

This is the Team Up Training course list, please contact us for further information on course dates and locations.

Our course list is continuing to develop, please let us know if there is training you require that is not listed here.

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Title	Aim
Personal Effectiveness	Courses to enhance an individual's person skills
Delivering effective presentations	A one and a half-day workshop building skills and confidence in presenting with impact, clarity and style. The first day provides the learning, and then a follow up half day allows delegates to present to the group and receive constructive feedback.
Productivity & Time Management	A one-day workshop providing productivity strategies and tools to enhance time management.
Effective Time Management with Outlook	To improve productivity through increasing time management skills and applying these in a practical way through best use of Microsoft Outlook.
Better public speaking	A workshop aimed at building confidence in speaking to larger groups of people.
Effective communication	A two day course building effective communication skills; speaking, active listening, and written.
Influencing & Negotiation	To build skill and confidence in influencing others and negotiating agreements.
Holding effective meetings	A workshop to ensure delegates can get the best out of meetings, through encouraging effective preparation, setting clear objectives, influence during the meeting, and agreeing and following up on actions.
Business Principles	Courses to improve an individual's performance and results in key areas of business
Financial management for non-accountants	A two day course which covers the key accounting processes, financial reporting, the profit and loss account, financial ratios, forecasting. Aimed at small businesses.
Finance for Non-financial Managers	A one day workshop to take the fear out of finance and train delegates to understand how their own contributions affect the financial performance of an organisation. Delivered through playing an interactive boardgame to teach the fundamentals of finance.
Customer Success	To provide delegates with the skills and techniques to resolve difficult customer behaviours to the satisfaction of the customer and the business. This is applicable to face-to-face, telephone or remote customers.
Delivering 'Moments of truth' for customers	To provide delegates with the skills and techniques to proactively deliver high levels of customer satisfaction to ensure customers return resulting in regular repeat business.
Social Media: Maximise Facebook for business success	To provide delegates with the advanced knowledge, skills and techniques to gain maximum business benefit from Facebook.
Leading people through	A workshop to build skills in managing individuals as they go through change,

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change	from initial reaction, supporting action, successful implementation.
Leading teams through change	A course that teaches skills and techniques to people who are responsible for implementing change within their team. Focussing on both individuals and team goals, maintaining output during periods of change and uncertainty.
Introduction to Sales	This course will help attendees with the confidence and ability to reach their sales potential.
Advanced Sales Techniques	To help existing sales staff develop fresh ideas and desire to approach new Prospects, to help uncover the truth/ re-ignite opportunities which have stalled/ gone quiet increasing conversion, to help sales staff create compelling new ways to open/continue conversations to drive positive outcome. To develop better ways to get insight into Prospects' and customers' decision making
Sales thinking for all	This course is aimed at all who have contact with existing or potential customers, how to identify and assess new opportunities, how to maintain and foster business relationships that lead to more business.
Essential Sales Skills	This is course is designed to familiarise those new to sales with the basic principles, while at the same time giving more experienced an opportunity to tackle specific issues and overcome common barriers. The structure of the course promotes using real life experiences to help delegates learn from each other.
Managing projects	An overview of project management principles and methodologies, aimed to give delegates an appreciation of how to apply these principles at work, and how to develop their formal project management learning/qualifications further.
Managing risk	To learn the principles, tools and techniques to effectively manage business risks.
Business resilience/continuity	To gain an understanding of approaches to ensure your business takes appropriate preparation to cope with unexpected events/disruption.
Quality Management	Understanding and achieving ISO9001:2015 accreditation
Line Management	Courses to improve an individual's performance and results in key areas of business
Improving Productivity	To build and practice the skills to get more from the individuals in your team; motivation (mastery, purpose and autonomy), support, facilitation, responsibility, reward.
Managing my first team	A workshop to provide the confidence and basic line management skills for those new to the task or about to take this first step.
Managing a larger team	Aimed at improving the team management skills of those who are required to manage large, and/or remote, teams.
Performance - difficult conversations	To build the skill and confidence required to implement effective and sustained improvement in the performance of others.
Resolving Conflict	A one-day workshop building skills and confidence in workplace communication, interactions and managing situations involving interpersonal conflict.
Giving effective feedback	A workshop to build skills in giving effective feedback to improve performance.
Leadership	Courses to improve an individual's performance and results in a range of leadership positions
Coaching skills	This one-day workshop will give you the confidence and skills to become an

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	effective coach. You will use a range of coaching techniques and explore some of the popular models and theories in order to significantly develop your skill set and implement coaching in the workplace. The workshop will have a large practical emphasis and aims to ensure attendees leave as capable and confident coaches.
Leading a team	A two day workshop building skills and confidence in the fundamentals of people management.
Leading the top team	Tools, tips and techniques aimed at getting the best from a senior team. Aimed at CEOs/Directors, an interactive format designed to help to align objectives, performance and output to corporate strategy.
Develop/implement organisational strategy	An interactive workshop to build skills in top level objective setting, develop the corporate plan, and produce achievable work plans aligned with the plan.
Information Technology	Aimed at the experienced user to get more out of the Microsoft Office tools....
Microsoft Word	"Making Word work for you"
Microsoft Excel – Introduction	Basic operations with spreadsheets (Microsoft Excel), for those new to this software
Microsoft Excel – Intermediate	Intermediate level content, analysing and presenting your data.
Microsoft Excel – Advanced	Advanced Excel techniques, formulas, formatting, to get maximum business benefit from this software.
Microsoft Outlook	"We all know email, but how to use Outlook as a productivity tool"
Microsoft Powerpoint	"Get your point across, powerfully"