

Jewel Training & Development

Workshops and Qualifications

Our workshops are highly interactive containing a mixture of theory, discussion-based sessions and activities, which allow participants to try out tips and techniques in practice. Normally the group size would be limited to 12 participants, however there are some exceptions. This number allows the course tutor to devote sufficient time to giving participants individual feedback throughout the day.

Course participants will need to be available for a half day or full day. Exact timings will be agreed to suit the client. PDFs of the support material will be sent electronically to all individuals.

Account Management (two days)
 Appraisal Briefing for Staff
 Appraisal Skills for Managers
 Assertiveness
 Building Effective Relationships
 Building Resilience (Managing stress)
 Characteristics of Effective Teams
 Change Management
 Coaching Skills
 Coaching and Mentoring Skills
 Customer Service
 CV Writing
 Recruitment and Selection
 Decision Making
 Delegation Skills
 Delivering Difficult Conversations
 Dignity at Work
 Effective Business Writing
 Effective Communications Skills
 Effective Meetings (half day)
 Emotional Intelligence
 Facilitation Skills
 Fundamentals of Management (two days)
 Health and Safety in the Workplace
 Influencing and Negotiation Skills
 Interviewing with Confidence (half day)
 Introduction to Leadership
 Leading and Managing Meetings
 Lean Skills
 Leading and Motivating a Team
 Learning Styles
 Letter Writing
 Managing Conflict
 Management Communication
 Mentoring Skills
 Mindfulness
 Motivation Skills (Yourself and Others)
 Objective Setting (half day)
 Performance Management
 Personal Effectiveness
 Presentation Skills – Advanced
 Presentation Skills – Basic

Principles of Finance (half day)
 Problem Solving and Decision Making
 Relationship Management and Team Dynamics
 Report Writing
 Sales Skills using NLP
 Senior Leadership Programme
 Strategic Selling Skills
 Stress Awareness
 Team Building
 Team Development
 Team Member Skills
 Telephone Techniques (half day)
 Time Management and Planning for Managers
 Time Management (half day)
 Train the Trainer
 Written Communication Skills

Coaching

Business, Executive, Lifestyle, Personal, Team

Profiling Workshops

(Understanding your personality type and its impact in the workplace)

MBTI (Myers Briggs Type Indicator)
 DISC (Thomas International)
 SDI (Strengths Deployment Inventory)
 SHL (Saville & Holdsworth Ltd)
 Talent Q
 Talent Dynamics

Project Management

(For PRINCE2 qualifications see overleaf)

Introduction to Project Management Skills (two days)
 Advanced Project Management Skills (two days)
 Project Briefing Skills
 Managing Projects

