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# Business Skills

## Course Outlines



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## About GTG Training

With centres in Glasgow, Edinburgh and the West Midlands GTG has over 40 years' experience in training and has previously been declared Learning Provider of the Year at the Scottish Modern Apprenticeship Awards.

With the approval of many prestigious bodies such as the Scottish Qualifications Authority (SQA), The Institute of Leadership and Management (ILM) and Skills Development Scotland (SDS), GTG has cemented its position as one of the UK's most innovative, experienced and qualified training establishments.

Our state-of-the-art training facilities deliver first-class training to participants, offering the latest in training technology. All centres boast an on-site café, ample free parking and easy accessibility via bus or train.

GTG's Business Skills courses cover a range of topics to meet the demands of an ever-changing world, from learning negotiation, selling and management techniques to improving your administrative skills on our Microsoft Excel courses.



**‘I wish I could be more assertive.’**

**‘I wish I could motivate my team.’**

**‘I wish I was more organised.’**

## GTG Business Skills

### Invest in your business, invest in you

*‘The beautiful thing about learning is that no-one can take it away from you.’*

BB King

#### About our Business Skills courses

Communication, leadership, organisation and IT skills are among the most sought-after qualities in business and in life. Whatever business you're in, a single improvement in these key skills areas can make a real and far reaching impact. At GTG, our Business Skills courses give you real world practical skills you can start using straight away. We have a vast client base that understands that improving their own or their teams' business abilities can lead them to success.

Combining modern teaching methods with years of experience, our team are experts in their field. We don't do 'chalk and talk'; our range of courses are sharp, interactive and engaging.

#### Here's what our customers say...

*‘The trainer made the course very enjoyable over the 3 days and if possible would attend others with this trainer.’*

Sandy Macdonald Associate CIPD, Learning & Development Specialist, AG Barr Soft Drinks

*‘Thanks for the training... the trainer was excellent. He was clear, very professional and knew his subject inside out.’*

A delegate from our Leading and Managing People workshop.

*‘I just want to say thank you to David, who delivered the course. He made the event very enjoyable and informative. I have been able to renew some of the tools and techniques to help me in dealing with customers. David is a credit to your organisation as he is able to get everyone involved in the course.’*

A delegate from our Achieving Excellent Customer Service workshop.





## Ways to learn

### Public

Public Business Skills courses are offered throughout the year and are open to organisations or individuals. You can find course info at [gtg.co.uk/training-courses/business-skills](https://gtg.co.uk/training-courses/business-skills) or speak to one of our account managers to check upcoming dates and availability.

### Private

Organisations can arrange private training for their team on a date that suits them. You can also choose to host any of our business courses onsite at your own premises or at our fantastic facilities in Glasgow, Edinburgh or the West Midlands.

### Custom

Custom courses allow organisations to have training personalised to their particular business needs. Our customers have used this option in all kinds of ways, from a Performance Appraisal workshop that builds in their own process to an Achieving Excellent Customer Service course that includes their company's specific approach and targets. Whatever you're looking for, speak to our team to see what we can do.

### Online

Many of our courses are now available online via video call. Check the information listed on the relevant course outline in this booklet to find out if your chosen course can be completed online.

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# Leadership and Management





'A leader is one who knows the way, goes the way and shows the way.' John C. Maxwell

Our management and leadership training is focused on developing current and future leaders. Our courses allow you to focus on key areas of development for the experienced manager like delegation or appraisals – or you can choose something that provides a broader view, such as the introductory Fundamentals of Supervising People course. All leadership courses are held in a supportive atmosphere and equip you with techniques that work in the real world.

- The Fundamentals of Supervising and Leading People
- Leading and Managing People
- The Art of Delegation
- Motivating Your Workforce
- The Performance Appraisal
- Coaching for Success
- Train the Trainer

# Fundamentals of Supervising and Leading People

## Course description

New to supervising? Want to get to grips with the basics? This course is tailor-made for supervisors and anyone who wants to assist in management. If you are new to the role or have been doing the job a while without formal training, this course is for you.

You will focus on the key skills that help a supervisor to improve their impact, results and planning. The course is interactive and you will take time to discover the answers to key questions that leaders and supervisors find in their role; how to adjust and make sure people take you seriously, how to handle feedback, plan and give instructions that are understood. The Fundamentals of Supervising and Leading People is designed to help you approach your supervisory role with confidence.

## Key benefits

By the end of this workshop, participants will be able to:

- Clarify the roles and responsibilities of the job.
- Adjust to the role with confidence and the assurance you can handle the position.
- Develop skills in communication; listening and asking effective questions.
- Deliver feedback with real impact.
- Resolve conflict and deal with difficult situations effectively.
- Improve your planning and time management.
- Identify some techniques to deal with difficult behaviours such as hostility, negativity and laziness.
- Understand the importance of developing good relationships with employees and peers, so you are seen as fair and consistent.

## Course content

- Making the transition
- Responsibilities of a supervisor
- Leadership
- Setting goals
- Planning for success
- Listening skills
- Asking questions
- Giving feedback
- Orders, requests and suggestions
- Managing conflict
- Dealing with difficult employees
- The reciprocal quality of relationships

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
2 days	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Leading and Managing People

## Course description

The quality of leadership can make or break an organisation – and strong leaders always achieve more.

This interactive workshop helps participants to gain an understanding of key leadership and management techniques and be able to demonstrate them effectively in the workplace.

This course is designed for those who have previous experience in management – and the workshop draws on that experience while developing new skills and insight.

## Key benefits

By the end of this workshop, participants will be able to:

- Demonstrate their understanding of leadership.
- Describe how a leader can motivate a team.
- Describe the steps involved in managing performance in your team.
- Use different types of feedback for performance.
- Describe how to plan and implement effective delegation.

## Course content

- Introduction to Leading and Managing People
- Motivation
- People performance cycle
- Planning
- Monitoring performance
- Review
- Taking action
- Delegation

## Prerequisites

No previous experience is required, however delegates will benefit more from this course if they have experience working in a management role.

Duration	Delivery	Ways of learning
3 days	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Delegation – The Art of Delegating Effectively

## Course description

Delegation is often one of the hardest skills for a manager to master. However, the skill can be learned. This one-day workshop will explore many of the facets of delegation: when to delegate and who to delegate to. We will also go through the delegation process step by step, to see where the pitfalls lie, and what we can do about getting around them.

## Key benefits

By the end of this workshop, participants will be able to:

- Clearly identify how delegation fits into their job and how it can make them more successful
- Identify different ways of delegating tasks
- Use an eight-step process for effective delegation
- Give better instructions for better delegation results
- Ask better questions and listen more effectively
- Recognise common delegation pitfalls and how to avoid them
- Test their delegation skills

## Course content

- What is delegation?
- Why delegate?
- Picking the right person
- The delegation meeting
- Levels of authority
- Giving instructions
- Communication skills
- Monitoring delegation
- Practicing delegation
- Giving feedback
- Becoming a good delegator

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Motivating Your Workforce

## Course description

It's no secret. Employees who feel they are valued and recognised for the work they do are more motivated, responsible and productive.

This is a busy one-day workshop to help supervisors and managers create a more dynamic, loyal and energised workplace. This program is designed specifically to help busy managers and supervisors understand what employees want and to provide them with a starting point for creating champions.

## Key benefits

During this workshop, participants will:

- Identify what motivation is
- Learn about common motivational theories and how to apply them
- Learn when to use the carrot, the whip and the plant
- Discover how fear and desire affect employee motivation
- Explore ways to create a motivational climate and design a motivating job

## Course content

- What is motivation?
- Supervising and motivation
- Motivational theories
- The carrot, the whip and the plant
- Fear and desire
- Setting goals
- The role of values
- Creating a motivational climate
- The expectancy theory
- Designing a motivational job
- A motivational checklist

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# The Performance Appraisal

## Course description

In any business, the regular performance appraisal is a vital opportunity to understand, engage and develop your talent. As part of a people development culture, it can motivate and position your people firmly behind your business's goals, focusing on the key contribution they make.

That said, if you ask anyone about their experience of appraisals, you will find a very mixed bag indeed. It's common for businesses to invest vast amounts of time in appraisals that do not achieve their goals. People say time and time again they are 'just ticking a box'.

The mission of this motivating and interactive course is to help leaders discover the key success factors of the performance appraisal – together with the people skills needed to carry out regular performance appraisals and discussions that will breed success in their team.

## Key benefits

The ultimate aim of this course is to help all in the achievement of staff engagement, motivation and performance. To support that achievement, the course will help to achieve the following personal benefits:

- A clear understanding of the performance appraisal's function and process.
- A clear understanding of how people are motivated.
- Practice delivering feedback with impact.
- Practice supporting people setting effective goals they can strive to achieve.

## Course content

- Why have an appraisal?
- Setting goals
- Motivation
- Preparation
- Leadership communications
- Feedback

## Prerequisites

This course is aimed at new and experienced supervisors and managers with a responsibility for facilitating staff appraisals.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Coaching for Success

## Course description

Coaching was once a term only relevant in sport. Now the skill of coaching has become an empowering tool for organisations that want to get the best out of their employees.

This programme has been specifically developed to provide participants with a structured approach to leading coaching conversations in the workplace. They will discover the key elements of successful coaching and deliver a short coaching session using the skills they've learned.

## Key benefits

The key aim of the programme is to make sure that coaches drive results by supporting employees in their learning. This enables coaches by developing the skills, knowledge and attitude necessary to successfully deliver empowering coaching opportunities.

At the end of the course, participants will be able to:

- Define what coaching is and explain its role in the workplace.
- Identify the stages of competence in their team members.
- Explain the manager's role in the coaching process.
- Create a positive coaching environment.
- Use the GROW model to facilitate successful coaching conversations.

## Course content

- The benefits of coaching
- How we learn
- Structuring and planning coaching interventions
- Focused communications
- Goal setting
- Feedback in coaching
- Practice
- Evaluating the effectiveness of coaching

## Prerequisites

This course is aimed at new and experienced supervisors and managers with responsibility for coaching team members.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Train the Trainer

## Course description

Very few people leave school with the intention of becoming a trainer. Trainers generally tend to evolve; they've done a certain job so well they get the opportunity to train others. Some are recruited from other professions or positions like teaching, writing, researching, or managing.

One thing is clear: more and more people are becoming trainers, either by choice or because their other job demands it. GTG's Train the Trainer course focuses on the whole training cycle so participants will learn how to be successful all the way from identifying the right areas to train, delivering and evaluating.

## Who should attend?

This course is designed to give employees the skills, information and practical experience they need to become effective workplace trainers. It focuses on planning, delivering and evaluating highly impactful training interventions for small groups.

## Key benefits

Once they've successfully completed this course, delegates will be able to:

- Recognise the importance of considering participants and their training needs, including the different learning styles and adult learning principles.
- Demonstrate how to write objectives and evaluate whether these objectives have been met at the end of a training session.
- Develop an effective training style, using appropriate training aids and techniques.
- Understand the importance of an instruction guide to help a trainer prepare and deliver effectively and consistently.
- Conduct a short group training session that incorporates these training concepts.

## Course content

- Successful training programmes
- Adult learning principles
- Learning styles
- Training objectives
- Effective trainers versus ineffective trainers
- Training aids
- Training techniques
- The training cycle
- Presentation skills
- Using visual aids
- Dealing with difficult trainees
- Evaluating your training

Duration	Delivery	Ways of learning
3 days	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Communication



'The single biggest problem in communication is the illusion that it has taken place.'  
George Bernard Shaw

We have been communicating all our life, so why are we including it in our training?

In truth, most people and most businesses would love to improve one area of how they communicate.

Communication is at the heart of how we interact with our customers and colleagues and it has an direct impact on how successful we are. Our communication courses focus on how to communicate in the key areas that affect your job most, whether you're making a presentation or resolving conflict.

- Communication Skills
- Conflict Resolution – Dealing with Difficult People
- Building Assertiveness
- Achieving Excellent Customer Service
- Sales Accelerator
- Dealing with Challenging Customers
- Presentation Skills: Deliver with Impact
- Interview skills
- Team Building Training

# Communication Skills

## Course description

This two-day workshop is designed to help you improve your interactions with other people in your workplace or at home. It gives participants the opportunity to improve the communication skills of listening, asking questions and being aware of non-verbal messages.

The workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants will learn more about the elements of our communication with others that help us reveal appropriate information about ourselves, as well as how to better manage ourselves to reflect a professional image.

## Key benefits

During this course, delegates will:

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give them the information they need
- Learn what their non-verbal messages are telling others
- Developing skills in listening actively and empathetically to others
- Learn how to firmly stand their ground and make their feelings heard
- Enhance their ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships

## Course content

- The ten commandments of positive relationships
- Self-awareness
- Feeling competent
- Communication barriers
- Asking good questions
- Listening skills
- Johari windows
- Improving your self image
- Five approaches to relationships
- Your frame of reference
- The assertive formula
- Saying no

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
2 days	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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## Objectives

- Develop useful techniques for setting and achieving goals
- Develop strategies for planning effectively
- Describe key techniques to help you prioritise your workload
- Identify the right things to do and develop them
- Describe how to perform a workload and how your time is being used effectively





# Conflict Resolution – Dealing with Difficult People

## Course description

This workshop will help you identify some of the ways you may be contributing to conflict problems and provide you with strategies you can adopt, at work and in your personal life. When dealing with other people conflict sometimes arises; this course details best practice on how to resolve it when it does, whatever the situation.

## Key benefits

- Recognising how your own attitudes and actions impact on others.
- Finding new and effective techniques for dealing with difficult people.
- Developing coping strategies for dealing with difficult people and difficult situations.
- Identifying those times when you have the right to away from a difficult situation.
- Learning techniques for managing and dealing with anger.

## Course content

- Reciprocal relationships
- Dealing with change
- The agreement frame
- Ten commandments of change
- Preventing problems
- Dealing with problems
- Causes of difficult behaviour
- The five-step process
- Change yourself
- Managing anger
- De-stress options you can use right now
- Personal action plan

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Building Assertiveness

## Course description

Assertiveness is a behaviour that many people aspire to develop. It allows a person to express honest feelings in a straightforward way and to exercise personal rights without dismissing the rights of others. Assertive people feel positive about themselves and others, and give and receive respect openly.

## Key benefits

- Developing assertiveness strategies you can implement in all aspects of your life.
- Exploring concepts and behaviours associated with having a balanced approach to asserting your rights, without infringing on the rights of others.
- Expressing and sharing opinions and ideas.
- Developing and testing assertive behaviours.

## Course content

- Exploring different behaviour types and selecting appropriate assertive responses.
- Describing how to build relationships within the 'I'm Okay, you're okay' principle, based on constructive behaviour.
- Recognising and adapting to different situations with transactional analysis.
- Demonstrating assertiveness techniques.
- This workshop is suited to anyone who would like to develop and enhance their assertiveness, and strengthen their interpersonal relationships and interactions.

## Prerequisites

This workshop is suited to anyone who would like to develop and enhance their assertiveness, and strengthen their interpersonal relationships and interactions.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Achieving Excellent Customer Service

## Course description

Did you know that organisations who have higher customer satisfaction also have higher turnover, growth and productivity?\*

Have you ever encountered an unpleasant customer and not known what to do? Have you struggled to solve ongoing issues?

Delivering excellent customer service is vitally important to all businesses. This two-day workshop will help you discover ways to achieve and exceed customer expectations.

## Key benefits

- Recognising that service delivery is an individual response value.
- Understanding how your own behaviour impacts the behaviour of others.
- Developing more confidence and skill as a problem solver.
- Communicating more assertively and effectively.
- Learning ways to make customer service a team approach.

## Course content

- Who are your customers?
- Understanding and meeting expectations
- Your self-image
- Meeting expectations
- Setting standards
- SMART goals
- Telephone techniques
- Communication skills
- The talkative caller
- Dealing with difficult people
- Steps to problem solving
- Resolving conflict
- Service PRIDE
- Acting assertively
- Managing stress

## Prerequisites

No previous experience is required.

\*UK Customer Satisfaction Index, The Institute of Customer Service, July 2018.

Duration	Delivery	Ways of learning
2 days	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Sales Accelerator – Keep and grow customers, create and win business

## Course description

This highly engaging and interactive course will help sales professionals release the potential in themselves and improve the relationships they have with their customers.

The course is facilitated by our expert sales trainer using a proven and simple sales approach.

## Key benefits

By the end of this course, all delegates will be able to:

- Explain the key priorities of being a sales professional.
- Demonstrate successful strategies that enable you to keep and grow your customers.
- Identify key strategies for open productive conversations.
- Explain clearly and simply why their product is compelling.
- Demonstrate how understand customers and establish their needs.
- Practice presenting a solution-based sales presentation.
- Demonstrate successful techniques to identify and overcome objections.
- Demonstrate successful techniques to negotiate and close deals where necessary.

## Course content – Days 1 and 2 agenda

- The role of the sales professional
- Keep and grow customers
  - Setting my priorities
  - The importance of keeping in touch
  - Setting a reason for calling
  - Planning activity
- Create and win business
  - Lead sourcing
  - Research
  - Opening the conversation
  - Understanding the customer need
  - Designing and delivering solutions
  - Gaining commitment and closing

## Prerequisites

This course will support new and experienced B2B sales professionals.

Duration	Delivery	Ways of learning
2 days	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Dealing with Challenging Customers

## Course description

Dealing with challenging customers can be daunting for even the most experienced member of staff; customers can and do react to situations in different ways. This one-day course will help delegates deal face-to-face with customers confidently, professionally and calmly.

## Key benefits

- The ability to define who a customer is and identify internal and external customers within the organisation
- Identifying the difference between positive and negative behaviours
- Differentiating between angry and aggressive behaviour
- Understanding and recognise the phases involved in a difficult incident
- Being aware of several triggers that can cause an incident
- Gaining tactics for diffusing difficult situations and be able to use these when dealing with challenging customers

## Course Content

- Our own experiences
- Who are our customers?
- What is behaviour?
- Phases of difficult customers
- Triggers of incidents
- Personality Test / Iceberg Model
- Communication
- Defusing Tactics
- Rapport
- 5 Step Model

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Presentation Skills: Deliver with Impact

## Course description

How do you feel when you're asked to give a presentation? Are you raring to go? If the answer you're thinking of right now is 'I could really use some support', this course is for you.

A great presenter has two unique qualities: appropriate skills and personal confidence. This confidence comes from knowing what you want to say and being comfortable with your communication skills. In this one-day workshop, you will focus on the basic skills that will make you a better presenter.

## Key benefits

During this course, delegates will:

- Learn techniques to reduce nervousness and fear.
- Recognise how visual aids can create impact and attention.
- Develop techniques to create a professional presence.
- Learn how to prepare and organise information.
- Prepare, practice and deliver a short presentation.

## Course content

- Self-evaluation of presentation skills
- Handling presentation anxiety
- Speaking with more confidence
- Role of voice and posture
- Body language tips
- Language and use of jargon
- Planning the presentation – content, self-presentation etc.
- What is the purpose of your presentation?
- How well do you know your audience?
- Organising your presentation
- Look at the three vital stages in the delivery of a presentation
- Gathering information
- Structure and framework of a presentation
- Developing visual aids
- Preparing and delivering your presentation

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Interview Skills

## Course description

To say that '*finding a job is daunting*' is an understatement at best. A job interview today is completely unrecognisable to what it was a year ago. Video Interviews are now a normal part of recruitment, and this course is tailor-made to prepare you for success in this new environment.

As part of the course you will learn about face-to-face and video interviews and how to be successful. You'll also be able to practice by having a mock interview. You will have the opportunity to evaluate your interview answers and gain key insights on how to improve your interview performance.

## Key benefits

Taking part in our Interview Skills course allows participants to get support and build confidence in the following key areas:

- Key types of interviews
- Practice matching information about the job to your strengths
- Communication skills
- What happens before and during a video interview
- Practice a video interview
- Evaluating your interview

## Course Content

- Face-to-face and video interviews
- Pre-recorded and live video interviews
- A practice question
- Communication at interviews
- Building rapport with the interviewer
- Non-verbal communication
- Using your voice
- Competence questions
- STAR technique
- Mock interview questions
- Evaluating the interview

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Team Building Training – Escape Room Breakout

## Course description

Sometimes it feels like we are working against each other rather than working as one team. The 'Escape Room Breakout' is a tough team challenge to find an eight-digit combination, beat an alarm system and breakout. This training event will draw in participants from the start and test the team to the limit.

The Escape Room is only one part of the half day course, there are activities built around the Escape Room that ensure participants can leave with actions that will help them perform better together. It is fun and designed to get everyone thinking about how they can achieve a common goal.

## Key benefits

- Work on a complex task with multiple variables.
- Encourages collaboration.
- Stimulates creativity and problem-solving.
- Tests team skills (under pressure).
- A fun and memorable experience.

## Course content

- The Tower Challenge
- Escape Room Breakout
- Making Your Team Charter

## Prerequisites

No previous experience is required.

Duration	Delivery	Public or private courses available?
1 day	Classroom	Private only

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Organisation





'Give me six hours to chop down a tree and I will spend the first four sharpening the axe.'  
Abraham Lincoln.

Our organisation courses are focused on getting the best out of ourselves and our time at work.

By focusing on this area of development, we can improve our productivity, our meetings and our communication.

- Time Management
- Minute Takers' Workshop

# Time Management

## Course description

Time is money, the adage goes, and lots of it gets lost in disorganisation and disruption. On this course, you'll learn to get a grip on your office space, organise your workflow, use your planner effectively, say no without guilt and delegate some of your work to other people.

This one-day workshop helps you organise and prioritise for greater workplace efficiency. The workshop is full of ideas for organising your work area and your paperwork and working on the right things. Get out of your mental rut. Think new thoughts about the time you have. Discover new ways of doing things, and feel more in control of your life.

## Key benefits

By the end of this course, participants will be able to:

- Develop useful techniques for setting and achieving goals
- Identify strategies for using a planner effectively
- Be more organised and organise their workspace for peak efficiency
- Identify the right things to do and develop plans for doing them
- Know what to delegate and how to delegate well
- Perform a workload analysis to make sure their time is being used efficiently

## Course content

- Hemisphere preference
- Setting goals and targets
- Planning and planning aids
- Organising your work area
- Organising your files
- Managing projects
- Delegating
- Five ways to manage email
- Workload analysis

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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# Time Management Get Organised





# Minute Takers' Workshop

## Course description

No matter who you are or what you do, whether at work or in the community, you are involved in meetings. Meetings are costly, even if they are held in a company boardroom. To ensure meetings are productive and worth the expense involved, three ingredients are necessary: an assurance of closure, a strong chair or leader, and accurate minutes.

It has been said that if the minutes of a meeting are not accurate, then the meeting may just as well not have taken place. If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives?

## Key benefits

During this course, delegates will:

- Recognise the importance of minute-taking and being able to use this to their advantage
- Learn the ability to remedy many of the complaints that face minute-takers
- Learn the ability to write minutes that are suitable for formal meetings, informal meetings and action meetings
- Develop the essential skills of an effective minute-taker

## Course content

- The role of a minute taker
- Handling common problems you experience
- Minutes for formal meetings
- Minutes for informal meetings
- Techniques for preparing minutes
- Editing minutes
- The minute book
- Taking minutes in an interactive meeting
- Listening skills

## Prerequisites

No previous experience is required.

Duration	Delivery	Ways of learning
1 day	Classroom or online	Public or private courses available

## Available locations:

Glasgow ✓	Edinburgh ✓	West Midlands ✓
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## Computer and IT Courses

‘Technology alone is not enough.’ Steve Jobs

GTG Training specialises in all aspects of desktop applications and technical IT training, allowing you to learn brand-new skills or simply build on the skills you have already.

Whether you're an IT expert looking to further develop your knowledge or a computer novice, we have a number of computer and IT training courses and services to suit your needs.

- Microsoft Excel 2016 - Introduction
- Microsoft Excel 2016 - Presenting Information
- Microsoft Excel 2016 - Developing Spreadsheets
- Microsoft Excel 2016 - Managing Data
- Microsoft PowerPoint 2016 - Introduction
- Microsoft PowerPoint 2016 - Advanced
- Microsoft Word 2016 - Introduction
- Microsoft Word 2016 - Intermediate

You can find out more in our separate IT course booklet.





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