



"Smart training for clever people"

2012 Course List

Career Building

Career Coaching

Coaching is a process for empowering individuals or teams to generate results. Learn how to use coaching tools to help staff make career decisions and develop professional development plans. This is a great course for HR practitioners, managers and supervisors. [Read course outline](#)

Finding a Path with Heart

Are you wondering which direction to take next? Do you want to enhance your clarity or motivation regarding the future? Take time out to explore the pros and cons of your current work, explore options for your future, and design ways of living more happily and achieving the goals which really matter to you. [Read course outline](#)

Networking for Success

Great networkers know how to build and maintain relationships. Tap into the power of your existing network and learn how to expand it. Create an ‘elevator speech’ and a high impact business card. [Read course outline](#)

Planning Your Career Success

Take the reins, it's your career. In this workshop you will create a dynamic map for your professional success. You'll work out how to find the right job for you. Then you'll learn to sell your skills to employers. [Read course outline](#)

Success at Work

Starting your first job is a big step. Learn how to create a great impression at work. Find out what your boss expects from you and how to be part of a team. Get tips for managing tough situations and becoming a star performer. [Read course outline](#)

Working With Your Mentor

Get the most from your mentoring relationship. Find out what to expect from your mentor, how to contribute to mentoring sessions and what it takes to learn from the mentoring experience. [Read course outline](#)

Your Life After Retirement

Baby boomers are redefining approaches to retirement. Get ready for your dynamic life after work! Access the information and advice you need to make great decisions about retirement. [Read course outline](#)

Change Management

Change-Ability at Work

Winston Churchill said, “There is nothing wrong with change, if it is in the right direction.” Sometimes you don't have a choice about the direction of change at work. But you do have control over how you react to it. Learn four essential skills for handling workplace change in positive ways. [Read course outline](#)

Making the Most of Change

Change is happening at a rapidly increasing pace. Learning how to handle it is a smart career move. That's why you should be at this course. You'll discover how to make change work for you. [Read course outline](#)

Meet the Change Challenge and Win

From increasing workloads to departmental restructures, your team is facing change at every level. So learning how to manage change well is vital for your success as a manager. Discover how to inspire your people to support change. [Read course outline](#)

Shift Happens

Change isn't always welcome, but your team is going through it right now. Hear how the change will impact on you and your work. Contribute to plans for moving forward. Share your ideas, thoughts and feelings during this one day success planning workshop. [Read course outline](#)

The Change-Able Manager

Discover how to make change stick. Learn why some people resist, and others embrace, change. Then master powerful tools for leading your team through change. [Read course outline](#)

Communication Skills

Advanced Marketing

Give yourself the edge with a more detailed understanding of PR, promotion and business development. This session will benefit experienced marketers by focusing on the latest marketing trends. Learn how to use your marketing funds more effectively and approach marketing more strategically. [Read course outline](#)

Appropriate Behaviour at Work

Learn how to give everyone at work a fair go. Find out the difference between discrimination, harassment and bullying. Then discover how to stop them happening. [Read course outline](#)

Assertive Communication

Do you want to get your point across more effectively? Learn how to communicate appropriately, honestly and successfully. Frame your message to engage attention. Handle tricky situations diplomatically. Listen in order to understand. Turn conflicts into positive discussions. [Read course outline](#)

Communication at Work

Get great results when you communicate with colleagues, managers and clients. Learn the core skills of professional communication and work place etiquette. [Read course outline](#)

Crystal Clear Team Communication

Does your team sometimes suffer from communication breakdowns? Discover how to keep your communication on track. Overcome problems, get your point across and create a great team dynamic. Hear how to communicate using a common language. Learn to sort out conflict and discover how to get more value from meetings. [Read course outline](#)

Essentials of Workplace Communication

Create a great impression at work. Learn to communicate clearly and appropriately - with colleagues, clients and suppliers. This is a great introduction to communication skills. [Read course outline](#)

High Impact Business Communication

Increase your personal influence and persuade others to agree with you. Find out how hypnotic language, rapport-building strategies and information coding techniques can be used to add impact to any message. [Read course outline](#)

Influence, Persuade and Negotiate

Learn how to influence, whether or not you're in a position of authority. Discover the power of persuasive conversation and learn the secrets of great negotiators. [Read course outline](#)

Marketing Essentials

Grow your business by discovering the secrets of a strong marketing plan. Learn about online and traditional marketing tools. Try out high impact marketing tools and get advice on how to use them in your context. See how effective marketing can impact your business's bottom line. [Read course outline](#)

Negotiation Skills

Discover the secrets of great negotiators. Learn how to plan and implement your negotiation strategy. Then discover how to deal with dirty tactics during negotiation. [Read course outline](#)

On-Target Communication

Clear communication not only brings you powerful influence, but helps those around you feel heard as well. Conflicts become easier to resolve and negotiations are a breeze. This session is full of practical tips for communicating assertively with colleagues and clients. [Read course outline](#)

Psychology of Influence

Get more of what you want out of life and work. Master the art of persuasion by learning the key principals of influence. Learn to command attention when you talk. Tap into key motivators and influence with flair. [Read course outline](#)

Rapport-Building and Influencing Skills

Rapport is a feeling of trust and mutual understanding. In business, building rapport helps you influence decisions, resolve problems and win better results in sales and negotiations. Although it seems to occur spontaneously, rapport can be built deliberately. [Read course outline](#)

Satir Styles in Action

Do you want be more influential? Learn verbal and behavioural patterns that will boost your success. This is a great introduction to the work of communication expert, Virginia Satir. [Read course outline](#)

Strategic Marketing Planning

Do you want to get better results from your marketing? Learn how to get more from your efforts by using advanced marketing techniques. [Read course outline](#)

Conflict Resolution

Beating Workplace Bullying: A Manager's Guide

Bullying can happen in any workplace. No-one deserves the physical and psychological abuse it involves. Managers and employees have an obligation to free the workplace of bullying, harassment, discrimination and violence. In this course you'll find out what you're expected to do - as manager - to keep your workplace safe and bully-free. You'll also hear how to recognise, prevent and deal with bullying at work. [Read course outline](#)

Building Effective Relationships

Do you want to improve your relationships and increase your personal influence? Discover how you can work happily with your colleagues, handle client problems and win better results in sales negotiations.

Bully Busting at Work

Bullying can happen in any workplace. No-one deserves the physical and psychological abuse it involves. All managers and employees have an obligation to free the workplace of bullying, harassment, discrimination and violence. In this course you'll find out what you're expected to do - as a staff member - to keep your workplace safe and bully-free. You'll also hear how to recognise, prevent and deal with bullying at work. [Read course outline](#)

Calming Angry Customers

Want practical ways to deal with outbursts of anger from clients? This course is full of practical tips for doing just that. Learn about keeping your cool, managing others' rage and how to turn the situation to your advantage. [Read course outline](#)

FAST Ways to Resolve Conflict

Conflict at work can be hard to avoid. But after this workshop you will be able to find FAST ways to move forward. Hear how to work out what is really wrong when conflict sparks. Identify the needs and concerns that matter in a conflict. Build creative solutions to problems and overcome game-playing or negativity. This course will raise your confidence and give you practical tools in conflict management. [Read course outline](#)

Handling Difficult People

That difficult person could be a client, a colleague or your boss. Discover how easy it is to create and keep your personal power - even when others' words catch you by surprise. [Read course outline](#)

New Perspectives on Conflict Resolution

Conflict at work is hard to avoid. But after this workshop you'll be able to see it coming, confront it confidently and get positive results in tough situations. [Read course outline](#)

People with Mental Health Problems: How to Work with Them

One in ten people suffer from a mental health problem during their working life. Find out how mental illness can impact on behaviour or work performance. Then learn how to handle clients or colleagues with mental health issues. [Read course outline](#)

Personalities Working Together

The Myers Briggs Type Indicator (MBTI) measures the ways different people prefer to think, make decisions, manage their time and communicate. In this workshop you and your team will find out the best way to connect with each other – and “personality differences” will become a thing of the past. [Read course outline](#)

Staying Safe Around Angry People

Find out how to work safely with people who seem out of control. Learn how to calm down angry people, identify danger signs and respond to situations which might lead to violence. This is a course for anyone who works with potentially violent clients. [Read course outline](#)

Creative Thinking

Boost Your Team’s Creativity

Your team can take the initiative on problem-solving. When they do, everyone will benefit. You’ll have less work “delegated upwards” and your staff will feel more motivated. This session shows managers how to get everyone thinking creatively. [Read course outline](#)

Decisions... Decisions

Do you have to make lots of decisions at work? Do you sometimes feel confused or worried that you might make the wrong choice? Speed up your decision making by mastering tools for analysis, idea generation, option selection and problem solving. [Read course outline](#)

Problems... Ideas... Solutions

Develop your skills as a critical thinker. Boost your creativity. Tackle problems with verve and vigour. If you need to solve problems quickly and brilliantly, book this course now! [Read course outline](#)

Think Like a Genius

Albert Einstein said, “Imagination is more important than knowledge.” In this workshop both will be boosted to new heights. Combining logic with creativity, you will solve problems and spark new ideas like never before. [Read course outline](#)

Customer Service

Customer Service Excellence

Impressing your customers - whether it’s for one small transaction or a long-term relationship - is essential for business success. In this workshop you will learn to ‘read’ customers’ needs and expectations in order to create satisfaction, build loyalty and resolve complaints when they come up. [Read course outline](#)

Handling Challenging Client Interactions

Angry or upset clients present an opportunity to win more business. Learn how to convert challenging clients into avid supports of your business. [Read course outline](#)

Handling Customer Complaints

A ‘moment of truth’ is when a customer experiences a problem and confronts you about it. With the right approach, these conversations end up with the client smiling and still loyal to your business. This course focuses on how frontline staff can respond effectively, even when customers become angry or abusive. [Read course outline](#)

Handling Difficult Clients

Sometimes customers can be angry, aggressive or just plain rude. Learn how to stay calm, control tough situations - and deliver excellent service. [Read course outline](#)

Influence Your Customers

Boost your results in sales and client negotiations. Use the psychology of influence to handle objections, build rapport and maintain positive customer relationships. If you work in sales, customer relationship management or a frontline service position, you should be at this course. [Read course outline](#)

Meet the Challenge of Service

Handle demanding and challenging customers with ease. Turn complaints into praise. Take on the habits of excellent service providers, so you can manage even the most difficult service situations. [Read course outline](#)

Show Them the Value

Let your clients know how your service is of value to them. Use advanced negotiation and influencing tools to put more WOW! into your customer service. [Read course outline](#)

The Psychology of Influence

Do you want to increase your personal influence? This course will show you how to persuade others to listen to you, influence their thinking patterns and get better results when negotiating. Learn the secrets of world-class influencers in this powerful session. [Read course outline](#)

Service Essentials for Managers

This course takes you beyond the theory of quality service. It shows you how to change the behaviours of your team so that service excellence is reflected in everything they do. [Read course outline](#)

Wow Your Customers

Impressing your customers is essential for business success. In this workshop you will learn to read customers' needs and expectations, build loyalty and resolve complaints when they come up. Explore ways of managing unreasonable requests. Discover how to manage different types of customers and respond to their needs. Learn how to win better results in sales and negotiations. Build on existing relationships and generate new business. A great course for the entire team! [Read course outline](#)

Emotional Intelligence (EQ)

Leading With Emotional Intelligence

“If your emotional abilities aren't in hand, then no matter how smart you are, you're not going to get very far.” Find out how to boost your emotional intelligence and become a high impact leader. [Read course outline](#)

Working with Emotional Intelligence

See how thinking patterns and emotional states influence your success at work and in life. Then learn how to access positive states quickly and easily. [Read course outline](#)

Emotional Intelligence and Work Life Balance

Are you stressed or suffering from overload at work? You can change this situation by developing your Emotional Intelligence. [Read course outline](#)

Neuro Linguistic Programming (NLP)

Beat the Energy Vampire

An energy vampire is a negative thinker who drains your energy. Learn how to deal with these people and avoid becoming one yourself. A light-hearted view of NLP tools for positive thinking. [Read course outline](#)

Building Motivation with NLP

Take your levels of motivation to new heights. Learn how to reframe negative thoughts, program your mind for optimism and handle challenges in positive ways. Whether you want to change your own thinking, or help someone else become more confident, this is the course for you. [Read course outline](#)

Communication Excellence with NLP

Raise your influence and learn how to be a persuasive communicator. Tap into the power of NLP so that you can negotiate, build rapport and get results from every conversation. [Read course outline](#)

Creating Success with NLP

Neuro Linguistic Programming can help your team develop positive, proactive mindsets. Change patterns of thinking, talking and behaving so everything you do as a team supports success. [Read course outline](#)

Focus on Your Success

Program your mind for success. Retreat to Bali for three revitalising days. Learn how to use tools from NLP to create great results in life and business. [Read course outline](#)

High Impact Business Communication with NLP

Increase your personal influence and persuade others to agree with you. Find out how hypnotic language, rapport-building strategies and information coding techniques can be used to add impact to any message. [Read course outline](#)

Mesmerise Your Audience with NLP

Stand out as a star presenter. Learn how to engage, captivate and influence any group. Feel confident on stage so you can deliver an inspiring speech. [Read course outline](#)

Rapport-Building and Influencing Skills

Rapport is a feeling of trust and mutual understanding. In business, building rapport helps you influence decisions, resolve problems and win better results in sales and negotiations. Although it seems to occur spontaneously, rapport can be built deliberately. [Read course outline](#)

Think Success with NLP

Get your team to think with charged, creative gusto! By throwing away old, unhelpful thought patterns and taking on new, positive ones your team will hurtle towards success. Together you will build an exciting vision that everyone wants to be a part of. [Read course outline](#)

Management and Supervisory Skills

Boost Your Team’s Creativity

Your team can take the initiative on problem-solving. When they do, everyone will benefit. You’ll have less work “delegated upwards” and your staff will feel more motivated. This session shows you how to get everyone thinking creatively. [Read course outline](#)

Building High Performance Teams

Every manager dreams of having staff who are inspired and motivated high achievers. You can achieve that dream by using a few simple team-building tools. [Read course outline](#)

Coaching for Star Performance

Master the basics of workplace coaching so you can help others solve tough problems, set goals, feel confident and leap to the peak of success. Coaching is an effective tool for improving work performance and helping staff develop their skills. [Read course outline](#)

Crunch Point Conversations for Managers

Learn to handle challenging management situations in a professional and assertive way. This course will boost your ability to lead and inspire others. [Read course outline](#)

Ethics Bootcamp

Have you ever faced an ethical dilemma? How did you go about resolving it? Most people simply use their ‘gut feeling’. In this course, you’ll learn why this can be risky. Discover how to use a robust process for ethical decision making. Learn why business ethics matter, how to spot an ethical dilemma and what to do when you need to make ethical decisions. [Read course outline](#)

Feedback with Flair

Give skilfully delivered feedback and watch your staff flourish. Whether it is criticism, compliment, or advice, you will learn how to offer it so motivation is fuelled, operations run smoothly and great end results are delivered. [Read course outline](#)

Managing People

Do you want to motivate and inspire your team? That’s what you’ll learn to do in this high impact session. Learn how to lead your team to success. Relate well to each individual, build a great team dynamic and create a culture of high performance. [Read course outline](#)

Master Your Time

Get more done in less time! Find out the secrets of highly organised people. Learn to make the most of your time management profile, avoid the “urgency trap”, sort out your priorities and use a range of time management tools. [Read course outline](#)

Performance Management Essentials

Performance management is about bringing out the best in your people. Learn how to motivate, reward and promote star performance. Discover how to make the most of your performance review system and how to talk about tough issues when you need to. [Read course outline](#)

Setting SMART Objectives

Want to get the most from your team? You need to set objectives that will inspire and motivate them. Learn how to write clear objectives and tap into the potential of your top performers. [Read course outline](#)

Skills for Team Leaders

If you're new to team leadership, this is the course for you. Learn the secrets of successful leadership. Discover how to motivate people, manage performance, solve problems, set work schedules and inspire your whole team to follow your lead. [Read course outline](#)

Stepping Into Supervision

Prime yourself for success in your new role as supervisor. Engage and motivate your team. Get things done. Turn problems around fast. This course teaches you everything you need to be a star supervisor. [Read course outline](#)

Thrown in the Deep End

Learn how to thrive as a new manager. Build your people management skills. Master the art of getting things done. Everything you need to star in your management role is covered in this two day course. [Read course outline](#)

You Lead, They'll Follow

Outstanding leadership takes skill. This course gives you cutting edge tools for powering up your team. Learn how to lead, inspire, motivate and turn challenges into opportunities for success. [Read course outline](#)

Personal Effectiveness

Chairing Skills

Keep your meetings on track by becoming a model chair person. You'll be stunned by how quickly you can free bogged down meetings after attending this course! [Read course outline](#)

Ethics at Work

Sometimes, making the right decision can be tough. That's when you need a framework for ethical decision making. Learn how to resolve ethical dilemmas and behave ethically in challenging situations. [Read course outline](#)

Handling Multiple Clients

Learn better ways to juggle the competing demands of your clients. Gain control of your time and priorities. Set boundaries *and* keep your clients happy at the same time. [Read course outline](#)

Master Your Time

Get more done in less time! Find out the secrets of highly organised people. Learn to make the most of your time management profile, avoid the "urgency trap", sort out your priorities and use a range of time management tools. [Read course outline](#)

Meeting MAGIC

Save time by making your meetings productive! Great meetings don't just happen, they are planned and managed. This course is full of practical tips and templates for organising, running and following up your meetings. [Read course outline](#)

Think Beyond Stress

Stress can be destructive but it can also prompt positive change. Discover how to maintain peak performance by managing stress before it slows you down. [Read course outline](#)

Think Success with NLP

Get your team to think with charged, creative gusto! By throwing away old, unhelpful thought patterns and taking on new, positive ones your team will hurtle towards success. Together you will build an exciting vision that everyone wants to be part of. [Read course outline](#)

Public Speaking, Presenting and Training

Advanced Group-Work Skills

Step into the shoes of a master facilitator. Hear how to keep your audience listening and laughing all day. Add sparkle to dull material with examples and stories. Create your own high impact learning activities. This is a course for experienced trainers who want to soar to new heights of excellence. [Read course outline](#)

Advanced Presentation Skills

Stand out as an excellent presenter by learning the secrets of charismatic presenters. Connect instantly with an audience, code information to make it memorable, speak with influence, apply accelerated learning techniques and tell captivating stories. [Read course outline](#)

Peer 2 Peer

Discover how to train and support colleagues without relying on formal training programs. You'll save time and money, while you build your team's skills. Capitalise on the knowledge in your business, by learning how to pass it on. [Read course outline](#)

Presenting With Impact

Speak confidently in front of any group and leave your audience wanting more. Master presenter, Eleanor Shakiba, will teach you how to engage an audience, deliver a memorable speech and use audio visual aids effectively. [Read course outline](#)

Smart Ways to Use PowerPoint

Put more pizzazz into your presentations by making the most of PowerPoint. You'll love the practical tips we teach in this course - and your audience will love *you* when you use them! [Read course outline](#)

Spice Up Your Computer Training

Computer training needn't be bland. Learn how to charm, engage and involve your audience. Add some zing to your session with accelerated learning techniques. [Read course outline](#)

Story-Telling Skills

Stories have a thousand and one uses in presentations. Learn how to create and tell mesmerising stories - so you stand out as a grand speaker. [Read course outline](#)

Train the Trainer

Do you deliver training to small groups? After this course you'll be able to match your delivery style to the group in front of you. Learn to plan a dynamic session, deliver with pizzazz and manage group dynamics. [Read course outline](#)

Team Building

Get Your Team Moving Forward

Have fun, laugh and see smiling faces. You'll get lasting results from a TLS teambuilding session. Your event will be custom-designed to support YOUR success. We start by discussing what success means to your team. Your event is then designed to support that success. Popular team building options include creativity labs, [PlayBack Learning®](#) sessions and problem solving workshops. Send us your agenda and we'll bring it to life.

Building a Star Team

Being part of a star team means that you not only get great results but also have a great time doing it. Get to know each other better. Find out how to resolve communication differences. Learn to use team problem-solving tools and to achieve truly great results. [Read course outline](#)

Creating SMART Plans

Turbo-charge your team's motivation by building a shared action plan. Use SMART planning to gain agreement on where your team is headed. Then use creative thinking tools to work out how to get there. [Read course outline](#)

Finding Our Focus

Focus is the key to team Success. Rethink the way your team defines, creates and delivers its services. Build and tell compelling team story. [Read course outline](#)

Crunch Point Conversations in Teams

Crunch point conversations are discussions that focus on tough topics. Boost your team work skills by learning to handle disagreements productively, use team solving tools and contribute to positive team dynamics. [Read course outline](#)

Setting SMART Objectives

Great teams have clear goals. That's why you need to set SMART objectives. During this session you'll develop stretch goals and action plans for your team. Get SMART and book this course now. [Read course outline.](#)

Think Success with NLP

Get your team to think with charged, creative gusto! By throwing away old, unhelpful thought patterns and taking on new, positive ones your team will hurtle towards success. Together you will build an exciting vision that everyone wants to be part of. [Read course outline](#)

Working in Teams

Great teams are made up great people. Bring out the best in each individual on your team. Master team problem solving. Learn to overcome conflict and get everyone working together successfully. [Read course outline](#)