, and giving constructive feedback and criticism

Participants gain a basic awareness of meeting skills, group dynamics and problem-solving

Training Methodology

This programme is best delivered as a residential, and a wide range of training methodologies are used throughout the programme. Managers are afforded a good mix of practical and theory sessions, including role-plays, presentations, use of video recordings, etc. If required, organisations can ask for this programme to be customised to incorporate their own internal systems and/or procedures.

Participant Numbers

Maximum of 14

Managing and Motivating Your People

Duration

Two-day programme

Target Audience

Supervisors, line managers, team leaders, and anyone who holds some level of responsibility for managing people.

Aim

To enable people managers to effectively manage and motivate their people in order to achieve, or exceed, organisational aims and objectives.

Benefits

Participants have a raised awareness of the factors which contribute to the motivation of people

Improved working relationships between managers and staff

Potential to improve team and organisational performance

Improved management competence in managing and motivating people

Staff are encouraged to fulfil their potential

Better motivated workforce

Training Methodology

Throughout this training programme, people managers are exposed to a range of techniques which can be used to manage and motivate staff. The programme also offers an opportunity for managers to participate in role-plays and practical exercises.

Participant Numbers

Maximum of 12

Presentation Skills

Duration

One or two-day programme

Target Audience

Anyone who would benefit from developing their presentational skills, or people who are required to present information to groups of people in the work situation, or to external customers.

Aim

To equip people with the knowledge and skills to effectively deliver memorable presentations.

Benefits

Improved presentational skills

Increased confidence and ability to manage nerves

Understanding of preparation techniques

Participants learn how to maintain interest and communicate clearly

Participants acquire practical tips on the use of visual aids

In-house presentations have more impact

Training Methodology

This course can be delivered as a one-day training programme, which covers all the theoretical elements, however, it should be stressed that there would be a very limited opportunity for participants to practice their presentational skills. The two-day training programme is normally delivered by leaving a gap of one month between the two training days to allow participants to produce a presentation. This presentation is delivered on the second day of the training, and all participants can receive constructive feedback from course participants and the tutors.

Participant Numbers

Maximum of 10

Presenting Yourself Positively at Interviews

Duration

One-day programme

Target Audience

Anyone who is interested in improving their performance at promotion or recruitment interviews.

Aim

To enable people to effectively prepare for promotion interviews, and provide them with the knowledge and skills to present themselves in a positive manner to an interviewing panel.

Benefits

Increased awareness of techniques that can be used to prepare for interviews

Participants learn how to complete application forms to portray themselves in the best possible light

Increased confidence and ability to handle nerves

Participants gain an appreciation of the significance of body language

People feel confident in detailing their skills and experience in the interview situation

Enhanced listening skills

Training Methodology

Self-assessment questionnaires are used to increase participants' awareness of their own strengths and weaknesses within interview situations. In addition, some theoretical elements are included, which are supported by a range of tips and techniques which can be used to improve people's performance at interviews.

Participant Numbers

Maximum of 12

Promotion and Selection Interviewing Skills

Duration

Two-day programme

Target Audience

Anyone involved in working within group situations, as a member of a Recruitment and Selection Board or Panel.

Aim

To equip participants with the knowledge and skills required to carry out recruitment and selection interviews in a structured, effective and professional manner.

Benefits

Participants have a shared and consistent understanding of the organisation's recruitment and selection policies and procedures

A pool of competent and confident interviewers

The 'right' people recruited into the 'right' job

Greater understanding of the role of the chairperson

Improved interview skills

A structured approach for analysing and interpreting information in order to inform selection decisions

Training Methodology

Depending upon the requirements of the organisation, role-play exercises can be undertaken by participants from within the training group. Conversely, the role-plays could be undertaken using volunteers from within the organisation, who wish to use mock interviews to develop their own interview skills.

Participant Numbers

Maximum of 10

Time Management

Duration

One-day programme

Target Audience

Anyone who has an interest in analysing their time management skills in order to effect improvements in their working environment and personal life.

Aim

To give participants an opportunity to critically analyse their own time management skills and raise their awareness of how workloads can be prioritised.

Benefits

More efficient employees

Increased productivity

Reduced stress

More contented workforce

Better organised personnel

Greater use of appropriate time management techniques

Enhanced prioritisation of workloads

Training Methodology

This programme provides participants with an opportunity to carry out self-analysis, and provides some practical tools for participants to use in order to improve their time management skills.

Participant Numbers

Maximum of 12

Training for Trainers

Duration

Two-day programme

Target Audience

Anyone who is interested in developing their training skills.

Aim

To provide participants with the core skills to enable them to plan and deliver training sessions.

Benefits

Organisation acquires a pool of in-house training expertise

Participants acquire greater confidence in using a range of training techniques

In-house training sessions become more focused

Better structured internal training sessions

Maximisation of training budget through increased use of internal trainers

More cost-effective use of external training provision

Training Methodology

This programme is designed to raise participants' awareness of the basic skills needed to deliver effective in-house training events. Organisations wishing to further develop the skills of their trainers may wish to discuss the provision of an Advanced Train the Trainer programme. The content of this training programme provides a good mix of theoretical and practical elements. Participants have an opportunity to plan, design and deliver a short training session to enhance the learning experience.

Participant Numbers

Maximum of 12