

ST*R Learning

Our Programmes:

Leadership & Team Development

- * Managing Professionally
- * Effective Team Leadership
- * Leading a Winning Team
- * Working in a Winning Team
- * Managing Remote Teams
- * Developing Your Team
- * Developing a Team Action Plan
- * Recruiting Professionally
- * Interviewing Skills
- * Appraising Performance
- * Managing Under-performers
- * Managing Discipline & Grievances
- * Managing Confrontation & Resistance
- * Fundamentals of Management for Colleges
- * Managing Change
- * Coaching Skills at Work
- * Team Activity Days

Self Development

- * Building Self-Confidence through Assertiveness
- * Communicating Effectively
- * Effective Influencing Skills
- * Influencing Skills on the Telephone
- * Negotiating Successfully
- * Successful Presentations
- * Training People to Train
- * Coping with Change
- * Creative Problem Solving
- * Work Smarter – not Harder
- * Self-Marketing in Redundancy

Law and Finance

- * Introducing Finance
- * Finance for Non-Financial Managers
- * Building a Budget
- * Managing Budgets and Forecasts
- * Confident Credit Control
- * Introducing Company Accounts
- * Introduction to Employment Law
- * Employment Law Updates
- * Employment Law for Managers
- * Health & Safety Foundation Certificate
- * Manual Handling
- * Principles of COSHH
- * Health & Safety Updates



Our Programmes:



Sales and Marketing

- * Introducing Marketing
- * Customer Relationship Management
- * Start Selling Successfully
- * Proactive Selling Skills for the Experienced Salesperson
- * Consultative Selling for Professionals and Engineers
- * Key Account Management
- * Customer-Centred Communications
- * Managing a Sales Team
- * Telesales – All You Need to Know
- * Exceptional Customer Care
- * Customer Care in the Back Office
- * Customer-Centred Management
- * Perfecting Customer Care on the Telephone
- * Cross-cultural Awareness

General & Business Management

- * Delivering a Project
- * Equality and Diversity
- * Business Planning & Harnessing Change
- * How to Write a Business Plan
- * Managing Risk in Your Business
- * The Management Trainee Programme
- * Developing Stakeholder Partnerships
- * Writing for Results
- * Report Writing Skills
- * E-mail Etiquette
- * Introduction to Purchasing
- * The Purchasing Improvement Programme
- * The Effective Buyer
- * Creativity and Innovation at Work
- * Handling the Media

Expert Services:

Executive Coaching for all levels of management
Outplacement & Career Guidance
Psychometric Assessments
Employment Legislation Advice

High Impact Sessions[©]

You can't always afford to release your key people for a full day - at any level in your organisation. BUT you know you need to update their skills. Now you can do just that.

Our 'High Impact Sessions[©]', delivered at high pace and with intense information download, are easy on your budget and squeeze maximum value into half a day or less.

Just right for when you next have your people together.



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| * Working Together as a Top Team | * Managing Underperformers |
| * Building a Top Team | * Dealing with Difficult People |
| * Recruiting Professionally | * Winning Business through |
| * Selecting the Right Person | Marketing |
| * Appraising People | * Everyone's a Customer! |
| * Asserting Yourself with | * Work Smarter not Harder |
| Confidence | * Making the Most of Meetings |
| * The Effective Leader | * Effective Communication |
| * What Sort of a Leader are You? | * Delegation at Work |
| * Leading Change | * Managing and Assessing Projects |
| * Coping with Change | * Telesales and Customer Service |
| * Influencing Others Effectively | * Self-Management in Redundancy |
| * Making a Presentation | * Equality and Diversity |
| * Managing Performance | * Making that Sale! |

How to contact us:

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**or visit our website at
www.strlearning.co.uk**