



People & Business Skills Portfolio Scheduled Courses



Why Choose Catalyst Learning & Development?

Catalyst Learning & Development has a reputation for delivering effective and measurable training and coaching services. In fact we've been changing behaviour since 1988!

Quite simply, we care, we listen, we seek to work in partnership with you.

Consultation enables us to explore the core business issues and establish the most effective learning solutions - focused, personalised and localised to your needs.

Whether training or coaching, the key to our shared success is unquestionably our people - their passion to make a difference, wealth of experience, flexible approach and sheer enthusiasm to consistently meet and exceed the demands made of them!

Our Training Approach...

- Establishes clear objectives
- Bridges the gap between knowing and doing
- Is delivered in small groups for maximum learning
- Recognises we all have different learning styles which is reflected in our delivery
- Supports 'whole brain' learning!
- Allows you time to think!
- Encourages a high level of participation
- Is highly stimulating and interactive
- Practices 'role play' in a safe environment
- Is fun - and more of the learning sticks!
- Promotes Continual Professional Development with Action Plans, coaching support and learner journey reflection opportunities
- Is affordable and effective and minimises time away from the office
- Seeks to offer a real return on investment/ education back into the workplace - with positive implementation and application of new skills!

Benefits of Scheduled Courses...

- Improved individual performance
- Increased productivity
- Improved morale
- Confident and motivated staff
- Improved communication
- Increased staff retention
- Improved team performance
- Improved 'bottom line'



Best Course Assurance™

Best Course Assurance™ We want you to attend the right course - we know you do too. Call one of our Training Consultants for help in assessing the best option for you.

We Care, We Listen,

Let Us Act in Partnership with You

learning excellence, positive engagement...

Your People Skills

Business Writing

The written word forms an immense part of organisational communication both internally and externally, however many individuals are unable to present the professional, positive image that organisations strive for. Our suite of courses offers individuals the opportunity to become more effective with the written word in many aspects of their day to day work...

- **Effective Minute Taking**
- **Report Writing** - The Four Step Approach
- **Written Communication**

Communication Skills

The key to effective communication is understanding what others are trying to say - not an easy skill! Listening and questioning skills play a large part in ensuring good communication is achieved and open working relationships are built...

- **Communicating Assertively**
- **Communication Skills with NLP**
- **Effective Communication** - The Key Principles

Professional Trainer Qualifications through ITOL

Training others offers individuals the opportunity to share information throughout the workplace encouraging best practice and ensuring consistency throughout the organisation. This training suite provides individuals with the skills and techniques to enable others to learn and work at a strategic level...

- **Foundation Certificate FCISD**
- for New Trainers
- **Certificate in Training CITOL**
- for Existing Trainers (equivalent to CTP)
- **Advanced Certificate AdCITOL**
- for Learning & Development Specialists

Creating & Keeping Business

Finding new customers and retaining existing clients is a key component for any successful business or organisation. This suite of courses provides all the skills required for individuals to gain, retain and develop business relationships that are focused on providing profitable win-win solutions...

- **Confidence with Customers** - Service with Care
- **Marketing for Success**
- **Professional Telephone Skills**
- **Successful Selling** - The Essentials
- **Winning Negotiation Skills**

Personal Development and CPD

Through continuous professional development individuals improve their skills, are more confident and motivated, energetic and committed to their role. Our Personal Development courses offer individuals the skills, specialist knowledge and pragmatic tips required to increase the size of their 'life/work skills toolkit' to further excel in the workplace and beyond...

- **Coaching Skills** - 'Be Who You Want to Be'
- **Coping with Pressure at Work**
- **Improving Personal Success**
- **Presentation Skills** - A Blueprint for Success
- **Time Management** - Maximise, Prioritise

The Complete Management Portfolio

Catalyst Learning & Development believes that skilled managers and leaders hold the key to creating productive workforces that deliver organisational and economic success. Our courses and support combine to drive up the standards of leadership and management and improve individual and team performance...

- **Coaching Skills for Managers**
- (including coaching support with the APSP™)
- **Conflict Resolution**
- **Facilitation Skills**
- **Finance for Non-Financial Managers**
- **Leadership Skills** - Inspiration and Vision
- **Management Skills**
- Your People and Your Business
- **Managing Change for Positive Outcomes**
- **Managing Performance**
- **Maximising Team Performance**
- **Motivational Maps™**
- **Project Management**
- The People and the Processes
- **Supervision, Leadership and Delegation**