

For more information call us on:

0115 985 6576

Course List

Keystone will work with you to give the training the best possible head start: from implementing the right pre-course work, marketing, communication and 'warm up', to the senior manager introducing the reasons why delegates are attending. Wherever possible we will help you to gain the support of the delegates' line managers, from pre-course meetings to feedback sessions and reports.



We have enormous experience running programmes across a diverse range of industries and cultures, and we understand the importance of targeting the audience to best effect. Our trainers very quickly assess the profile of the group they are training and adapt their style and approach accordingly.



Throughout our programmes, delegates will be asked to consider the actions they will take away from the training as their managers will be following up with them to discuss progress. We also conduct follow up days to really embed and develop the learning further into the workplace. In addition to bespoke programmes and short courses, we also offer one, two or three day workshops based on a variety of business and interpersonal skills topics. All of these can be re-designed to meet your exact requirements, so why not contact us to for a chat?

For more information, please contact:

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Leadership and Management

- Introduction to Management and Leadership
- Being an Effective Manager
- Taking the Lead
- Management and Leadership Development Programme
- Positive Performance Management
- Creating a High Performance Team
- Managing Peak Performance
- Inspiring, Influencing and Motivating Others
- Delegating Effectively
- Effective Meetings
- Managing Difficult Situations
- Managing Conflict
- Assertive Communication and Conflict Management
- Effectively Managing Performance Reviews
- Leading Behavioural Safety
- Solving Problems and Making Decisions
- Leading People Through Change

- Practical Change Management Skills
- Time Management
- Time Management and Personal Effectiveness

Commercial, Projects and Finance

- Finance for Non-Financial Managers
- Commercial Awareness
- Project Management
- Strategy and Risk

Communication

- Team Briefing Skills
- Communication Skills
- Advanced Communication Skills
- NLP Communication Skills
- Personal Effectiveness
- Presentation Skills
- Advanced Presentation and Public Speaking Skills
- Powerful Sales Presentation Skills

- Professional Written Communication Skills
- Advanced Professional Written Communication Skills
- Effective Minute Taking
- Professional Telephone Skills
- Summarising Skills
- Winning through Persuasion

Customer Service

- Customer Service Skills
- Effective Complaints Handling
- Negotiation Skills
- NLP Sales Skills

Teams

- Working with Others
- Team Effectiveness
- Understanding our Team
- Maximising our Team Capability

Personal Development

- Stress Awareness for Managers
- Performing Under Pressure
- Confidence, Image and Self-Projection

- Managing Career Aspirations

HR and Learning & Development

- Recruitment and Selection
- Absence Management
- Managing Poor Performance, Disciplinary, Grievance and Absence
- Managing Capability and Disciplinary
- Equality, Inclusion and Diversity
- Coaching Techniques for the HR Professional
- Train the Trainer
- Talent Management and Succession Planning

Coaching and Mentoring

- Introduction to Coaching
- Coaching and Mentoring Skills
- Coaching Techniques for Line Managers
- 'In Company' Coaching Techniques Programme

Behavioural Safety

- Developing a Behavioural Safety Culture (senior level)
- Leading Behavioural Safety (management level)
- Making Behavioural Safety Personal (operatives)

Institute of Leadership and Management (ILM)

- Development Programmes for Managers and Leaders
- Endorsed Programmes for Managers and Leaders
- Endorsed Safety Coaching Programme
- Level 2 Award in Leadership and Team Skills
- Level 2 Certificate in Leadership and Team Skills
- Level 3 Award in Business Awareness
- Level 3 Award in Leadership & Management
- Level 3 Certificate in Leadership & Management

- Level 3 Diploma in Leadership & Management
- Level 3 Award in Coaching
- Level 3 Certificate in Coaching
- Level 3 Certificate in Effective Management
- Level 4 Award in Managing Equality and Diversity in an Organisation
- Level 4 Extended Diploma in Leadership and Management
- Level 5 Award in Leadership & Management
- Level 5 Award in Leadership & Management Skills
- Level 5 Award in Leadership
- Level 5 Certificate in Leadership & Management
- Level 5 Certificate in Leadership
- Level 5 Diploma in Leadership & Management
- Level 5 Extended Diploma in Leadership and Management