



Corporate Training Solutions



Course Guide



Business Skills

“Very well delivered [Conflict Management course]. Every aspect fully explained and also related to each person's experiences which helps resolution in the workplace.”

Whether you would like to build your resilience, be able to deliver amazing presentations, or learn how to improve your team's performance, our business skills courses have you covered.

Management Courses

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- [1 day Leadership Management](#)
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- [Performance Management](#)
- [Remote Team Management](#)
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Business Skills Courses

- [Presentation Skills](#)
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Personal Development Courses

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- [Resilience](#)
- [Wellbeing](#)



Conflict Management

Learn how to identify and manage conflict in the workplace using resolution strategies to minimise impact

During this 1 day course you will learn:

- About conflict & how it can develop
- The different types of conflict that can occur in an organisation
- To appreciate your own conflict management style
- How to facilitate conflict when others are disagreeing
- How to successfully make an intervention to stop poor or disruptive behaviour
- To be more proactive & assertive when dealing with conflict

Who should attend this course?

Anyone who experiences or has experienced workplace conflict between another colleague or colleagues that they manage.

People who want standard mechanisms for dealing with conflict in a timely manner, so that they can minimise the effects within the organisation.



“ *Very well delivered [Conflict Management course]. Every aspect fully explained and also related to each person's experiences which helps resolution in the workplace.* ”



2 day Leadership & Management

Learn the essential knowledge and skills, to enable you to work with confidence as a manager & team leader

During this 2 day course you will learn:

- Understanding Leadership & Leadership Styles
- Understanding the qualities of an Effective Leader
- Applying Leadership Models to lead people more effectively
- Effective Delegation Skills
- Understanding Behavioural & Working Styles of yourself and others
- How to motivate your team
- Goal & Objective Setting
- Performance Appraisals
- Giving Development Feedback
- The importance of productive 1:2:1s & how to structure them
- Performance Coaching

Who should attend this course?

This training is ideal for anyone who manages, leads, or supervises a team and is looking to improve and expand their skill set.

This is a very practical course, suitable for both experienced and new managers. This course is ideal for anyone who wants to get the most out of the training in a short amount of time.



*“The great thing about **TopBrasses** Training is that the groups are small so the whole experience is really personal. I've come away with a better knowledge of myself as a manager and the tools to get the best out of my team. I'd highly recommend it. I'm looking for my next course”*



1 day Leadership & Management

Learn how to improve your management skills and become an effective leader

During this 1 day course you will learn:

- Leadership & management techniques
- How to apply Leadership models to lead people more confidently and effectively
- Your own and others' behavioural styles
- How to be assertive to influence and persuade
- How to motivate your team to aspire to greater efforts

Who should attend this course?

This course is ideal for anyone who manages, leads or supervises a team that has not yet received formal training.

This course is also suitable for managers, team leaders & supervisors looking for a refresher leadership course



“ I am really pleased with what I learned and how many situations it will help with. Each topic gave great insight into why problems occur in the workplace and how to identify issues and address them. Overall an excellent course. ”



Performance Management

Discover how you can use performance management tools to maximise your team's motivation and performance.

During this 1 day course you will learn:

- To identify & utilise different management styles
- How to delegate effectively
- How to set meaningful goals & objectives with your team
- How to make performance appraisals effective
- The importance of 1:2:1s & how to best use the time
- How to apply a coaching model to help motivate staff

Who should attend this course?

This training is ideal for anyone who manages, leads, or supervises a team and is looking to improve and expand their skill set.

This is a very practical course, suitable for both experienced and new managers. It is also a really useful follow-on course for people who have attended our one day Leadership & Management Course.



“Good informative day which has left me with lots of ideas to take back into the workplace. Looking forward to appraisals instead of dreading them!”



Remote Team Management

Learn how you can adjust your management practices so that you can effectively manage your team remotely

During this 1 day course you will learn:

- The challenges faced by the manager & employees when working remotely
- How to develop trust between managers & team members
- How to connect effectively & maintain rapport with your team
- To create levels of reliability in working methods so transparency is maintained
- To be a more confident & engaging remote workforce manager

Who should attend this course?

This course is intended for anyone who manages individuals and teams remotely and wants to create a system that will enable them to confidently and respectfully manage their workforce whilst maintaining motivation levels.



“ Really beneficial. I learnt so much in one day and I really feel these new skills will help me to be a much better manager. Would highly recommend. ”



Coaching for Business

Develop your understanding & skills in coaching so you can impact people's learning & ability to perform

During this 1 day course you will learn:

- A good understanding of coaching
- How to use the learning ladder
- To develop your questioning skills and improve conversations with employees
- How to create more meaningful goals for your team
- How to build confidence in your coaching methods

Who should attend this course?

This one-day Coaching Course is aimed at managers and business professionals who want to develop their expertise and credibility in the fields of coaching and mentoring.

You may already be a manager or you may be looking to move into a role where you will be managing people.



“Satyen was great, knowledgeable and attentive. He made me feel comfortable and kept me engaged. The time went fast and no minute was wasted. Well planned and organised delivery.”



Diversity & Inclusion

Understand the importance of building an inclusive culture within the workplace on this 1 day course

During this 1 day course you will learn:

- Understanding Equality, Diversity & Inclusion
- The Equality Act
- The Role of Stereotyping & Unconscious Bias
- Developing a Culture of Conscious Inclusion
- Bring Your Whole Self to Work
- Making the Learning Real & Sharing the Learning
- Creating an Action Plan

Who should attend this course?

This course is suitable for anyone who is responsible for managing staff and would like to improve and benefit from an inclusive work environment. No experience or prior training is required.

We have experience in running this course in public and private



“ We all found the session incredibly useful and have been implementing some of the actions based on our learnings. ”



Giving and Receiving Feedback

This workshop is designed to empower individuals and teams with the skills needed to provide and receive effective feedback.

During this 1 day course you will learn:

- The Power of Feedback
- Steps for receiving feedback effectively
- Feedback and Communication Styles
- Understanding the Human Psychology through DISC, MBTI and Johari Window
- Feedback and its linkage to Motivation and Self-esteem (Maslow's and Herzberg's Principles)
- Conscious Competence Learning Model
- Steps for providing Effective Feedback
- The PRICE Model of Feedback
- Planning Effective Feedback
- Continuous Feedback Mechanism
- Making the feedback constructive
- Handling Difficult Feedback Situation

Who should attend this course?

This course is suitable for anyone who is responsible for managing staff and would like to learn the art of providing and receiving feedback. No experience or prior training is required.

We have experience in running this course in public and private.



Incredibly useful course that opened our eyes





Assertiveness Skills

Learn how to be more confident and able to deal effectively with difficult and challenging situations and people

During this 1 day course you will learn:

- The difference & characteristics between behavioural types
- Why we need to be assertive and the benefits of this type of behaviour
- Understand the theory of why people act in certain ways
- The ways to improve your face-to-face communication when being assertive
- How to be confident when having difficult conversations

Who should attend this course?

This course is for anyone who has to deal with different personalities and difficult situations in the workplace – whether it is customers, colleagues or managers and wants to be confident in what they say and do.



“ I really enjoyed the [Assertiveness] course and feel it has given me practical tools & strategies which I had the chance to use [on the course] and can now put into practise in the workplace. ”



Communication Skills

Learn how to interact more effectively with others and become a more inspirational and effective communicator

During this 1 day course you will learn:

- How to communicate positively face-to-face
- How to control your communication skills in order to be more effective
- To recognise the different behavioural styles
- How to adapt your style to interact successfully with others
- About communication errors and how to prevent them

Who should attend this course?

This course is targeted at any member of staff who wants to maximise the impact of their communication skills and whose work depends on successful interaction with others.

The course is also suitable for people who are looking to improve how they communicate and interact with others in a non-work environment.



“ Not only did the communication skills help me to understand the people who I deal with in life, but it also helped me understand myself. This will help me a lot in communicating when I get back to work ”



Confidence Building

Develop techniques and strategies to enable you to feel more confident in various scenarios

During this 1 day course you will learn:

- How to identify where we experience varying degrees of confidence
- To identify the most constructive way of thinking for any situation
- How to recognise where unconfident feelings originate from
- To question our beliefs about what is achievable despite suffering from low confidence
- To develop transferable strategies to build confidence

Who should attend this course?

This course is suitable for anyone who would like to build self-confidence in their professional work environment or their everyday lives.

It is a practical course for people who are ready to take responsibility for tackling feelings of low confidence and are willing to challenge themselves to develop long-lasting positive change.



“Excellent [Confidence Building] course, great introduction to confidence building. Great trainer who delivered content well. Small group size enables effective exercises and not feeling intimidated to participate.”

Personal Development Courses



Resilience

Discover the tools and techniques needed to help you to develop your resilience to be able to deal with any situation and manage workplace stress

During this 1 day course you will learn:

- To understand the implications of being resilient and motivated in your personal & professional life
- How to identify your own motivators and resilience techniques
- Tools and techniques to help you to be prepared for difficult situations
- To become better equipped to draw on your internal motivators in times of need

Who should attend this course?

Managers within high-risk environments looking to support their teams.

Proactive teams looking to perform highly in a constructive and supportive environment.

Individuals who are seeking techniques to fall back on when they are lacking in motivation or looking to bounce back from a setback.



“*Satyen was a fantastic facilitator, personalising the course to each delegate and really listening. He made it [Resilience Course] interactive and build rapport with each delegate, in a friendly, open wa*”



Wellbeing at Work

Learn the skills & tools that will help you increase the well-being and productivity of yourself and your team.

During this 1 day course you will learn:

- Leadership & management techniques
- How to apply Leadership models to lead people more confidently and effectively
- Your own and others' behavioural styles
- How to be assertive to influence and persuade
- How to motivate your team to aspire to greater efforts

Who should attend this course?

Our Wellbeing at Work course is designed for people who wish to develop a deeper understanding of how to build a resilient and mentally fit team.

It is a must for anyone working within organisations in this remote and agile world we are currently living in especially managers and people leading teams.



“The course was delivered brilliantly and it was very interactive. His techniques and activities were perfectly tailored to the course objective which ensured, and also encouraged, my learning.”



Presentation

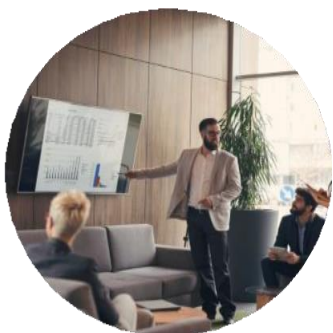
Learn how to deliver presentations in a more relaxed, confident and professional manner

During this 1 day course you will learn:

- Recognise the need to deliver impressive presentations
- Understanding the preparation that is required for an effective presentation
- Improve the use of your body language and tone of voice to become a more engaging presenter
- Understand the structure of each part of a presentation
- Being confident when handling questions during a presentation
- Use visual aids that are appropriate and supportive
- Control nerves positively when speaking so as to reduce anxiety
- Have an opportunity to practice all that you have learnt

Who should attend this course?

If you are new to making presentations or you are looking to take your existing presentation skills to the next level, this course is for you. Basically, anyone who needs to present to an audience of any description, in any environment.



“I will be putting the skills to use for any future presentations and feel a lot more confident and comfortable; plus the workbook provided will be a great aide moving forward.”



Time Management

Learn effective ways to manage time that will help you to achieve balance and productivity within your busy working environment

During this 1 day course you will learn:

- Understanding your own poor time management style and how you can overcome it
- Identify the time wasters that you experience in the workplace
- How to set meaningful goals so that you can achieve more
- How planning and prioritising can make you more effective
- Apply all of the time management concepts to your daily life

Who should attend this course?

Almost everyone could benefit from reviewing and improving our approach to time management and planning, particularly if you have an executive or management role.

This course looks at how we use our time and helps us to focus on what's important for us to achieve our goals and objectives, both long and short-term. This session helps the attendees identify where their time is being spent and to decide whether this is a good or poor use of their time.



“This was a very useful course. It was good that the group was small so we were able to focus on specific, personal time related issues in the workplace.”



Train the Trainer

Learn the skills required to carry out effective training in the workplace

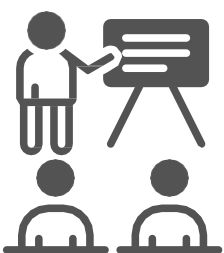
During this 2 day course you will learn:

- The communication and presentation skills that form the basis of successful training delivery
- The importance of effective questioning and listening skills
- How to control your nerves and become a confident trainer
- To develop delegate participation
- Managing questions and dealing with difficult delegates

Who should attend this course?

Anyone who is or will be required to provide training to people within the workplace but has not received any formal training or anyone that is looking to improve on existing training skills.

The course is suitable for trainers from all different kinds of industries.



“The course trainer had a fantastic knowledge of the skills needed to provide good training, and I left feeling far more confident than when I arrived.”



Sales

Discover how to improve your sales and customer service skills face to face, on the telephone and online

During this 1 day course you will learn:

- How to identify your customers & understand their needs
- To improve telephone skills to deliver warm yet effective calls
- The structured step in the sales process
- 12 techniques for closing the sale
- How to arrange and prepare sales appointments
- To improve your listening and negotiating skills
- Questioning techniques and closing the sale

Who should attend this course?

This course is ideal for any member of staff whose work depends on successful telephone skills, from receptionist and administration staff to new and existing sales staff.

The course is suitable for beginners and intermediate levels who want to maximise the impact of their telephone techniques, customer service and sales skills in work-based situations.



“The trainer tailored the session to the group's needs which was a big help. It has made me feel confident in closing sales as she has equipped me with the relevant tips and techniques to follow.”



Public Speaking

Learn how to become a more confident, proficient and effective public speaker

During this 1 day course you will learn:

- Recognise & acknowledge some of our fears when speaking in public
- Learn how to plan & structure what you want to say
- Develop strategies to overcome some of the most common pitfalls when speaking in public
- Understanding how to connect with your audience
- Learn how to remain focused, relaxed, and in control

Who should attend this course?

This course is for anyone who would like to develop their public speaking skills.

You might be preparing for an event, are regularly required to speak in a professional setting, or would just like to be more confident addressing and interacting with others.



“ Really knowledgeable [Public Speaking] trainer.
Made me feel very confident. ”



Customer Service Skills

Learn the skills and techniques you require to deliver excellent customer service to your clients on this one-day course

During this 1 day course you will learn:

- The essential elements of customer service
- An understanding of your customers' experience/journey
- How to use effective communication skills
- How to deal with difficult customers and situations
- How to deal with complaints
- Techniques for managing their workload

Who should attend this course?

This course is for anyone in a customer service role or is moving into a customer service role.

It is ideal for anyone who would benefit from learning or refreshing their knowledge and skills in this area.



“The trainer Satyen was very knowledgeable, professional and delivered the training in a professional and engaging manner. I found the course really interesting and very helpful for my job role.”



Competency Based Interviewing

Learn the skills and techniques to interview people based on the competencies and behaviour.

- Introduction to KSA Framework/ Competency Framework
- Assessment & Development Centre Design
- Introspection into Skills required as an assessor professional in the assessment center method – ORCSE Process and skills
- Understand types of tests used in Assessment Centre
- Understanding STAR/ BEI Method of Interviewing
- Designing questions (Technical and Behavioral) on the STAR/ BEI Model
- Understand the selection of techniques & concept of incremental validity
- Effective method of Conducting observations on behaviors during the Assessment in accordance with required competency criteria
- Ways to integrate data about behavior; make conclusions from each of the existing criteria
- Technique of providing Developmental feedback

Who should attend this course?

This course is for anyone who interviews people as part of their job profile

It is ideal for anyone who would benefit from learning or refreshing their knowledge and skills in this area.

“ *Never realized such a scientific method of interviewing exists. A great tool.* ”



**Want to book a course or
ask questions? Contact us**



If you would like more information about any of the courses, Contact us.

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- 5 Star Rated Training
- Small Class Sizes
- Public & Private Courses
- Online & Classroom Courses
- Leaders in Business Skills training