

# Trainer Packs & Toolkits

*Powerful training materials that allow you to spend your time training, not preparing!*

- |  |   |  |
|--|---|--|
| <ul style="list-style-type: none"><li>• Free-standing modules</li><li>• Minimum preparation time required</li><li>• No training experience necessary</li></ul> | <ul style="list-style-type: none"><li>• Reproducible PDF Handouts - make as many copies as you need</li><li>• PPT Presentations</li><li>• Detailed Facilitator Instructions</li></ul> | <ul style="list-style-type: none"><li>• Hundreds of hours of training in each Pack or Toolkit</li><li>• No licensing fees</li><li>• Each Pack is only \$149!</li><li>• Purchase the full library for \$1495!</li></ul> |
|--|---|--|

## *Tried, Tested, & Proven to Work...*

Our library of Activity Packs and Toolkits are ideal for busy trainers and managers. They provide an invaluable collection of instructional modules rich with development ideas and techniques. Even inexperienced trainers or managers can lead successful sessions using these amazing tools!



## *Trainer Packs & Toolkits Listing*

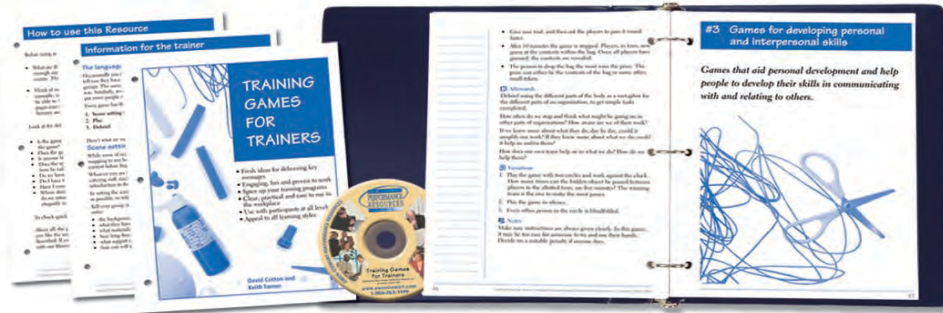
The Action Learning Toolkit	Mentoring
The Assertiveness Skills Pack	The New Trainer's Toolkit
Communication Skills	Performance Management & Development Toolkit
Counselling Skills At Work	Skills Of Appraisal And Performance Review
The Customer Care Pack	Storytelling For Trainers
Developing People: The Manager's Role	Supervisor Development Pack
Developing Teams: The Leader's Role	The Team Working Activity Pack
The Evaluation Toolkit	Teams In Action
The Facilitation Toolkit	Time To Be Effective
First-Time Leadership	Trainer's Treasure Trove
The Induction Toolkit	Training Games For Trainers
Learning Needs Analysis	Training That Sticks!
Light Bulb Learning	Using Emotional Intelligence At Work
Managing Change	

## Take a test drive.

Send us an email and we'll get you registered on our Preview Website today!

On this website, you can preview all of our Trainer Packs & Toolkits in their entirety—FREE for 10 days.

[sales@owenstewart.com](mailto:sales@owenstewart.com)  
[www.owenstewart.com](http://www.owenstewart.com)



# Our Most Popular Resource

## Training Games For Trainers

135 Practical games that will give your training the fun-factor!

Help your people learn more effectively through play - and enjoy themselves at the same time - using the 135 games in **Training Games for Trainers**.

There are pages and pages of confidence-boosting and enjoyable games that will energize, stimulate and liven up any training session. You'll engage your participants' whole brains and bodies in learning, ensuring better storage, greater retention and easier recall.

Each game can be used on its own or incorporated into an existing training session. With a quick-reference Theme Finder at the beginning of the manual, you'll be able to see, at a glance, how each game can be used.

There's also a handy Timing Grid that details the approximate duration of each game. Some last for a few minutes; others last for over an hour.

### With Training Games for Trainers you'll have:

- Fresh ideas for delivering key messages
- Engaging games that are fun and proven to work
- Tons of ideas to spice up your training programs
- Clear, practical and easy to use activities for the workplace
- Games that can be used with participants at all levels
- Training that will appeal to all learning styles

**Includes 39 OK to Copy Pages.  
ONLY \$149!**

Contact Owen-Stewart Performance Resources at:  
1-800-263-3399  
www.owenstewart.com • sales@owenstewart.com

## The Assertiveness Skills Pack on CD

24 tried and tested training activities for improving interpersonal skills at work.



Use this pack to demonstrate what assertive behaviour is and how it can be used in a wide range of work situations.

Take the 24 group activities and incorporate them into sessions on customer care, team working, meetings, managing change and giving feedback. Give participants the confidence to open up channels of communication in difficult situations.

### Show your employees how to:

- Be assertive in meetings
- Use assertiveness skills in the face of anger
- Receive and give praise without embarrassment
- Feel confident about themselves
- Use assertiveness to improve their time management
- Manage aggression
- Deal with non-assertive behaviour from others

Purchase: \$149 • 378 pages, including 148 'OK to Copy'

## Communication Skills on CD

Essential, effective communication skills for EVERYONE!



Whether you're seeking ideas to boost your existing communication skills sessions, or building a new program from scratch, this is your ready-to-run goldmine of 22 communication-training activities.

This resource covers all the essential skills of communication – including influencing skills, telephone techniques, questioning and listening skills, team communication and handling difficult people. You'll also get activities to help you address those communication skills that are often overlooked such as body language, tone of voice and networking.

### Use this resource to help your people:

- Develop feedback and rapport building techniques to ensure smooth day-to-day work with colleagues
- Strengthen assertiveness and influencing skills to create win/win outcomes with customers, suppliers and colleagues

Purchase: \$149 • 378 pages, including 134 'OK to Copy'

## Counselling Skills at Work on CD

20 activities for developing practical counselling skills.



This pack outlines the practical benefits of using counselling skills in a work context.

In a straight forward, jargon free way, this resource explains what counselling skills are and how they can be effectively implemented in the workplace.

Participants learn how counselling skills can be applied in a variety of different situations, such as coping with change, managing stress, giving and receiving feedback and conducting performance reviews.

### Learning applications include:

- Active listening and questioning
- Paraphrasing and summarizing
- Effective use of body language
- Demonstrating empathy
- Reframing and reflecting

Purchase: \$149 • 354 pages, including 93 'OK to Copy'

# Customer Service

## The Customer Care Pack on CD

20 activities to get everyone in your organization contributing to customer care.



This activity pack of ready-made sessions covers various aspects of customer care. It encourages participants to put themselves in their customers' shoes and to see the organization through their eyes.

These 20 powerful sessions enable participants to generate their own ideas for improving customer service and learn how even seemingly small improvements can add up and make a significant difference both to customer perception and sales results.

### Topics covered include:

- Understanding your customers' points of view
- Customer care on the telephone
- Building rapport with customers
- Handling customer complaints

Purchase: \$149 • 358 pages, including 85 'OK to Copy'

## The Action Learning Toolkit on CD

53 tools to help your organization harness the power of Action Learning.



Action Learning is a tried and tested way of finding solutions to issues, concerns, opportunities or tasks in the workplace.

It focuses on real work issues and helps managers and team leaders tackle tasks and challenges. It enables people to learn actively with and from each other and encourages people to exchange, challenge and support ideas in a constructive atmosphere.

### Use Action Learning to:

- Improve communication
- Review procedures and develop new systems
- Improve quality
- Build teams and increase trust
- Support organizational change
- Develop self-awareness among your people
- Achieve a competitive edge

Purchase: \$149 • 230 pages, including 102 'OK to Copy'

## The Evaluation Toolkit on CD

Can you measure how good your training really is?



These days, being able to demonstrate the contribution of training to your organization is more important than ever. Use this pack to build a strong argument for investment and resources

by learning how to set objectives, measure performance improvements and evaluate results.

In 38 units, all the jargon and methodology is explained in plain English. There are case studies and working examples, and an impressive array of over 70 tools for instant use. The pack is based on the four-stage model of: assessing reactions, assessing learning, assessing performance and assessing value.

### Learning applications include:

- Setting objectives and identifying learning needs
- Action planning and performance review
- Self and peer assessment

Purchase: \$149 • 394 pages, including 103 'OK to Copy'

## Mentoring on CD

20 development activities for understanding, encouraging and evaluating mentoring.



Learn how mentoring can help the development of individuals within your organization. Show participants how to distinguish mentoring from coaching and managing and how to create learning opportunities for their proteges.

The 20 activities are divided into three main sections. The first provides an introduction to mentoring and how to brief proteges; the second explores core skills such as one-on-one coaching, motivating the protege and giving and receiving feedback; the third concentrates on specialized mentoring skills such as career counselling and how to manage the organizational politics of mentoring systems.

### Learning applications include:

- Career management
- Project management
- Problem solving
- Giving/receiving feedback
- Dealing with stress

Purchase: \$149 • 382 pages, including 154 'OK to Copy'

## The Performance Management & Development Toolkit on CD

15 sessions for establishing an effective strategic people development system.



This resource takes you through the procedure of establishing an effective performance management and development process for your employees.

The 15 sessions provide you with a clear framework and structure to guide you through this process. Designed to be used with senior managers, as well as team leaders and team members, the messages in this pack encourage the involvement of people throughout the organization.

### Learning applications include:

- Communicating visions and objectives
- Preparing for change and competitive advantage
- Encouraging continuous improvement
- Planning corporate development

Purchase: \$149 • 384 pages, including 155 'OK to Copy'

## The Facilitation Toolkit ` \_ 45

24 self-study and group sessions for facilitators.



Facilitators are agents for change, who have the ability and commitment to help individuals and groups improve their performance and achieve organizational goals. Anyone who wants to understand more about the role of facilitation in business will benefit from working through this toolkit.

Designed to be flexible, this toolkit can be used as a self-study guide or for developing others in all the skills and techniques they'll need to facilitate more effectively.

### Learning applications include:

- When to intervene without guiding the group
- Understanding which tools and techniques to use
- How to interpret signals from the group
- How to evaluate your performance as a facilitator
- How to deal with difficult situations
- How to avoid common pitfalls

Purchase: \$149 • 488 pages, including 128 'OK to Copy'

## Light Bulb Learning on CD

49 energetic activities to invigorate your training sessions.



Build commitment in your training sessions with these 49 energetic training activities. You can rely on these exhilarating training activities to foster an inspiring new climate of learning in your workplace.

You'll find yourself dipping into this pack again and again, for proven activities that encourage the self-development of your people. Increased insight into their own capabilities – skills, attitude and behaviour – will help them interact with colleagues and customers.

### This pack features:

- Structured guidelines for inexperienced trainers or facilitators
- Suggestions on combinations of activities to generate the most effective learning experiences
- Alternative delivery methods for variety in training

Purchase: \$149 • 422 pages, including 29 'OK to Copy'

## The New Trainer's Toolkit ` \_ 45

Tools, techniques and tips for the novice trainer!



*The New Trainer's Toolkit* contains precisely the sort of help new trainers will be seeking. Learn how to design and deliver your courses or workshops so they are lively and well received.

This toolkit is what so many new trainers have been asking for: key training techniques – clearly explained and thoroughly tested by an experience trainer.

### Use this resource to:

- Develop the competencies you'll need as a trainer
- Build your confidence
- Prepare and use the best materials in your courses
- Use structure and pace variation to get the very best out of your participants
- Manage difficult people within the group with confidence and success

Purchase: \$149 • 360 pages, including 132 'OK to Copy'

## Storytelling for Trainers on CD

50 short stories and 175 related activities to aid memory and enhance learning.



Inspire, motivate and stimulate in the most powerful way by incorporating storytelling into your training. Designed for new and experienced storytellers, this unique training resource gives you valuable hints and tips on the secrets of storytelling.

You can choose from 50 versatile stories to augment virtually any training session. Each story covers a number of different training topics and key learning points.

Learn how to use story-based activities as catalysts for learning with this superb training resource. You don't have to be an expert storyteller – but you will seem like one!

### This resource includes tips on:

- How to choose the right story for your training
- When to use a story to enhance training
- Discussion points and activities for each story

Purchase: \$149 • 356 pages, including 81 'OK to Copy'

# Facilitation/Training Skills (cont'd)

## The Trainer's Ideas Pack (Set of 4) on CD

Inspiration and ideas for every training event!



This unique box set of superb training resources is designed to give you a solution to meet every training need. *The Trainer's Ideas Pack* includes four Training Toolkits that are all suitable for

new and experienced trainers alike. Each one offers a different approach to delivering training that really gets results.

Mix and match the contents to enhance your current training resources, or use them to design brand new programs. You'll have everything you'll need to deliver inspirational and versatile training.

### The Trainer's Ideas Pack includes:

- Light Bulb Learning
- Storytelling for Trainers
- The Trainer's Treasure Trove
- Training that Sticks!

Purchase: \$449 • 1741 pages, including 334 'OK to Copy'

## The Trainer's Treasure Trove on CD

Gems of inspiration to make your training more effective.



Do you collect useful ideas? You know the kind of thing: an energizer you'll use for your next customer care course, a role-play for a communication skills course, a team challenge to fill a planned or unexpected gap in a session.

Imagine the value of having someone else's great collection ready at your fingertips! *The Trainer's Treasure Trove* is a remarkable collection of ideas, tactics, tools and techniques perfect for both new and experienced trainers. Units vary from quick energizers and brainteasers to more comprehensive generic role-plays. The ideas and resources in this pack could save you hours, days or even weeks of preparation time!

### Use these treasures to:

- Challenge and engage your participants
- Supplement your current resources and deal with unexpected training predicaments

Purchase: \$149 • 484 pages, including 159 'OK to Copy'

## Training Skills for Trainers (Set of 3) on CD

Key skills to advance your training.



Give your training skills a boost using this comprehensive set. The three toolkits in this package contain 1112 pages of practical tools, ideas and inspiration to develop and enhance your training.

Equip yourself with a variety of tools, tips and techniques that will really make a difference in your training. You can refer to the *Training Skills for Trainers* set again and again throughout your career. Use it to comprehensively develop your skills, take on new challenges and give your training more impact. You'll have a life-long friend for your life-long learning.

### The Training Skills for Trainers Set includes:

- The Action Learning Toolkit
- The Evaluation Toolkit
- The Facilitation Toolkit

Purchase: \$329 • 1112 pages, including 333 'OK to Copy'

## Training that Sticks! on CD

50 creative ways to make the most of Post-it® Notes.



This unique resource gives you 50 creative approaches for using Post-it® Notes to make your training sessions more participative, more effective and more powerful.

With *Training that Sticks!* you'll involve everyone. You'll get everyone contributing. And you'll get evident, measurable results from your training, planning and team working sessions.

These are effective, powerful ideas that really do produce positive outcomes. There's virtually no area of training or development where you won't find these 'little stickies' tremendously valuable.

### Training applications include:

- Assertiveness
- Handling complaints
- Preparing presentations
- Managing performance
- Goal setting
- Auditing team skills
- Prioritizing your work
- Effective appraisals

Purchase: \$149 • 479 pages, including 65 'OK to Copy'

## First-Time Leadership on CD

22 tried and tested activities to explore and develop appropriate behaviours and skills.



As organizations move toward a flatter, team-based structure, team leaders need to learn to combine a leadership role with full-time operational responsibilities.

This pack is aimed at developing core leadership skills in people who are new to this demanding role. It encourages focus on what leaders do, rather than who they are, so they can break their new responsibilities into manageable and achievable stages of development.

### Use this resource to:

- Explore what leadership is
- Increase awareness of various leadership styles
- Identify preferred styles
- Practice key leadership skills in a safe environment
- Develop decision-making skills
- Improve time management
- Build problem-solving skills

Purchase: \$149 • 438 pages, including 176 'OK to Copy'

## Using Emotional Intelligence at Work-CD

17 tried and tested activities for understanding the practical application of emotional intelligence.



How confident are you on the subject of emotional intelligence? Are you already committed to the concept but need help in putting it across in your organization? Or perhaps you don't feel you know enough to be competent to train people in it.

Whatever your knowledge of Emotional Intelligence, you will soon be delivering its benefits. These activities require your skills as a facilitator, but don't require you to be an expert on the subject. The expertise is all here in the pack.

### With the knowledge and activities in this pack you can:

- Show people how to harness the energy of negative emotions for positive outcomes
- Equip managers, supervisors and their teams to cope with obstacles and disappointments
- Help people to motivate themselves and others

Purchase: \$149 • 472 pages, including 231 'OK to Copy'

## Developing People: The Manager's Role - CD

20 people development activities for managers.



Need to convince managers of the benefits of investing time in developing their people? Want some proven ideas to get managers practicing the key skills required?

This pack highlights the pivotal role managers play in developing their people. Use the activities to help managers view 'developing people' in the context of their own objectives and results. Get them to see the bottom line benefits and the enhancement of their own management skills. Show them how they can develop others and themselves in the process.

### Learning applications include:

- Learning needs analysis
- Delegation
- Mentoring
- Feedback
- Personal development
- Learning styles
- Coaching
- Motivation
- Performance review

Purchase: \$149 • 402 pages, including 167 'OK to Copy'

## The Induction Toolkit on CD

The complete guide to designing and implementing induction programs.



This step-by-step guide to designing an effective induction program is divided into two sections. The first section offers tools for Human Resources and/or Training departments—guiding them through the process from conception to implementation and finally, evaluation.

The second section is devoted to the managers who will be involved in the induction process. It helps define their responsibilities and offers tools to help the manager guide the newcomer through the process.

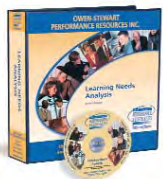
### This resource includes tips on:

- Developing induction policies
- Producing induction materials
- Training induction trainers
- Planning activities to welcome the newcomer
- Evaluating induction training

Purchase: \$149 • 278 pages, including 177 'OK to Copy'

## Learning Needs Analysis on CD

The complete guide to getting everyone involved in learning needs.



Steering managers through *Learning Needs Analysis* is made easy with this comprehensive training guide. In clear, jargon-free language, it shows you how to make the connection between personal development and organizational success. Before long, you'll be winning commitment from senior managers and getting everyone involved in identifying learning needs.

Make a clear case for *Learning Needs Analysis* and use this knowledge to promote its many business benefits.

### Learning applications include:

- Interview skills
- Project management
- Presentation skills
- Using focus groups
- Appraisals

Purchase: \$149 • 562 pages, including 295 'OK to Copy'

## The Supervisor Development Pack on CD

15 leadership and communication activities.



Show that your organization recognizes the important role played by your supervisors and team leaders. It's your responsibility to enable your supervisors to develop a range of management skills and expect them to operate effectively and efficiently.

This pack contains 15 ready-made sessions incorporating everything you need to train your supervisors to become successful communicators, motivators and leaders. It covers all of the vital skills of supervisory management and promotes improved communication and successful teamwork.

### Subjects covered include:

- Leadership
- Motivational skills
- Communication skills
- Internal customer care
- Delegation
- Team building
- Decision making
- Time management

Purchase: \$149 • 202 pages, including 64 'OK to Copy'

## Managing Change on CD

19 process activities for managing change.



This pack gives you the tools to successfully facilitate change in your organization. Use the 19 activities to give participants ownership of ideas and encourage commitment to the change process.

Through a mixture of discussions, structured questioning and practical exercises, participants work toward reaching their own change solutions. They will be able to plan for, and manage the changes that they and their organization must make to ensure and enhance business success now, and in the future.

### Topic areas include:

- Improving team performance
- Decision making
- Feedback
- Conflict management
- Competency needs analysis
- Goal setting
- Empowerment
- Communication skills
- Leadership skills
- Problem solving

Purchase: \$149 • 320 pages, including 106 'OK to Copy'

## Skills of Appraisal and Performance Review on CD

19 activities that show how to set up and implement a modern and effective appraisal system.



This pack contains all the ready-made training materials you need to get everyone practicing effective performance review skills – whether you are implementing a new appraisal system or updating and improving the one you have.

Among the many subjects covered, it includes sections on performance pay and understanding an appraisee's perspective. It also shows how to link appraisal and review systems with the Investors in People standard. It can also ensure that the personal development of the employee is in line with the needs of the organization.

### Learning applications include:

- Communication skills
- Objective setting
- Feedback
- Questioning skills

Purchase: \$149 • 494 pages, including 208 'OK to Copy'



## Mgmt & Supervision (cont'd)

### Time to be Effective on CD

Exploring time management techniques that really work for your people.



This toolkit tackles the problem with most time management training – people go away with good intentions but often fail to implement what they've learned. Explore why people haven't used time management techniques in the past—and find approaches that really work for them. The secret lies in the personalization of the learning. Each activity is made relevant and immediately useful to individuals. They'll be able to recognize the benefits and will be motivated to apply what they've learned.

#### Time management topics include:

- Diarizing
- Cluttered desks
- Interruptions
- Assertiveness
- Time logs
- Dealing with overload
- Delegating
- Increasing productivity

Purchase: \$149 • 344 pages, including 119 'OK to Copy'

## Team Building

### Teams in Action on CD

22 activities for developing team skills.



Achieve maximum potential from your team! Help participants clearly understand why their team exists and how their contribution affects its overall performance.

This pack contains ready-made, fun activities that cover all aspects of team working. Help participants identify their individual roles within the team and the affect their contribution has on achieving success.

#### Topic areas include:

- Vision sharing
- Time management
- Managing change
- Decision making
- Problem solving
- Goal setting
- Project implementation
- Measuring performance

Purchase: \$149 • 324 pages, including 37 'OK to Copy'

## Team Building (cont'd)

### Developing Teams: The Leader's Role on CD

20 tried and tested activities for promoting and maintaining team learning.



Team leaders are vital in any organization. They help build a successful team, which in turn builds organizational success.

The activities in this training resource have been designed to develop team leaders who confidently lead team learning and development; who are equipped with all the skills and knowledge they need to develop team building and whole-team learning.

#### Use this resource to:

- Support team leaders in their role as learning champion
- Provide practical “on-the-job” tools and techniques
- Help team leaders to recognize their existing skills and knowledge, and build on their strengths
- Motivate and develop confidence in your team leaders

Purchase: \$149 • 556 pages, including 269 'OK to Copy'

### The Team Working Activity Pack on CD

23 activities to enhance team performance



Stuck for ideas to get your teams really working effectively? Well, this activity pack is just your answer. This resource takes a fun and games type approach, but with a serious purpose – to help team members practice a wide range of skills.

It's a rich mix of highly practical exercises, including role-plays, and hands-on team working activities. The final outcome is a team that works better and is better able to plan tasks and come up with creative solutions!

#### Learning applications include:

- Team work
- Communication skills
- Decision making
- Creative thinking
- Controlling discussions
- Leadership
- Planning
- Problem solving
- Working under pressure
- Reaching consensus

Purchase: \$149 • 348 pages, including 135 'OK to Copy'

# TRAINING APPLICATIONS REFERENCE GUIDE

Use this at-a-glance reference chart to determine the primary skills that each of the Trainer Toolkits focus on.

 <b>SKILLS</b>	<b>TOOLKIT</b>												
	The Action Learning Toolkit	The Assertiveness Skills Pack	Communication Skills	Counselling Skills At Work	The Customer Care Pack	Developing Teams: The Leader's Role	Developing People: The Manager's Role	The Evaluation Toolkit	The Facilitation Toolkit	First-Time Leadership	The Induction Toolkit	Learning Needs Analysis	Light Bulb Learning
Accountability				●	●				●				
Assertiveness	●	●	●		●	●	●						
Attitude			●		●	●	●	●	●		●	●	
Change Management	●	●		●	●	●		●		●	●	●	
Coaching And Mentoring	●	●	●	●	●	●	●		●	●		●	
Communication Skills	●	●	●	●	●	●	●	●	●	●	●	●	
Conflict Management		●	●		●	●	●	●	●			●	
Creativity / Creative Thinking					●			●				●	
Customer Service and Sales		●	●		●								
Decision Making								●	●				
Delegation					●	●			●				
Emotional Intelligence						●			●				
Employee Development	●	●	●		●	●	●		●		●	●	
Facilitation	●							●			●		
Feedback	●	●	●	●	●	●	●	●	●		●	●	
Games / Energizers / Icebreakers		●		●		●						●	
Group Effectiveness	●	●	●		●							●	
Leadership	●	●	●		●		●		●	●	●		
Learning Methodologies	●	●	●		●		●	●			●	●	
Management / Supervision Skills		●	●		●	●	●	●	●	●			
Meetings			●					●			●		
Motivation	●	●	●		●	●	●		●	●	●	●	
Negotiation		●	●						●			●	
Organizational Effectiveness	●	●	●	●		●		●	●		●		
Organizational Learning	●	●	●				●	●			●	●	
Performance Appraisal		●	●	●		●	●	●					
Performance Management				●	●	●	●		●	●			
Personal Development	●	●	●	●		●	●	●		●	●	●	
Presentation Skills			●								●	●	
Problem Solving	●		●		●	●		●				●	
Project Management					●						●		
Recruitment / Induction									●				
Teamwork / Team Building	●	●	●		●			●	●			●	
Telephone Skills			●		●								
Time Management		●						●	●				
Train-The-Trainer		●				●	●		●	●	●		
Writing Skills			●		●		●						



# TRAINING APPLICATIONS REFERENCE GUIDE

Use this at-a-glance reference chart to determine the primary skills that each of the Trainer Toolkits focus on.

SKILLS	TOOLKIT													
	Managing Change	Mentoring	The New Trainer's Toolkit	The Performance Management And Development Toolkit	Skills Of Appraisal And Performance Review	Storytelling For Trainers	The Supervisor Development Pack	The Team Working Activity Pack	Time In Action	Time To Be Effective	The Trainer's Treasure Trove	Training Games For Trainers	Training That Sticks!	Using Emotional Intelligence At Work
Accountability			●	●	●				●					
Assertiveness			●		●					●		●		
Attitude	●		●	●	●		●			●	●		●	
Change Management	●		●	●	●			●	●		●	●	●	
Coaching And Mentoring		●	●	●	●	●		●	●		●	●		
Communication Skills	●	●	●	●	●	●	●	●	●	●	●	●	●	
Conflict Management	●		●	●	●	●	●	●			●	●	●	
Creativity / Creative Thinking	●		●	●	●		●		●	●	●	●	●	
Customer Service and Sales				●							●		●	
Decision Making	●				●	●	●	●	●		●		●	
Delegation					●	●	●	●	●			●		
Emotional Intelligence					●						●		●	
Employee Development	●	●		●	●	●	●		●	●			●	
Facilitation	●	●	●				●	●				●		
Feedback	●	●	●	●	●	●	●	●		●	●	●	●	
Games / Energizers / Icebreakers			●		●		●			●	●	●		
Group Effectiveness	●				●		●	●	●	●	●		●	
Leadership	●			●	●	●	●	●	●		●	●	●	
Learning Methodologies			●	●	●					●	●	●		
Management / Supervision Skills	●	●		●	●	●	●	●					●	
Meetings		●	●		●	●	●			●				
Motivation		●	●	●	●	●			●	●			●	
Negotiation	●						●	●			●			
Organizational Effectiveness	●	●	●	●	●	●	●	●	●	●				
Organizational Learning		●	●	●	●					●	●	●	●	
Performance Appraisal				●								●		
Performance Management		●	●	●	●	●						●		
Personal Development	●	●	●	●	●	●	●		●	●	●	●	●	
Presentation Skills			●							●		●		
Problem Solving	●	●	●	●	●	●	●	●	●	●	●	●	●	
Project Management	●	●	●						●					
Recruitment / Induction					●								●	
Teamwork / Team Building	●		●		●	●	●	●	●	●	●	●	●	
Telephone Skills							●				●			
Time Management	●		●			●	●	●	●			●	●	
Train-The-Trainer			●		●					●	●	●		
Writing Skills			●						●	●		●		

