

How Individuals Differ

Duration: 45mins

Overview:

How Individuals Differ investigates personality, its measurement and the uses that this understanding can be put to. It also considers the tools and techniques that will enable you to understand your own and other personality types.

Outcomes:

- ✓ Understand what makes everyone different
- ✓ Understand different personality types
- ✓ Understand the four MBTI categories
- ✓ Recognise the 16 personality types.

Summary:

- ✓ Personality
- ✓ Temperaments
- ✓ Questions
- ✓ The Big 5
- ✓ How individuals differ.

Inducting a New Team Member

Duration: 45mins

Overview:

Inducting a New Team Member investigates the need for an induction process for new employees and the advantages that this can bring to the organisation. It also looks at some of the elements that contribute towards an effective induction process.

Outcomes:

- ✓ Understand the need for an induction process
- ✓ Know the advantages of inducting a new team member
- ✓ Know the contributing factors of the induction process
- ✓ Be able to induct a new team member.

Summary:

- ✓ Selection discussion
- ✓ Why induct new employees
- ✓ Skills matrix
- ✓ Coaching
- ✓ Training.

If a Relationship Stops Working

Duration: 50mins

Overview:

This course considers two common relationship problems; managing people displaying difficult behaviours and managing marginal performance. You will be taught how to identify common causes of difficult behaviour, and shown the planning and techniques required to effectively manage the team members who are displaying such behaviour. You will also be shown strategies for dealing with aggression.

Outcomes:

- ✓ Know how to identify the cause of difficult behaviour
- ✓ Know when to intervene
- ✓ Know how to approach the issue
- ✓ Be able to conduct and review a performance discussion
- ✓ Be able to develop an action plan.

Summary:

- ✓ Gathering facts
- ✓ Organising and conducting the interview
- ✓ Encouraging discussion and identifying problems
- ✓ Action planning and follow up.

Developing Teamwork

Duration: 40mins

Overview:

Developing Teamwork considers the interaction between the team leader's roles. It also considers how team effectiveness is influenced by the team's developmental stage and the mix and type of personalities present and how they can be effectively managed.

Outcomes:

- ✓ Understand the three circle diagram
- ✓ Know your leadership style
- ✓ Know the different personality types
- ✓ Understand what makes a successful team
- ✓ Know the four development stages
- ✓ Understand your role.

Summary:

- ✓ Interaction between team leaders
- ✓ How team effectiveness is influenced
- ✓ Team leaders personality
- ✓ Case study.

Creating and Using a Network

Duration: 40mins

Overview:

Creating and Using a Network investigates how you can create and manage a network to substantially raise the profile of you and your business and what you need to do in order to maintain it. The topic also looks at how to identify networking opportunities and the development of business triangles in order to develop introducers and reciprocal arrangements.

Outcomes:

- ✓ Understand what networking is
- ✓ Know how to create and manage a network
- ✓ Understand how to maintain a network
- ✓ Know how to identify networking opportunities
- ✓ Understand the development of business triangles.

Summary:

- ✓ Creating and using a network
- ✓ How to network
- ✓ Networking opportunities
- ✓ Contacts
- ✓ Nurturing the network
- ✓ Tapping the network.