



TRAINING & CERTIFICATION

SURESKILLS™



Professional Development Programmes

Welcome to our Professional Development Programmes Brochure which lists the training courses that we can provide customers. The Short Programmes can be customised in terms of content and duration to meet your organisations exact training requirements. We will discuss and agree the content of your course to ensure that you receive a Return on Investment

Please take a look and do not hesitate to contact us with your requirements which we will happily assist with at niinfo@sureskills.com (NI based customers) or info@sureskills.com (ROI based customers).

Customised Training

Bespoke, Custom, Tailored to a perfect fit - that's what our Tailored Training means. We create Professional Development programmes that suit your organisation's needs and ensure your training goals are met - meaning fully customised to your company and to each person that will attend our courses.

Key Benefits of SureSkills Customised Training include:

Flexibility:

All our courses can be designed to accommodate the unique schedule and pace of your team. This approach ensures that learning does not disrupt normal work activities but complements them.

Relevance:

Our courses can be adapted to address specific needs and challenges faced by your team in their respective roles, ensuring that the content is directly applicable to their daily tasks.

Cost-Effective:

SureSkills customised training can be more cost-effective in the long run as it directly addresses the specific needs of your team, eliminating the need for multiple generic training programs. We can also come to your office so that your team does not have to waste time on travel.

Engagement:

We provide training specific to your requirements, that resonates with your team members as they can relate the content to their job responsibilities and experiences. This leads to higher engagement and a propensity to learn.

Be tomorrow ready



WE OFFER MANY OF OUR COURSES ONLINE VIRTUALLY AND CUSTOM TAILORED ON-SITE.

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*All courses are 1-day in duration unless stated otherwise.

Achieving Assertiveness

Overview

Our ability to express ourselves clearly and directly has never been more important. Remote and hybrid working arrangements have evidenced the need to communicate simply and without ambiguity. Assertiveness is the skill to express ourselves calmly and clearly without impinging on the rights or opinions of others. It allows our voice to be heard while modelling openness, accountability and trust in our relationships at work.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Participants on this programme will:

- Understand and recognise the behaviours and traits of assertiveness
- Explore the role of Emotional Intelligence and self-management
- Learn to manage difficult conversations
- Develop and build the skills of assertive communication
- Recognise and manage negative forms of communication
- Understand the role of assertive communication in conflict management.

Course Content

- The traits and behaviours of Assertive people
- The Five Layers of Emotional Intelligence
- Styles of Communication
- Responding to and Giving Feedback Assertively
- Managing Conflict Assertively
- Recognising assertiveness in myself and others
- Self-awareness for objectivity, composure and self- management
- Behaviour, communication styles and their Impacts on working life
- The impacts of assertive communication in receiving and providing feedback
- Building strong and trusting relationships at work.

Course Code: SSBS170

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for anyone interested in developing their communication skills towards building confidence and effective relationships at work. It is also suitable for people whose roles require strong communication skills such as managers, leaders and public speakers.

As Assertiveness pulls together many diverse skills, this programme can be tailored to meet specific needs.

Building High Performance Teams

Overview

A key skill for leaders, managers and team leads is the ability to build strong and positive teams. This essential skill set can develop and enhance team performance, productivity and job satisfaction. Using proven team management and motivational techniques, participants will learn how to energise and lift morale so that everyone can thrive in times of change and challenge.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

On completion of this course individuals will have the skills and techniques essential to building strong and dynamic teams.

Course Content

The 5 Stages of Team Development

Developing a team: from a group of individuals to a high performing team

Team Roles

- Behaviour in teams
- How to create positive dynamics

Diversity in Teams

- Finding and appreciating difference in teams
- A team culture of safety and collaboration

Accountable Teams

- Building task ownership and accountability in a team

Motivating Teams

- Modelling Appreciative Inquiry for teams that motivate each other

Course Code: SSBS145

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for leaders, managers and team leads. Whether you are in a team and looking to understand and enhance your contribution or you are actively managing people and wish to develop your team, this programme will bring you to a greater appreciation and understanding of the power of positive team performance.

Building trust and collaboration at work

Overview

Trust is at the heart of every relationship, and it's especially critical in the workplace. A primary factor affecting employee turnover is whether or not a trusting relationship was developed between the manager and the employee. When people trust each other, they create strong teams, a positive work environment, and concrete results. In this interactive, engaging workshop, attendees will learn how to build trust and collaboration at work.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and exercises.

Course Objectives

On completion of this course attendees will have learnt how to build trust and collaboration at work.

Course Content

- The power of trust in relationships
- Coveys behaviours of trust
- Identifying barriers to developing collaborative relationships
- The role of perception in interpersonal interactions
- Using verbal and non-verbal skills to send clear messages
- Building strong working relationships
- Active listening and feedback skills
- Building cross functional relationships
- Collaborating to build consensus and create results
- Communication strategies to build trust and work more collaboratively with others

Course Code: SSBS146

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who would like to build trust and collaboration at work.

Business Writing Skills

Overview

The ability to use the written word to communicate clearly and concisely is vital in today's business environment. This highly interactive course will provide you the skills and confidence to transform your writing style and show you how to write with clarity, simplicity, brevity. It is designed to help participants write better business documents, from emails to letters, from press releases to memos. It is peppered with exercises and frameworks that will allow participants to apply the information covered to their specific situation. In addition participants get the opportunity to put their new found skills into practice in a learning environment.

Objectives

This course is designed to teach you how to:

- Have a better understanding of what communication channel is most appropriate for the business message being communicated
- Understand how to achieve a reader-focused
- Be able to write objectives which are SMART
- Understand how to write with clarity, simplicity, brevity and a humanity
- Develop a personal style which clearly communicates your ideas
- Be able to use simple techniques to transform your style
- Recognise and avoid common errors
- Know how to make documents more attractive and readable
- Be able to write a variety of documents –with greater speed, confidence and effectiveness
- Understand how to make the most of e-mail
- Have the skills to edit own and others' written work

Content

This course will cover the following:

Module One - Planning

- Identifying readers' needs and their level of expertise
- Identifying a SMART objective
- Making sure you write the right document
- Tailoring content to your readers' needs
- Assessing content
- Sorting out content using a mind map
- Organising the structure and writing an outline & Practice

Module Two - Writing

- Identifying a good style
- Simple ways to transform your style
- Getting the message across, using Plain English
- Being more concise and reader-friendly
- Cutting jargon and "business speak"
- Ensuring clarity with topic sentences
- Avoiding common errors of grammar, punctuation and use of English
- Emphasising the positive
- Summarising
- Use of English quiz
- Making it look readable: layout
- Q&A on writing different types of documents
- Ten tips for improving readability & practice

Module Three - Editing

- Editing strategies – how to re-read more effectively
- Editing techniques
- Compiling a proofreading checklist & practice

Course Code: SSBS007

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

- Organizations who are trying to encourage a consistent standard of writing and support professional written communications

- Individuals who depends on written communications to achieve their objectives

Anyone who has to write as part of their job and answers yes to any of the following questions:

- Would you like to write with greater ease and confidence?
- Would you like to feel proud of your written reports, proposals etc?
- Would you like to be able to edit a document to a professional standard?
- Would an ability to write effective documents provide career opportunities?

Coaching and Facilitation Skills

Overview

This practical and engaging course will give participants a solid understanding of a coaching and facilitation process. Attendees will discover the importance of goal setting, clarifying outcomes, maintaining direction and establishing ground rules. Attendees will leave with lots of tools they can use immediately to help them coach and facilitate effectively.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

On completion of this course attendees will be equipped with the tools necessary to effectively coach and facilitate.

Course Content

- What is coaching and facilitation?
- The coaching process
- Building rapport
- A coaching model
- GROW
- Key coaching/facilitation skills: Listening, Asking powerful questions, challenging limiting beliefs
- Directive/non directive coaching
- Conducting a facilitated session
- Identifying a facilitation methodology to match the situation
- Modes and techniques of facilitation
- Skills practice & feedback

Course Code: SSBS147

Duration: 1-2 Days

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who wants to develop their coaching and facilitation skills.



Communication Skills for Business Success

Overview

Effective communication skills are essential for compelling leadership and success in business. Increasing these skills can help you expand your impact and support you in inspiring, persuading and galvanising teams and customers.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Enhance existing skills so as to optimise successful communication in all aspects of work and business.

Course Content

- The Principal Styles of Communication
- Personal communication styles and their impacts on others
- Assertiveness and Successful Communication
- Assessing my assertiveness
- Identifying the personal qualities of assertiveness
- How to build assertiveness
- The Science of Persuasion
- The skills and behaviours of persuasive people
- Negotiation skills
- Feedback
- How to give feedback that empowers
- Preparing for Difficult Conversations
- Communicating in Difficult Situations
- Using Emotional Intelligence to maintain composure and objectivity
- Compassionate Communication for conflict management

Course Code: SSBS148

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who wants to develop their coaching and facilitation skills.

Conflict Management

Overview

This one-day programme allows participants to understand conflict as a normal occurrence in the workplace. Participants examine their own responses to conflict and identify the impacts of these responses in a working environment. By raising self-awareness, participants can acquire the skills to respond positively to conflict in order to build a trusting, safe and happy workplace.

One of the leading causes of workplace stress and employee disengagement is unresolved conflict. If well managed however, conflict can bring about many positive outcomes such as deeper trust and strengthened working relationships.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Participants on this programme will:

- Understand the causes conflict and how to prevent them
- Explore the positive and negative impacts of conflict on a team
- Identify different responses to conflict and learn how to manage them
- Acquire compassionate communication skills for trust-building and conflict resolution;
- Build self-management skills for galvanising team relationships.

Course Content

- Disagreement, Discord and Conflict
- The Five Conflict Responses
- Inspiring compassion in difficult situations
- Emotional Intelligence and Conflict Management

Course Code: SSBS172

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for anyone working as a team member or in management role whose success at work depends on their relationships with others or whose role require them to build a strong workplace culture. Whether working remotely, on-site or in hybrid contexts this training will support all who wish to develop their skills in conflict management to create a collaborative and safe working culture.



Developing and Implementing Strategy

Course Code: SSBS175
 Duration: 1 Day
 Format: Classroom
 / Virtual

Overview

Research shows that 9 out of 10 strategies fail, often through poor execution. This programme has been designed to introduce attendees to tools and techniques they can use to identify and develop strategies for their organisations and plan for change.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion and practical application of using various tools to start strategic planning.

Course Objectives

On completion of this course attendees will be equipped with the tools necessary to plan, develop and implement strategy.

Course Content

Initial assessment

- Your organisation, its customers and the market place
- Porter's 5 forces
- Stakeholder analysis
- PESTLE
- SWOT

Defining your value proposition and market strategy

- Developing, articulating and cascading strategy
- Current future state analysis – McKinseys 7 S Framework

Strategy formulation/implementation/monitoring

- Translating strategy into action
- Developing strategic plans
- Defining results and associated actions
- Monitor progress

Who Should Attend (target audience)

This programme is designed for managers and business owners who wish to gain an understanding of how to develop and implement strategy in their organisations.

"SureSkills have supported Expleo with the development and delivery of multiple large scale training programmes, in addition to meeting our adhoc learning needs across a range of technical and business topics. From concept to pilot stage, to deployment and feedback I have valued their knowledge and experience in co-developing learning programmes. The SureSkill trainers consistently receive excellent feedback from our employees. I look forward to continuing to partner with them"

– Claire O'Boyle, Ireland Learning & Development Manager, Expleo



Emotional Intelligence for Strong Leaders

Course Code: SSBS151
Duration: 1 Day
Format: Classroom
/ Virtual

Overview

Decision-making under pressure, managing resistance to change, leading in a crisis, all put the leader in the spotlight and present challenges that can potentially topple even the most experienced among us. Emotional Intelligence is the ability to manage ourselves and others in specific and challenging environments. It supports us to hold our own while maintaining compassion and authenticity in tough times. Whether leading in a small team or as a head of state, self-awareness and self-management are traits that are shared by every successful leader. The ability to maintain objectivity and composure when the going gets tough and to respond to the demands of the role with clarity and consistency is the measure of a leader.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Increase Emotional Intelligence to build leadership skills and confidence.

Course Content

- How Emotionally Intelligent Am I
- Self-Assessment Questionnaire
- Identify my natural strengths
- The Five Dimensions of Emotional Intelligence
- Raising my emotional self -awareness
- Emotional Intelligence and the workplace
- Identifying and responding to needs
- How to motivate self and others
- Decision-making and Leading in Challenging Times
- Maintaining calm and consistency
- Me as an Authentic Leader
- Case Studies: Using Emotional Intelligence to enhance my natural leadership

Who Should Attend (target audience)

This course is suitable for anyone whose role requires them to take on the pressures of leading a team of people or in a leadership role in a new project. Managers, Directors and Team Leads or indeed anyone considering a leadership role in the future will benefit from the fundamental skills acquired on this one-day training.

The programme can be delivered to new leaders or those already experienced in the role.

Excellence in Customer Service

Overview

A customer's opinion of an entire company is decided upon from their experience with the individuals they come into contact with. Understanding customer needs and expectations and responding positively to them are key to excellent customer service. Participants will explore providing best practice customer service in challenging situations while building self-awareness, resilience and strengthened professionalism.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Become knowledgeable and skilled in all aspects of Customer Service

Course Content

- The Principals of World Class Customer Service
- Assess competencies, skills and talents for providing excellent customer service. Consistency in Customer Service
- Going the extra mile
- The Power of Compassionate Communication
- Using communication techniques to enhance the customer experience
- Maintaining self-control and calm in difficult situations.
- What do Customers Want?
- Assessing customer needs and expectations.
- Using empathy to identify and meet needs and adjust expectations.
- Challenging Customers
- How to de-escalate an irate caller/customer
- Maintaining calm and modelling professionalism in challenging situations
- Problem-solving
- Approaches to resolution with customers
- Holding on to customers through the problem resolution experience
- Customer Service, Diversity and Equity
- Cultural Intelligence for inclusive customer service

Course Code: SSBS152
Duration: 1-2 Days
Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for anyone working in a customer-facing role. Whether by telephone or face-to-face, the

'Best Practice' principles of customer service can have a hugely positive impact across an entire company.

This programme is aimed at all levels from entry level or as a refresher for experienced customer service providers.

Getting to Grips with Time Management

Overview

Time Management is credited with increased productivity, accountability and wellbeing. Learning how to optimise time and energy in order to stay on top of the task list not only gets things done but enhances job satisfaction and morale. In recent remote and hybrid working contexts it is hugely beneficial that staff, managers and leaders can increase their productivity without stress and contribute to an energetic and efficient workplace.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Enhance skills in Time Management and develop habits to build and maintain personal effectiveness.

Course Content

- Time Management, Resilience and Burnout Prevention
- The link between strong time management and resilience
- The Personal Skills of Managing Time
- Assessing time management strengths and developing skills
- Prioritising Time and Tasks
- Being efficient with my time
- Assessing energy and optimum drivers for getting things done
- Setting Achievable Goals
- From reactive to pro-active
- Achieving goals
- Decision-making under pressure
- Making it Stick
- Creating time management habits for life

Course Code: SSBS166

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for all staff, Managers, Leaders, anyone who needs support in managing time in order to get things done. Especially helpful in remote and hybrid working contexts, this programme aims to provide practical and adaptable skills for the short and long term.

Giving and Receiving Feedback

Overview

Whether it's positive or negative, feedback is invaluable. When delivered effectively and received well, it can build strong working relationships, motivate team members and transform performance. This course explores all aspects of feedback, both formal and informal. Attendees will work through tools and frameworks they can use to deliver positive and productive feedback sessions. They will also look at how to receive feedback graciously.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

On completion, attendees will have a clear understanding of what effective feedback is and the communication skills required to provide and receive it.

Course Content

- Setting clear performance expectations
- Effective communication
- The powerful conversation
- Providing motivational feedback and praise
- Planning for effective feedback
- Steps to giving effective feedback
- Steps to receiving effective feedback
- Handling difficult feedback situations

Course Code: SSBS153

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone interested in enhancing their skill in giving and receiving effective feedback.



Finance for Non Financial Managers

Course Code: SSBS044
 Duration: 2 Days
 Format: Classroom / Virtual

Overview

Finance is the lifeblood of every business and this programme will provide the participants with the financial skills and understanding of accounting systems to help them effectively manage their business' finances.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion and practical application of using various tools to start strategic planning.

Course Objectives

On completion of this course attendees will be equipped with the tools necessary to plan, develop and implement strategy .

Course Content

Initial assessment

- Your organisation, its customers and the market place
- Porter's 5 forces
- Stakeholder analysis
- PESTLE
- SWOT

Defining your value proposition and market strategy

- Developing, articulating and cascading strategy
- Current future state analysis – McKinseys 7 S Framework

Strategy formulation/implementation/monitoring

- Translating strategy into action
- Developing strategic plans
- Defining results and associated actions
- Monitor progress

Who Should Attend (target audience)

This programme is designed for managers and business owners who wish to gain an understanding of how to develop and implement strategy in their organisations.

Inclusive Leadership

Overview

Inclusive Leadership is about treating people and groups fairly based on their unique characteristics, rather than acting on biases derived from stereotypes. This course will explore the benefits of working with diverse groups who have the potential to spark higher levels of creativity, innovation and performance. Attendees will explore the importance of embracing difference and building strong working relationships at all levels across the business if they are to become a truly Inclusive Leader.

Attendees will learn how to effectively maximise this potential, discovering how they can leverage differences to create advantage for their organisations. Attendees will explore the importance of embracing difference and building strong working relationships at all levels across the business if they are to become a truly Inclusive Leader.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and case studies.

Course Objectives

On completion of this course attendees will have learnt how to create the conditions that enable all employees to thrive and contribute in a highly diverse environment. As attendees learn how to create a truly inclusive organization, they will gain greater control over the levers that drive company success.

Course Content

- What is Inclusive Leadership?
- Embracing difference
- The role of unconscious bias in how inclusive we are
- The benefits of an inclusive team culture
- Key attributes of an Inclusive Leader
- How to incorporate an inclusive approach
- Inspiring and empowering others to take responsibility
- Setting clear & measurable objectives
- Embracing difference to improve problem solving & innovation
- Developing strong and successful working relationships

Course Code: SSBS154

Duration: 1-2 Days

Format: Virtual /
Classroom

Who Should Attend (target audience)

This course is designed for people managers who want to employ an inspiring and engaging approach to managing and leading their teams

Influencing & Negotiation Skills

Overview

This highly interactive and practical course equips attendees with the skills required to develop and implement negotiation strategies that are critical to generating successful outcomes. Attendees will learn how to influence outcomes, create value and generate agreement. For maximum impact attendees will use 'negotiation case studies' to role play and be given feedback by the trainer on same.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

On completion of this course attendees will be able to recognise the basic principles of negotiation and how to achieve win/win outcomes. Attendees will learn how to prepare to negotiate and influence effectively, how to present their ideas in a compelling and engaging way and overcome resistance and barriers to their ideas.

Course Content

- The Negotiation Process
- The Trust Dilemma
- Power & Perception
- Influencing others
- Planning for Negotiation
- Developing a Strategy
- Concessions/Tactics
- Carrying out the Negotiation
- Communicating effectively – managing emotions
- Dealing with Deadlocks
- Case studies: role plays

Course Code: SSBS155

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone interested in enhancing their skill in giving and receiving effective feedback.



Interviewing Skills

Course Code: SSBS013
Duration: 1 Day
Format: Classroom
/ Virtual

Overview

This course is designed for anyone who is involved in the interviewing process. It is designed to direct the participants through the various stages of the selection process. It will also ensure that participants are equipped with the knowledge to score and evaluate candidates against specified criteria so they can make confident recruitment decisions.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Equip attendees with best practice interview process so they can make confidence, well informed recruitment decisions.

Course Content

Pre-Interview

- Job & Person Specification
- Curriculum Vitae/Application form
- Core responsibilities
- Isolating Job-specific competencies/attributes, designing relevant questions

Employment Law

Conducting the Interview (face to face and virtual)

- Timing and environment of the interview
- Interview style
- Questioning & probing techniques: opened ended, competency, behavioural
- STAR model
- Active listening
- Body language
- Rapport
- Closing the interview

Post Interview

- Writing up the interview
- Evaluating & scoring the candidate

Who Should Attend (target audience)

This course is designed for anyone interested in enhancing their skill in giving and receiving effective feedback.

Managing Change & Innovation

Course Code: SSBS173

Duration: 1 Day

Format: Classroom
/ Virtual

Overview

This highly participative and engaging course will equip attendees with the ability to identify the need for strategic realignment and the skills to mobilise and motivate for change while overcoming stakeholder resistance. For maximum impact case studies will be used so attendees have the opportunity to work through change tools/strategies in a practical way.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and case studies.

Course Objectives

On completion of this course attendees will be equipped with the tools necessary to effectively mobilise and manage change.

Course Content

- What is Change Management?
- Peoples' reaction to change.
- Managing reactions.
- Lewins Force field analysis – why change?
- Kotters 8 step change model
- Creating a shared need
- Communicating change
- Engaging and motivating stakeholders
- Managing resistance and conflict
- Embedding change successfully

Who Should Attend (target audience)

This course is designed for anyone who wants to be better prepared to manage change.



Managing Difficult Conversations

Overview

Communicating difficult subject matter can be an emotionally charged event. Understandably, many people would do anything to avoid that situation, yet avoiding difficult conversations or mishandling them can result in negative consequences. This course is designed to help attendees plan for and approach difficult conversations with confidence so they can achieve the most positive outcomes.

Everyone needs to conduct difficult conversations at some time or another. Although difficult conversations cannot be avoided, they can be successfully managed to achieve the most positive outcomes.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and role-play.

Course Objectives

On completion of this course attendees will be equipped with the tools necessary to effectively manage difficult conversations.

Course Content

- Choosing to have the difficult conversation
- Toolkit for successful conversations: Listening, questioning, probing, speaking persuasively
- Emotional intelligence: Understanding your response and when emotional hijacking occurs
- Recognising your default mode under stress and your preferred conflict style
- Examining your beliefs and self-fulfilling tendencies
- Framework for difficult conversations
- Role play: Preparing for and practicing different types of difficult conversations.

Course Code: SSBS156

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who wants to be better prepared to manage difficult conversations that can have a significant impact on relationships at work.



Managing Effective Meetings

Overview

This practical and engaging course equips attendees with the skills to run effective meetings. Attendees will examine how to prepare effectively for meetings. They will learn how to chair productive meetings that generate new ideas and boost creativity. Attendees will leave the course with a set of tools they can use to get the best out of meetings.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and roleplay.

Course Objectives

To equip attendees with the skills and knowledge required to facilitate effective meetings. The course will guide attendees through a variety of tools they can use to make their meetings more purposeful. Attendees will learn how to keep their meetings on-track, manage disruptions, make logical decisions and action plan.

Course Content

- The role of the facilitator/chair
- Key skills for managing effective meetings
- Planning for an effective meeting
- How Groups Work
- Making meetings work: create a thinking environment
- Identifying a facilitation methodology to match the situation
- Conducting the facilitated session
- Developing focused questions
- Managing the meeting
- Planning next steps
- Skills practice

Course Code: SSBS157

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who needs to facilitate effective meetings.

Managing Self

Overview

This training course will provide attendees with a range of tools they can use to help them achieve personal effectiveness. Attendees will learn how to make more time to do the things they want, build confidence, find their 'why' and become more personally effective.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion and practical application of using various tools.

Course Objectives

On completion of this course attendees will be equipped with the tools necessary to manage self and develop their personal effectiveness.

Course Content

Analysis where you are and where you want to be

- Identify your 'WHY'
- Create your mission statement
- SWOT analysis/objectives goals

Goal setting and planning

- SMART planning & strategies
- Build a plan to achieve your goals and objectives
- SMART goal setting
- Build a personal development plan that pushes you to gain the knowledge and skills you need to succeed

Self-awareness/motivation

- Growth mindset
- The ladder of inference - growing self-awareness
- Emotional intelligence
- Building resilience

Assertive communication

- The role of perception in communication
- Communicating assertively
- Ask questions to understand
- Active listening

Time management

- Coveys time management matrix
- Listing and effectively prioritising the things you have to do

Course Code:	SSBS158
Duration:	1 Day
Format:	Virtual / Classroom

Who Should Attend (target audience)

This course is designed for anyone who wants to be better prepared to manage difficult conversations that can have a significant impact on relationships at work.

Managing Stress and Maintaining Mental Health at Work

Overview

Employers recognise the importance of their role in supporting the mental wellbeing of their staff. Research tells us that the negative impacts of stress at work are directly linked to absenteeism and staff disengagement. A healthy and supportive workplace goes hand in hand with a productive, happy and committed team. By developing the habits for strong mental health participants can become the role models of a healthy working environment.

This one-day programme aims to provide staff and their managers with the insight and clarity needed to build a workplace culture where self-care is a natural part of every working day.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Guidance on sharing personal experience and feedback from the trainer will suggest strengths and development areas.

Course Objectives

Build self-awareness and stress management skills for maintaining good mental health.

Course Content

- My Role Under Pressure
- Assessing the highs and lows; The stressors and the challenges
- The Benefits of Self Care at Work
- Identifying the impacts of good self-care on my working life.
- SMART working for enhancing personal effectiveness
- Understanding the Stressed Brain
- What is stress and how does it manifest in my life and my work?
- Avoiding the Pitfalls – Strengthening Resources
- Self-Care for Work and Career
- Stress-prevention; Developing Habits for Strong Mental Health for Life
- Being a self-care role model
- Contributing to a healthy workplace culture

Course Code: SSBS159

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for anyone who wishes to develop and maintain good habits for strong mental health at work.

It is particularly aimed at supporting people who are experiencing change, high workloads or adapting to remote or hybrid working. However, as stress affects everyone, the skills acquired from this programme are of benefit to all.

Mentoring Skills

Overview

This highly participative and engaging course explores the key skills necessary to mentor colleagues effectively. Attendees will gain an understanding of the mentoring process, they will work through different approaches and learn how to pick the right style for their mentee. They will look at the importance of action plans in order to measure the effectiveness of the mentoring sessions. For maximum impact all participants will get the opportunity to deliver a mentoring session and receive feedback on same.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and role play.

Course Objectives

On completion of this course attendees will have learnt to plan for and deliver an effective mentoring session.

Course Content

- What is a Mentor?
- Role and responsibilities of a Mentor
- Difference between a coach and a Mentor
- Planning for your Mentoring session
- The mentoring process
- Different styles of mentoring
- Selecting the correct style for your mentee
- Creating a mentoring action plan
- Putting the Action Plan into place
- Following up on Mentoring sessions
- Asking for feedback
- Role play

Course Code: SSBS160
Duration: 1 Day
Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who would like to develop skills to mentor colleagues effectively.



Performance Management and Appraisal Skills

Course Code: SSBS161
Duration: 1 Day
Format: Classroom / Virtual

Overview

The overall aim of this workshop is to give participants an understanding of key skills necessary to effectively manage the performance of others. The course aims to give attendees a way of communicating consistently with their team members. For maximum impact, the workshop will be customized to deal with a comprehensive range of realistic scenarios highlighting key learning points for improved performance conversations.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and role-play.

Course Objectives

On completion of this course attendees will be equipped with the tools necessary to effectively manage the performance of others.

Course Content

- Managing the performance of others through coaching and feedback
- Aligning performance to the organisational vision
- Why manage the performance of others?
- The performance appraisal meeting
- Types of feedback: Building and developing
- Effects of feedback on performance
- Informal and formal feedback
- Opening a performance discussion
- Setting goals and expectations
- Getting buy in to goals and expectations
- Effective communication
- Building trust, rapport, and empathy
- Feedback: The powerful conversation
- Powerful questions
- Attentive listening
- Handling difficult feedback situations

Who Should Attend (target audience)

This programme is designed for anyone who manages the performance of others.

Presentation Skills

Overview

Communicating your message effectively to an audience is vital in any successful presentation. This comprehensive presentation skills course equips attendees with the skills required to communicate their message effectively. A highly practical course where attendees get to deliver a presentation and get feedback from the tutor.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and attendee presentations.

Course Objectives

On completion of this course attendees will be able to structure an effective presentation, ensuring they achieve the objective of their presentation. They will understand the importance of engaging their audience and have explored engagement techniques. They will understand how to deal with nerves and fear and how to handle questions effectively.

Course Content

- Overcoming nerves
- Effective preparation – knowing your audience and the aim of your presentation
- Structuring your presentation
- Storytelling
- How to avoid common virtual pitfalls
- Handling Question & Answer Sessions
- How to engage and hold the attention of your audience
- Effective use of visual aids
- Delivery & Feedback

Course Code: SSBS167

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who delivers presentations.

Problem Solving and Decision Making

Course Code: SSBS162
 Duration: 1 Day
 Format: Classroom / Virtual

Overview

This Problem Solving & Decision Making course was developed for those who want to be more effective in their decision making. Attendees will be provided with knowledge and tools to help them make accurate decisions and master the art of problem solving. These problem-solving techniques will provide them with the capability to easily deal with difficulties and gain a clearer vision on situations. The tools and techniques attendees learn on the course will help them in becoming experts in problem solving and decision making.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

On completion, attendees will have a clear understanding problem solving steps and problem solving tools.

Course Content

- What is problem solving/decision making?
- 6 step process to effective problem solving/decision making.
- Identifying the problem (root cause analysis)
- Understanding interests
- Generating solutions
- Choosing solutions (decision making)
- Implementing solution(s)

Who Should Attend (target audience)

This course is suitable for all employees at all levels. It is especially useful for managers, leaders or anyone whose role requires them to make decisions on recruitment, progression and delegation. If you are not actively managing this programme will provide you with invaluable skills to support you in becoming a real asset to your team and employer.



Public Speaking with Impact

Overview

This public speaking course will help attendees become more confident public speakers. Attendees will explore how to develop and deliver an engaging speech. For maximum impact attendees will deliver a speech and get feedback from the trainer on strengths and areas for improvement.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, and attendee presentations.

Course Objectives

On completion of this course attendees will be equipped with the confidence, knowledge and skills required to deliver public speech's with impact.

Course Content

- Overcoming nerves
- Effective preparation – knowing your audience and the aim of your speech
- Structuring your speech
- Opening your speech with impact
- The rule of 3
- Storytelling
- Closing your speech with impact
- Impromptu speaking
- Engaging your audience and managing challenging audience members
- Body language
- Use of voice
- Impromptu speaking
- Delivery & Feedback

Course Code: SSBS168

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is designed for anyone who needs to speak in public.

The Skills of Management

Overview

From Team-building to Performance Reviews the role of the manager requires us to draw on many different skills. Managing with confidence and consistency supports the creation of dynamic workplaces, filled with motivated staff, making up high performance teams.

This comprehensive three-day programme equips existing managers and those looking towards management roles, with the full skill-set required to manage people, performance, employee legislation, motivation, team-building and personal and professional development.

The skills acquired on this programme will be approached from remote, hybrid and on-site working contexts.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

To equip new and experienced managers with the full set of skills of the role of Manager.

Course Content

The Three Roles of a Manager

- Management. Leadership, Supervision

Teams that Lift Each Other

- Team development stages
- Building trust, accountability and collaboration
- The manager's role in teamwork

Managing Performance

- The performance review meeting
- Giving Feedback on performance
- Coaching for performance improvement
- Appreciative Inquiry
- Building autonomy and accountability

Managing Underperformance

- Identifying underperformance
- Performance Improvement
- Dealing with failure to improve

Employment Legislation

- How policy works as a tool for management
- Natural Justice and Employment Law

Motivation – Self and Others

- Emotional Intelligence
- Models of motivation
- Self-motivation

Course Code: SSBS163

Duration: 3 Days

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This programme is designed for anyone who manages the performance of others.

Teams, Individuals and Diversity

- The inclusive manager
- Unconscious Bias and its impacts on individuals
- How to appreciate differences

Managing Change

- Identify what needs to change and how to implement it
- Understanding the change cycle
- Managing external changes

Self-Awareness for Strong Leadership

- My personal leadership traits
- Objectivity and consistency for strong leadership behaviours.

Train the Trainer

Overview

This highly interactive and practical course will provide attendees with the skills and knowledge necessary to become an effective trainer. Attendees will work through adult learning theory, the process of identifying training needs, setting clear and realistic learning objectives, designing, delivering & evaluating training programmes.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and roleplay.

Course Objectives

To equip attendees with the skills and knowledge required to become an effective trainer.

Course Content

- The principles of adult learning
- Honey & Mumford learning styles
- The process of identifying training needs
- Setting training objectives
- Developing a training program
- Creating interesting and relevant exercises
- Establishing, promoting and maintaining a positive learning environment.
- Dealing with challenging attitudes and behaviours
- Facilitating learning and Encouraging Learner Participation

Course Code: SSBS169
Duration: 2 Days
Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for anyone with an interest in training.



Unconscious Bias – How to Mitigate its Impact at Work

Course Code: SSBS174
 Duration: 1 Day
 Format: Classroom / Virtual

Overview

In an ideal workplace, each member of staff is committed to their own and their team's over-all results. Individual staff members are encouraged to make full use of their talents, know-how and creativity. To achieve this ideal, each one needs to feel fully appreciated for who they are and able to participate equally in the success of the business. Being aware of the impacts of our biases, positive and negative, helps us to achieve this inclusive workplace environment.

Overview

This one-day programme aims to support participants to create and develop strategies to mitigate the impacts of bias on our behaviour, to strengthen decision-making and to enhance teamwork and relationships.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Objectives

Gain an understanding of how unconscious bias works, its impacts and how to mitigate against it.

Course Content

- Understanding Bias
- Unconscious Bias – A human instinct or a learned behaviour
- Where are my Biases
- Self-assessment questionnaire
- Understanding the nature of unconscious bias
- The Six Common Workplace Biases
- Recognising biased behaviours
- Strategies to divert bias and its impacts on behaviour
- Diversity in Teams
- Equality Versus Equity in teams
- Unconscious Bias and Employee Relations
- The role of unconscious bias in creating prejudice and discrimination at work.
- Inclusive Behaviour
- Using self-awareness to develop and role-model non-biased behaviour at work
- Inspiring Workplaces
- Creating a workplace where everyone is safe to be themselves

Who Should Attend (target audience)

This course is suitable for all employees at all levels. It is especially useful for managers, leaders or anyone whose role requires them to make decisions on recruitment, progression and delegation. If you are not actively managing this programme will provide you with invaluable skills to support you in becoming a real asset to your team and employer.

Workplace Wellbeing

Overview

Irish workplaces have changed radically and irreversibly. As this change continues to evolve over time, each one of us will experience it differently. Feeling well and staying on top of things at work, be it deadlines, innovation or relationships is now recognised as equally important to productivity and performance as qualifications and capacity once were. Finding the balance between remote, on-site and hybrid working will be a challenging balancing act as individuals and teams work to make it all work!

The overall aim of this workshop is to give participants an understanding of key skills necessary to effectively manage the performance of others. The course aims to give attendees a way of communicating consistently with their team members. For maximum impact, the workshop will be customized to deal with a comprehensive range of realistic scenarios highlighting key learning points for improved performance conversations.

Approach

The training methods employed will centre on developing a highly interactive environment where participants will learn through a combination of short presentations, interactive discussion, exercises and role-plays structured within a 'safe' learning environment. Feedback from the trainer will suggest strengths and development areas.

Course Content

The Habits of Highly Efficient People

- Developing certainty and consistency for staying on top of things.
- Self Esteem at Work
- Understanding self-esteem; emotional intelligence, professionalism and wellbeing.
- The Five Fundamental Social Needs
- Identifying needs and how to meet them.
- Models of Motivation
- Autonomy, mastery, purpose
- Self-motivation in challenging times
- Building Personal Resilience
- Self-assessment questionnaire
- Identifying strategies to build on strengths at work.

Course Code: SSBS165

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This programme is designed for anyone who manages the performance of others.



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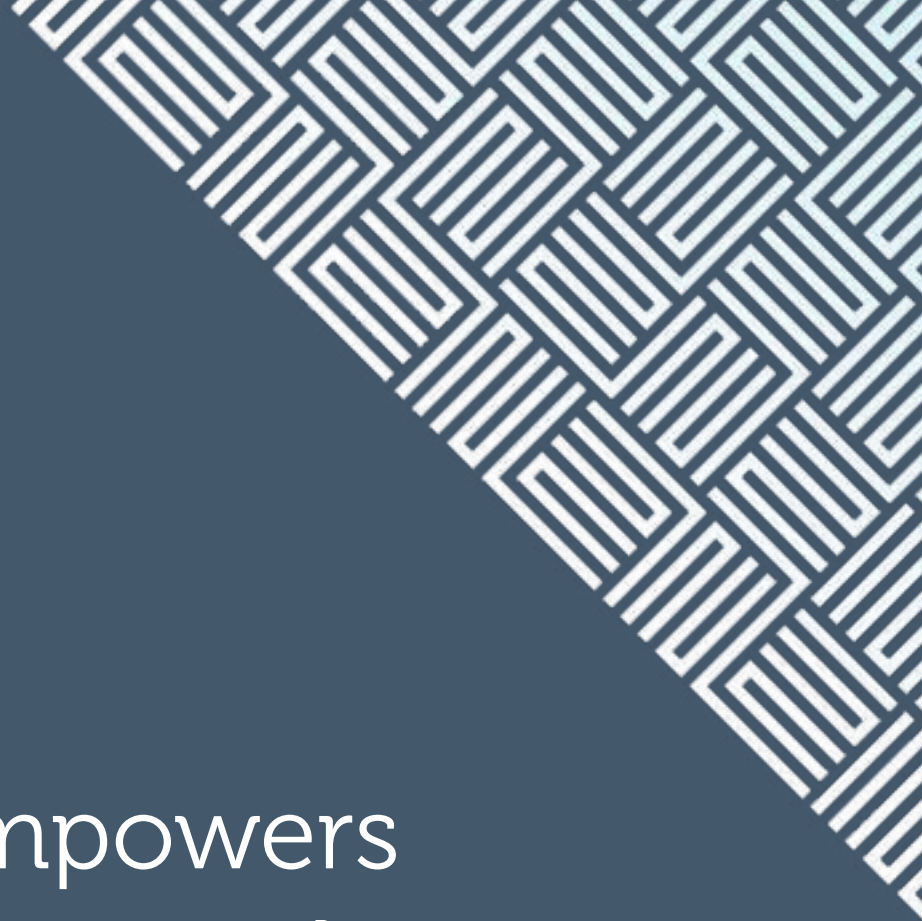
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