



TRAINING & CERTIFICATION
SURESKILLS™

Professional Development Programmes



We are a world leader in delivering sophisticated technology, knowledge and learning solutions to complex and challenging client requirements. Every day we help organisations to develop the competencies, skills and knowledge they need to fulfil their collective potential. We exist to help you leverage technology, embed knowledge and grow capability – wherever you happen to be.

Training & Certification

Helping you to beat the averages in the new international economy is our motivation. Like all top performers, you'll know that to raise the level of the game, you'll need all the rigour and experience of an expert training & technology partner. We deliver the best and latest training courses delivered by the world class instructors.

We offer a choice of tailored private programs as well as regularly scheduled training virtually, on-demand or in-person. We have a large catalogue covering Technology, Service Management, Project Management, Professional Development and Digital Marketing. Importantly, we are proud to partner with AWS (Amazon Web Services), Axelos/PeopleCert, Microsoft, Commvault, Saba, VMware and many more.

Learning Services

SureSkills Learning Services provides innovative Learning Solutions to Fortune 500 companies, such as Dell, VMware, Amazon Web Services and Microsoft, as well as many other educational institutions. We enable workforce(s)/learners to meet and exceed their professional, personal & business related goals.

We specialise in: management and project management consultancy; custom multi- modality design, development & delivery of training; the management of Learning and Learning Content Management systems; support to Information and Knowledge Management systems; and the provision of fully managed outsourced learning management solutions.

Consulting & Solutions

Using insights and analysis to shape successful, migration programmes, we develop knowledge solutions that are 100% aligned to your operational objectives. We nurture strong yet flexible relationships. Clients tell us it's our commitment to developing this level of understanding that makes SureSkills their #1 consulting partner.

We manage entire projects, design and deliver global server migration, virtualisation programs and cloud projects and deal with all the technical nitty-gritty that falls outside your core business focus – all with a 24/7 support network across SureSkills' support team.



Your Passport
To Success

Aiming High

Training a global workforce on a major software update? Launching a new product? Whatever your goal, we want to make it your biggest success story yet.

When we partner with you we make your purpose our own. We listen. We care. We advise. We challenge. With SureSkills you can create ambitious knowledge programmes with high value and even higher impact.

Be tomorrow ready

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**MANAGEMENT
& LEADERSHIP PROGRAMMES**

Accredited Programmes

Higher Diploma in Leadership Development

Level 8 Higher Diploma in Leadership Development
from University College Cork



What does the programme deliver to our customers?

The programme is a capability building programme and rewards the investment made by both individual participants and participating organisation. The programme team work closely with participants to ensure the benefits of the programme are extended to both the individual and organisation, through workshops, coaching, action learning (peer) and leadership in practice projects.

Through targeted competency development aligned to learning, organisations can increase their talent pool and leadership potential, thereby building capability to meet future challenges. In addition, the programme operates at both a formal and informal level which encourages participants to develop networks in order to facilitate collaboration across their organisation.

The programme provides individual participants with the opportunity to pursue further personal and professional development, which is goal and work oriented, problem centred and involves real world practice. This requires personal reflection on the outcomes and feedback from others (including colleagues and managers). In a post Covid 19 world, the programme has been adapted to meet the needs of an agile and virtual world. Parts of each module will be delivered virtually.

'Leading Disruption' module is delivered completely through a virtual platform, equipping our members with the broader skills of leading in a virtual world.

Who is this course aimed at?

The programme is targeted at individuals in a leadership role who wish to develop knowledge, skills and behaviours that will assist in developing or enhancing leadership and management capability, either wholly or as part of their role at a personal, interpersonal or organisational perspective.

Higher Diploma in Leadership Development

The Programme uses several blended learning options, providing solutions which combine formal and informal learning opportunities in order to build more sustainable development models. This will incorporate personal, interpersonal and organisation perspectives aligned to self-leadership, leadership effectiveness, strategic process, transformational leadership, customer experience management and leading talent. This journey will be connected to leadership challenges relevant to the insurance industry and will be integrated to the appropriate attributes to enhance leadership capability in the world we will operate and compete in post Covid 19.

Programme Features

The programme uses several blended learning options, providing solutions which combine formal and informal learning opportunities in order to build more sustainable development models.

Customisable Blended Learning Solutions include:

Flexible Modes of Delivery

Designed to incorporate a broad range of learning process, to include lectures, workshops, case studies, masterclasses, coaching and mentoring.

Focus on Work Based Learning

Incorporates recognition of previous workplace learning, work based continuous assessment, on job learning activities (action learning sets and leadership in practice).

Customised Programme Content

Customised to the specific needs and culture of the individual organisations and specific to the organisation's competencies.

Independent Study

Facilitates self-directed study, online learning and independent research.

Balanced Development and Assessment Methods

Include personal development planning, work based and individual projects, individual and group presentations, strategy exercises, article and case study review, reflective learning and Leadership in Practice Projects.

Psychometrics & Feedback

Incorporates the use of the Roche Martin ECR & ECR 360 and Korn Ferry Dimensions and each participant will receive a feedback session prior to the programme commencing.

Executive Coaching

Each participant will receive six coaching sessions during the programme running concurrently with the modules and will incorporate personal and professional development aligned to the course content and reflective learning. All profiling and balanced development initiatives will be integrated into the coaching.

Masterclasses

Aligned to each module, a masterclass from an industry professional, thought leader or academia will provide valuable insights from their expertise and knowledge to the learning outcomes of each module.

Level 8 Qualification

On completion of the Programme each participant will receive a Level 8 Higher Diploma in Leadership Development from University College Cork.

Higher Diploma in Leadership Development

Personal and Organisation Development:

Ongoing

Theme: My Leadership Journey.

Leadership Challenges:

Personal Leadership, Diversity & Inclusion.

Leadership Attributes:

Confident, Optimistic, Positive Attitude, Empathetic and Inclusive, Learning and Change Agility.

Over the duration of the programme map your journey through feedback, coaching, peer learning, and action learning projects. Identify, specify and plan the personal leadership journey.

Delivery:

Alignment of Personal Development Planning with Coaching, face to face and virtually. Balanced Development using Action Learning Sets, Reflective Logs and Leadership in Practice Projects.

Leadership and Management:

3 Days

Theme: My Leadership Effectiveness.

Leadership Challenges:

Leading and Inspiring a Team.

Leadership Attributes:

Delegate, Communicate and Motivate.

Explore leadership and management through contemporary models and current thinking with the objective of enhancing leadership effectiveness, leading, and inspiring the team to greater effectiveness.

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass in Emotional Intelligence, in addition to the use of Digital Simulations.

Strategic Management:

3 Days

Theme: Leading My Organisation.

Leadership Challenges:

Managing Vision and Complexity

Leadership Attributes:

Agile, Innovative, Creative and Entrepreneurial.

Explore the components of strategic development and implementation within the context of organisational strategy, while aligning with culture and values in an agile and innovative world.

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass in becoming an Internal Organisational Strategist.

Digitisation & Transformation:

3 Days

Theme: Leading Disruption.

Leadership Challenges:

Learning and Change Agility, Digitisation and Customer Experience.

Leadership Attributes:

Digital and Tech Savvy, Agile, Innovative, Creative and Entrepreneurial.

In a Digital world, explore where disruptions come from, how they start, when they will hit. Explore how champions can minimise the damage they will do and how disruptors can use that damage to its fullest advantage.

Delivery:

Delivered 100% virtually using technology accelerators in Digitisation, Innovation and Change.

Customer Experience Management:

3 Days

Theme: Leading My Customer.

Leadership Challenges:

Managing Stakeholders, Digitisation and Customer Experience.

Leadership Attributes:

Collaborative, Relationship Focused and Customer Centric.

Explore the digital age customer experience management and develop the knowledge and skills to understand need, wants and expectancy in a customer centric world.

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass in Customer Experience (CX) and Digital in a changing Customer Landscape.

Talent Management:

3 Days

Theme: Leading My Team.

Leadership Challenges:

War for Talent.

Leadership Attributes:

Inspire and Develop Talent.

In the war for talent explore what is required to build capacity and capability in organisations and teams, with a focus on employee attraction, development, engagement and retention.

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass in Talent Management in a Digital World.

The Higher Diploma in Leadership Development was a fundamental course during my career in exploring further insights into leadership excellence, strategic development, client service excellence and talent management. The course directors and tutors are from business backgrounds and very much in touch with current business practices offering that vital link to realistic examples and alignment with our company business."

Operations Manager, Dublin



Partners



ADULT CONTINUING EDUCATION AT UCC

Adult Continuing Education (ACE) at University College Cork prides itself in its flexible approach to meeting the needs of adult learners. The range of part-time learning opportunities available is reflective of ACE's engagement with both community and business interests. ACE is highly committed to the provision of lifelong learning and to the further development of a coherent ladder of educational opportunity for those wishing to pursue both personal and professional development. ACE offers a range of part-time programmes for professionals to aid with their career progression and employability. ACE are also working closely with industry to develop bespoke programmes to address the training and learning needs of individual organisations.



PDI is an Organisation Development Consultancy with proven track record in a variety of industry sectors. Providing client companies with fully integrated interventions backed up by resource materials including customised OD content, one to one consultancy, instructor led training and e solutions. PDI deliver specialist programmes across both the behavioural, knowledge and skills spectrum, primarily in the Organisation Development, Leadership Services, Talent Management and Executive Coaching

PROGRAMME DETAILS

Duration

The programme comprises of 15 teaching days in addition to Feedback, Coaching and Peer Work- Based Learning. Sessions will be delivered via a blend of classroom and virtual learning over 18 months in order to allow participants sufficient time to practice and develop relevant skills and behaviours. The scheduling and manner of programme delivery will always be cognisant of minimum disruption to work schedules, productivity, and associated cost implications for the organisation.

Venue

The programme is can be delivered virtually, onsite within the organisation, at SureSkills premises or on campus at UCC or at any other suitable mutually agreeable location.

Accreditation

This programme is fully accredited by University College Cork. Upon successful completion, participants will be awarded a NFQ level 8 major award. Participants on this programme will be registered as part-time University College Cork students and can avail of a range of student supports.

Cost

Contact SureSkills for corporate rates.

"I really enjoyed the breadth of topics that were covered in the Programme and have continued to reference the content in various roles across different companies."

"I found the availability of one to one coaching hugely beneficial, particularly in the interpretation of the 360-degree feedback and helping me reflect on and plan my own development based on my increased insights."

"I would recommend the programme to anyone looking to learn beyond their personal experience of leadership and gain a formal qualification whilst doing so."

Certificate in Management and Team Development

Level 7 Certificate in Certificate in Management and Team Development from University College Cork



This programme aims to provide knowledge and skill development in delivering leadership in a modern commercial environment.

Based on continuous assessment methodologies, the programme offers an opportunity to gain accreditation through a balanced attendance at class-based lectures / workshops and work-based assignments and learning guidance.

On successful completion of this programme, students should be able to:

- Apply enhanced personal effectiveness skills to their role;
- Demonstrate an understanding of the nature and theoretical principles of leadership at a team lead/ supervisory level and its application in context;
- Use professional and practical leadership and team development skills;
- Develop job specific leadership competencies and skill sets;
- Explore their personal strengths and weaknesses in delivery of leadership;
- Demonstrate an insight into the dynamics of change and best practice in its management;
- Engage and lead change interventions at team/lead supervisory level;
- Practice techniques and skills in problem solving and decision making with an awareness of human error in order to enhance organisational and individual problem solving and decision-making processes.

Who is the course aimed at?

The programme is targeted at individuals in or seeking team lead/supervision roles, the programme provides a complementary set of modules which allow the student to explore topics such as team leadership, group dynamics, performance management, talent development, and problem solving and decision making.

Personal & Organizational Development

Ongoing

Theme:

Leading with Purpose & Trust

Leadership Challenges:

Personal Leadership, Diversity & Inclusion

Leadership Attributes:

Confident, Optimistic, Positive Attitude, Empathetic and Inclusive, Learning and Change Agility.

Over the duration of the programme map your journey through feedback, peer coaching, peer learning, and action learning projects. Identify, specify and plan the personal leadership journey.

Delivery:

Alignment of Personal Development Planning with Peer Coaching triads, face to face and virtually. Balanced Development using Action Learning Sets, Reflective Logs and Leadership in Practice Projects.

Leadership & Management

3 days

Theme:

Collaborative Leadership

Leadership Challenges:

Leading and Inspiring a Team

Leadership Attributes:

Delegate, Communicate and Motivate. Explore leadership and management through contemporary models and current thinking with the objective of enhancing leadership effectiveness, leading, and inspiring the team to greater effectiveness.

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass on the Leadership Journey from one of the organisations internal leaders.

Leading Change

1.5 days

Theme:

Leading Complexity in a Disruptive World

Leadership Challenges:

Change, Digitisation

Leadership Attributes:

Learning and Change Agility, To be Digital and Tech Savvy, Innovation

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass on Change Management principles

Relationship Management

1.5 days

Theme:

Leading Relationships in a Digital Organisation

Leadership Challenges:

Managing Stakeholders, Digitisation and Customer Experience

Leadership Attributes:

Collaborative, Relationship Focused and Customer Centric

Explore the digital age customer experience management and develop the knowledge and skills to understand need, wants and expectancy

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass on Customer Experience Management

Leading Teams

1.5 days

Theme:

Leading Teams for High Performance

Leadership Challenges:

War for Talent

Leadership Attributes:

Inspire and Develop Talent.

In the war for talent explore what is required to build capacity and capability in organisations and teams, with a focus on employee attraction, development, engagement and retention.

Delivery:

Split between classroom and virtual learning, incorporating a Masterclass on the Leader as Coach



MANAGEMENT & LEADERSHIP SHORT PROGRAMMES

Short Programmes

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.

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.

Critical Conversations

Overview

Attendees will examine the elements of a critical conversation and explore how their reactions can impact positively or negatively on the conversation. For maximum impact once attendees have been taken through a 7 step process to having effective critical conversations they will role-play critical conversations and receive feedback from the trainer.

Critical conversations are crucial to long term organisational success, regardless of sector. Whether its to tackle poor performance, manage sickness absence, deal with inappropriate behaviour, or manage change the ability to lead that conversation, with confidence and respect is crucial.

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 critical conversation.

Course Content

- What is a critical conversation?
- Why are critical conversations important?
- The 3 elements of a critical conversation
- 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
- 7 step critical conversation model
- Role play: Preparing for and practicing different types of critical conversations

Course Code: SSBS150

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 critical conversations that can have a significant impact on relationships at work.



Emotional Intelligence for Strong Leaders

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

Course Code: SSBS151

Duration: 1 Day

Format: Classroom
/ Virtual

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.

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.



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.

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.



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 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.



Unconscious Bias – How to Mitigate its Impact at Work

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

Course Code: SSBS174

Duration: 1 Day

Format: Classroom
/ Virtual

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.

Performance management and appraisal skills

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

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

Who Should Attend (target audience)

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

Problem Solving and Decision Making

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)

Course Code: SSBS162

Duration: 1 Day

Format: Classroom
/ Virtual

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.



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: 1 Day

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.

The Power of Authentic Gratitude

Overview

Recognising and expressing gratitude for a job well done or for going the extra mile, can build trust, motivate and inspire staff. Building autonomy and self-reliance supports high performance so that staff can contribute to and experience the benefits of a dynamic working environment.

This half-day workshop allows managers and leaders to build their skills and capacity for gratitude in order to create a positive and collaborative workplace culture.

Recognition and acknowledgement are identified as the principal factors behind long-term motivation, task accountability and staff engagement. In remote and hybrid working contexts this vital skill in building staff competency and autonomy can be forgotten or under-valued.

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 what Gratitude is and what it is not
- Explore the impacts of authentic gratitude on morale, innovation and motivation
- Participate in a personal assessment – How to measure and expand own capacity for gratitude
- Learn how to reward fundamental social needs at work
- Understand how gratitude works in performance reviews and feedback
- Learn how to build trust, certainty and wellbeing at work

Course Content

- **Authentic Gratitude.** The difference between gratitude, thank-you and acknowledgement
- **Gratitude Assessment.** Measuring my capacity for gratitude. Exploring how to express gratitude assertively
- **The Five Fundamental Needs at Work.** Identifying own needs and those of staff. How to support staff in meeting fundamental needs at work
- **Feedback.** How to give feedback that empowers
- **Trust at Work.** Using authentic gratitude to build collaboration and trust in teams

Course Code: SSBS164

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suitable for all Leaders, Managers and anyone supervising the work of others.

It is also suitable as part of a team development programme for building collaborative teamwork skills.

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.



BUSINESS & FINANCE PROGRAMMES

Accredited Programmes

PMP Preparation / PMI Certification

Course Code: SSBS072
 Duration: 5 Days
 Format: Classroom / Virtual

Overview

To be eligible for the PMP® Credential delegates must first meet general educational, specific project management educational and project management experience requirements and agree to adhere to a code of ethics and professional conduct.

The final step to becoming a PMP® is passing a multiple-choice examination designed to objectively assess and measure an individual's ability to apply project management knowledge in the following five domains: initiating the project, planning the project, executing the project, monitoring and controlling the project, closing the project. This computer-based examination is administered globally by Prometric.

This 5-day course is designed to assist delegates to prepare for and take the PMP® Examination. The course is normally delivered through a block of 5 days during which delegates can begin or continue the accreditation application. This is an on-line process and takes place outside course hours. After the 5th day delegates can complete – and if ready - submit.

The Project Management Institute (PMI) sponsors a project management accreditation programme. The purpose and goal of this programme is the development, maintenance, evaluation, promotion and administration of a rigorous professional certification credential of the highest calibre. It is called the Project Management Professional (PMP®).

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.

Who Should Attend (target audience)

Those who wish to attain the globally recognized Project Management credential. PMP® certification validates your competence to perform in the role of a project manager - leading and directing projects and teams.

Prerequisites

- Leaving Cert or A Level
- 7,500 hours leading and directing projects
- 35 hours of project management education

or

- Four-year degree
- 4,500 hours leading and directing projects
- 35 hours of project management education.

Content

Module 1

- Course outline
- PMP® Certification
- Exam Structure and Format
- Understanding the PMBOK®, Knowledge Areas, Process Groups
- Process Iterations – Inputs, Tools and Techniques, Outputs

Foundation (Project Management Essentials)

- Project Fundamentals
- The Project Context
- Project Stakeholders
- The Project Lifecycle
- Project Success Factors

Module 2

Project Integration Management

- Develop Project Charter
- Develop Project Management Plan
- Direct and Manage Project Work
- Monitor and Control Project Work
- Perform Integrated Change Control
- Close Project or Phase

Project Scope Management

- Plan Scope Management
- Collect Requirements
- Define Scope
- Create WBS
- Validate Scope
- Control Scope

Module 3

Project Time Management

- Plan Schedule Management
- Define Activities
- Sequence Activities
- Estimate Activity Resources
- Estimate Activity Durations
- Develop Schedule
- Control Schedule

Project Cost Management

- Plan Cost Management
- Estimate Costs
- Determine Budget
- Control Costs

Module 4

Project Quality Management

- Plan Quality Management
- Perform Quality Assurance
- Control Quality

Project Human Resource Management

- Plan Human Resource Management
- Acquire Project Team
- Develop Project Team
- Manage Project Team

Module 5

Project Communications Management

- Plan Communications Management
- Manage Communications
- Control Communications

Project Risk Management

- Plan Risk Management
- Identify Risks
- Perform Qualitative Risk Analysis
- Perform Quantitative Risk Analysis
- Plan Risk Responses
- Control Risks

Module 6

Project Procurement Management

- Plan Procurement Management
- Conduct Procurements
- Control Procurements
- Close Procurements

Project Stakeholder Management

- Identify Stakeholders
- Plan Stakeholder Management
- Manage Stakeholder Engagement
- Control Stakeholder Engagement

Code of Ethics and Professional Conduct

- Responsibility, Respect, Fairness, Honesty



PRINCE2®

Foundation & Practitioner

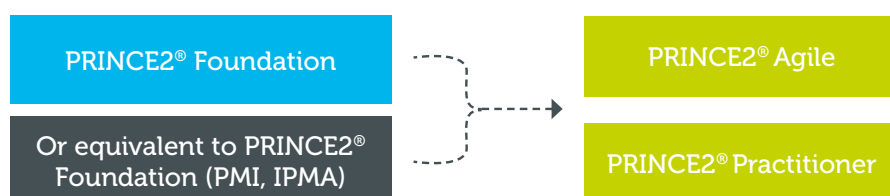
Overview

PRINCE2® is the leading edge approach to managing projects. With the launch of PRINCE2® also came its recognition as the de facto standard for managing projects, not just in the IT/IS environment, but for projects of any size and complexity, run in any industry sector. SureSkills as an ATO provide Axelos accredited PRINCE2 courses and certifications..

Approach

Many clients choose to sit both PRINCE2 Foundation & Practitioner over 5 consecutive days. In house private VILT courses may be a preferred option for your organisation. Why not contact your Account Manager today to discuss alternative pricing available for these options.

Why SureSkills for PRINCE2®?



Our aim is to give you the best in PRINCE2® training offered anywhere – guaranteed. Our trainers are practitioners and their understanding of the real world of project management comes through in the context and practical nature of our deliveries. We are focused on helping you and your company with the management of your projects, and ultimately your results. That's why we have lifetime pre- and post-course support for all our delegates and consulting clients.

Course Content

- Certified PRINCE2 Expert Trainer (Ask for Proof of Certification)
- PRINCE2 Book
- PRINCE2 Foundation or Practitioner Approved PeopleCert Courseware and sample exam papers per delegate
- Exam per delegate per course via PeopleCert taken on the final day (Proven to have a higher pass rate if taken on the final day)
- Our PRINCE2 Foundation is 3 Days to accommodate the exam prep and sitting of actual exam
- Exam Registration and Invigilation
- Post Course Evaluation

Course Code: SSZ947/8

Duration: 5 Days

Format: Classroom
/ Virtual

Who Should Attend (target audience)

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

All our PRINCE2 courses include the exam.

'A Professional experience from start to finish. Training preparation, delivery & evaluation was delivered to the highest quality & without any issues. We have received lots of positive feedback from the delegates. Virtual training didn't pose any problem for us. I would consider using SureSkills again in the future for our training needs as the arise.'

Aisling Hughes
Head of IT PMO
Glen Dimplex – Programme
Causeway & Group IT



BUSINESS & FINANCE SHORT PROGRAMMES

Short Programmes

Cyber Security Awareness

Overview

An awareness program should always be tailored to the learning needs of the attendees and the organization. Awareness means empathy and understanding based on knowledge. At SureSkills we take a number of different options and will create blend of Awareness training (knowledge) that suits your need. As such the following are examples and samples of elements which can be used but we are not limited to these. As specialists in IT and Cyber Security from the business and user perspective we can ensure the right program is provided for AER and the people involved.

Objectives

- 10 Basic "Good Computing" Practices
- Protecting Personal Identity Information (PII) and other Restricted Data
- Short version for groups that don't normally work with restricted data or personal identity information. Include general definitions of restricted data and PII and some basic steps for managing them
- Reporting Computer Security Incidents
- Additional Resources

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.

Content

This course will cover the following:

Module 1 – Information Security Risks

Participants successfully completing this module should be able to:

- Explain what information security means.
- Define the four aspects of information security.
- Understand their role in supporting information security.
- Section 1.1 – Welcome
- Section 1.2 – What is information security?
- Section 1.3 – Why is information security important?
- Section 1.4 – Consequences of security breaches
- Section 1.5 – The essential role you play
- Section 1.6 – Summary
- Section 1.7 – Assessment

Course Code: SSI053

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

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

Module 2 – Physical Security

The first aspect of information security covered in the course is physical security. Participants completing this module should be able to:

- Define what is meant by physical security.
- Give examples of physical security measures in the workplace.
- List some good work habits that help maintain physical security.
- Section 2.1 – Welcome
- Section 2.2 – Physical security in the workplace
- Section 2.3 – Security-conscious work habits
- Section 2.4 – Physical security outside the workplace

Section 2.5 – Risks of carrying electronic devices

Section 2.6 – Summary

Section 2.7 – Assessment

Module 3 – Computer & Network Security

The second aspect of information security covered in the course is computer and network security.

Participants successfully completing this module should be able to:

- Recognise the importance of complying with computer and network policies
- List some examples of the risks posed by computers and networks
- Explain the meaning of technical terms such as 'virus', 'malware', 'encryption' and 'firewall'
- Understand the importance of reporting and responding to security incidents quickly.
- Section 3.1 – Welcome
- Section 3.2 – Your computer and network policies
- Section 3.3 – Understanding information technologies
- Section 3.4 – Reporting incidents or concerns
- Section 3.5 – Summary
- Section 3.6 – Assessment

Module 4 – Communications Security

The third aspect of information security covered in the course is communications security.

Participants successfully completing this module should be able to:

- Recognize what is meant by communications security.
- Explain some of the particular risks associated with email.
- Put into practice some tips to avoid communications security breaches.
- Section 4.1 – Welcome
- Section 4.2 – Communications security
- Section 4.3 – The risks of email
- Section 4.4 – Communicating outside the workplace
- Section 4.5 – Summary
- Section 4.6 – Assessment

Module 5 – Personnel Security

The fourth aspect of information security covered in the course is personnel security.

Participants successfully completing this module should be able to:

- Explain what is meant by personnel security.
- List the main areas of risk associated with personnel security.
- Understand what social engineering is, and recognise the threat it can pose.
- Be aware of the risk that deliberate acts by personnel can cause security breaches.
- Section 5.1 – Welcome
- Section 5.2 – What is personnel security
- Section 5.3 – Social engineering
- Section 5.4 – Security procedures
- Section 5.5 – Deliberate acts
- Section 5.6 – Summary
- Section 5.7 – Assessment



Developing and implementing strategy

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

Course Code: SSBS175

Duration: 1 Day

Format: Classroom
/ Virtual

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.

Finance for Non Financial Managers

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

Course Code: SSBS044

Duration: 2 Days

Format: Classroom
/ Virtual

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.

Data Protection Essentials

Overview

Data Protection Essentials a one-day version covering core terminology, legislation and policy implementation procedures.

This one-day introductory programme is designed for those who need a basic understanding of data protection rights and responsibilities in Ireland. It covers the fundamental issues contained within the Data Protection Acts, which have a legislative impact upon all organisations and provides information on how to achieve compliance

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

- Be fully aware of the need for data protection legislation in Ireland
- Understand Ireland's Data Protection laws
- Interpret and apply Ireland's Data Protection Acts in your own business environment .

Course Content

The syllabus encourages the recognition of data protection legislation as one particular safeguard relating to personal information whilst at the same time recognising the legitimate needs of business and organisations to process such information.

The syllabus comprises the following core topics:

- Why Data Protection?
- Fundamental Definitions
- Data Controller's Obligations Individual Rights
- Regulation and Enforcement

Course Code: SSDPEC1

Duration: 1 Day

Format: Classroom
/ Virtual

Who Should Attend (target audience)

This course is suited for employees who are in regular contact with client or employee personal information, including:

- Customer support and call centre
- Human resources staff Legal secretaries
- Health sector administration staff
- Financial services sales and administration
- Accounts personnel
- Line managers in admin, sales, marketing and HR
- Database administrators and document management staff.





PERSONAL DEVELOPMENT SHORT PROGRAMMES

Short Programmes

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?

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.

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.



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.

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.





TRAINING & CERTIFICATION

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