



# TRAINING



## MANAGEMENT AND TRAINING PROGRAMME

2023-2024 Prospectus

# Introduction

We are a Scotland based company, working locally, within the UK and internationally.

We have successfully implemented significant change in organisations across several business sectors and cultures in South-East Asia, China and the USA and have an adaptability to create a high-performance culture in any organisation.

Our team is passionate in everything that we do, setting the scene early by creating an open and honest culture will help us deliver the changes that are required to make your business flow and function.

By building a culture where people development is driven by continuous and effective learning, your staff and workforce programme is better prepared to achieve, thrive and sustain long term success.

There is one outstanding quality ability that gives us more and that stands at the core of HPC Training is the ability to listen.

By listening to what is being said and more importantly what is not been said, HPC Training can create the right training development programme for you and your team.

We create positive change for individuals and businesses that want to develop and strive for continuous improvement.

Our focus is on professional development, based on our experience and knowledge will help you achieve, excel and deliver a vision and ultimately achieve your goals. We deliver tailored targeted training programmes specialised and specific to meet your training requirements.





# GET IN TOUCH

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# Course Prospectus

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# Agile Systems (Project Management)

This one-day overview of Agile principles and methodology will give delegates an insight on how to incorporate the core Agile values into the workplace. The course will decode the language used, examine the frameworks and look at ways to practise Agile Project Management in our own workplace.

Focusing on the Scrum Framework, we will examine how small and middle-sized projects can benefit from the features held within, examining timely celebrations and their effective use.

The course will show how to develop an Agile mindset, with a view to getting things done.

The course is interactive through case studies, role play and plenary sessions to discuss and feedback from tasks.

## Aims

- To examine the core values of the Agile manifesto and how they work today
- To change our thinking to adopt Agile
- To unpack the Scrum Framework and make it work for you
- To explore, through role play, how celebrations add to the fabric of the scrum.

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**

# Appraisals

Appraisal meetings are part of any manager's role. In this one-day session, we will look at how to plan the meeting, how to deliver the meeting and how to set the meeting on a course that will deliver positive outcomes for both manager and team member.

Managers can find these meetings to be stressful and cumbersome, but through our step-by-step plan, managers will have the tools to create and deliver appraisals that are focused, positive and show that these are opportunities to set future goals for training, performance improvement and other needed outcomes.

This session is very interactive, with a lot of opportunity for role play, feedback and plenary discussion.

## Aims

- To identify the need for appraisals and what form they can take
- To explore the managers connection with appraisals
- To consider what the employee gains now and what they could gain going forward
- To discover the step-by-step appraisal plan
- To identify strategies to ensure successful appraisal, with positive and constructive outcomes.

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**





# Business Report Writing

The report writing training course is aimed at staff who are new to report writing or who need to improve their writing skills. The programme doesn't only cover theory alone, participants are expected to put into practice what they are learning as they go through the day.

Report writing plays an important role in the workplace and being able to develop successful reports is a core skill. A well written report is planned, structured, styled and proofread for maximum effectiveness. We will look at the basic principles, making sure that we are supplying accurate information, and the presentation format delivers the topic with the best impact. The information should help and persuade the reader, with essential background, detail and the required information.

The aims are:

- Planning and preparing (Why a report?)
- Basic principles of report writing
- Structure of business report
- Purpose of the report
- Knowing your readers
- Generating ideas
- Sources of information
- The extended Pyramid
- Reports outline
- Making sure the language is correct

By the end of the report writing training course participants will be able to:

- Prepare and plan reports that meet their intended purpose
- Produce reports that conform to an established and acceptable structure
- Proofread and edited effectively before submitted them to their intended readers

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**



# B2B Selling and Upskilling your Workforce

## Course Overview

This two-day frontline sales training course will move the organisation from static reactive sales management strategy to a proactive culture of sales management which is designed to help prepare the sales team for the unique challenges of an increasingly competitive modern sales environment.

HPC Training Ltd Business and Management training programme have designed a tailored learning programme aimed to help your team develop the all-important skills that are crucial to getting your business in a position to make an impact and understand your customers' needs. It's based on a common-sense principle of collecting the right information and involves the right people early in the process to create go-to market change.

## Day One

We will identify and profile the mindset of where your team's motivation currently sits within your organisation strategy. What they are currently good at and which areas they need to develop to make greater impact and approaches that will ultimately move the flow of your market strategy, customer products and go to market initiatives forward.

On the first day we will explore the most up-to-date sales excellence models and look at them in context. We will compare them to the context of your organisation and we will develop an industry sector strategy standard that will create an effective sales leadership style and work force that suits the culture, goals and mission of the organisation.

One of the main skills we will be developing over this first day is how to motivate and create a high-performance culture within the workforce through positive sales leadership style and motivating teams by understanding your team as individuals and their behaviour styles. We will also look at time management and constructive sales coaching built around persuasive communication, the personal interaction between the buyer and seller (Business to Business - B2B)

We will also cover how to prospect with existing business partners, understanding the importance of knowing your customer and building the customer fact base. We will look at the 5 key types of customer information in relation to market decision-making.



# B2B Selling and Upskilling your Workforce

## Day Two

### Customer Relationship Building

We will take a look at why it's essential that you understand the customers' needs with real precision, establishing customer fact base through analysis of your strengths and weaknesses as perceived by your customer. Structured gap analysis performed through in depth quantitative and qualitative conversation. This will also include exploring performance gaps and sample gap analysis.

How to build confidence and a repertoire in face-to-face meetings to conduct in depth exploration of go to market issues. Assessing findings go to market competitive analysis. Alongside the market and customer analysis.

### Client and customer strategy (Planning)

Focussing on creating a long-term plan is a vital component in customer relationships. We will focus on the following strategy.

- Contacts in the client organisation
- Other contacts (colleagues/associates)
- Assignment analysis (Identifying trends and opportunities)
- Competitive activities (relative strengths and weaknesses in terms of service)
- Next year's objectives
- Overall strategy statement
- Detailed action plans

The art of negotiating skills and developing our key strategic selling skills are some of the most important personal skills that a good salesman needs to pose alongside many other key development skills.

# B2B Selling and Upskilling your Workforce

## Learning outcome

### Prospecting

Methodology, research, qualification, prioritising, prospect v leads and working with the marketing team.

### Motivating Teams

Incentivise team performance, competition and rewards, team spirit and open and honest culture, training and development, effective communication and running effective meetings.

### Time Management

Identify and prioritise non-essential tasks, using technology to create time, project management tools and Plan Do Check Review.

### Sales Leadership

Using empowerment to achieve better performance, using data and matrix to manage performance, understand the role of your team and critical thinking skills.

### Sales Coaching

Providing your team with the necessary sales skills, sales planning and tactics, motivating your team to self-grow, analysing sales data and performance and using sales coaching tools

### Customer Relationship Building

Establishing a customer fact base through analysis of your strengths and weaknesses, assessing findings and competitive market analysis.

### Negotiating

Being prepared, knowing your customers business, using active listening skills, FPI stairwell approach, using persuasive skills and problem-solving skills.

### Strategic Selling Skills

Ensuring that your sales team have the knowledge of your products, prospect education, understanding the purchase process, interpersonal skills, questioning skills, using technology CRM systems and championing a sales mentor.

**Face to face – 2-day course**  
**Virtual – 4 sessions of 3 hours**



# Business Presentation Skills

We will look at the core of business presentation skills from the aims through to the conclusion, as well as study the internal and external skills we need to stand up and deliver a quality presentation. The business presentations training course's aim is to inspire staff to achieve their presentation objectives and improve.

Our aim throughout the course is to develop the following skills:

Deliver presentations that make a sale, gain influence or promote the business on a level that is successful. We will also create a positive work environment through effective communication and confidence, improving their self-awareness which makes them better, more productive presenters, which will ultimately develop presentation content that delivers a winning message.

## Objectives

At the end of this business presentations training course, your participants will be able to:

- Design and deliver a persuasive presentation that gets results
- Benchmark and structure their own presentations with real examples and tips
- Explain how audiences listen and respond to presentations
- Follow prompts that help them reflect, evaluate and learn from experience

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**

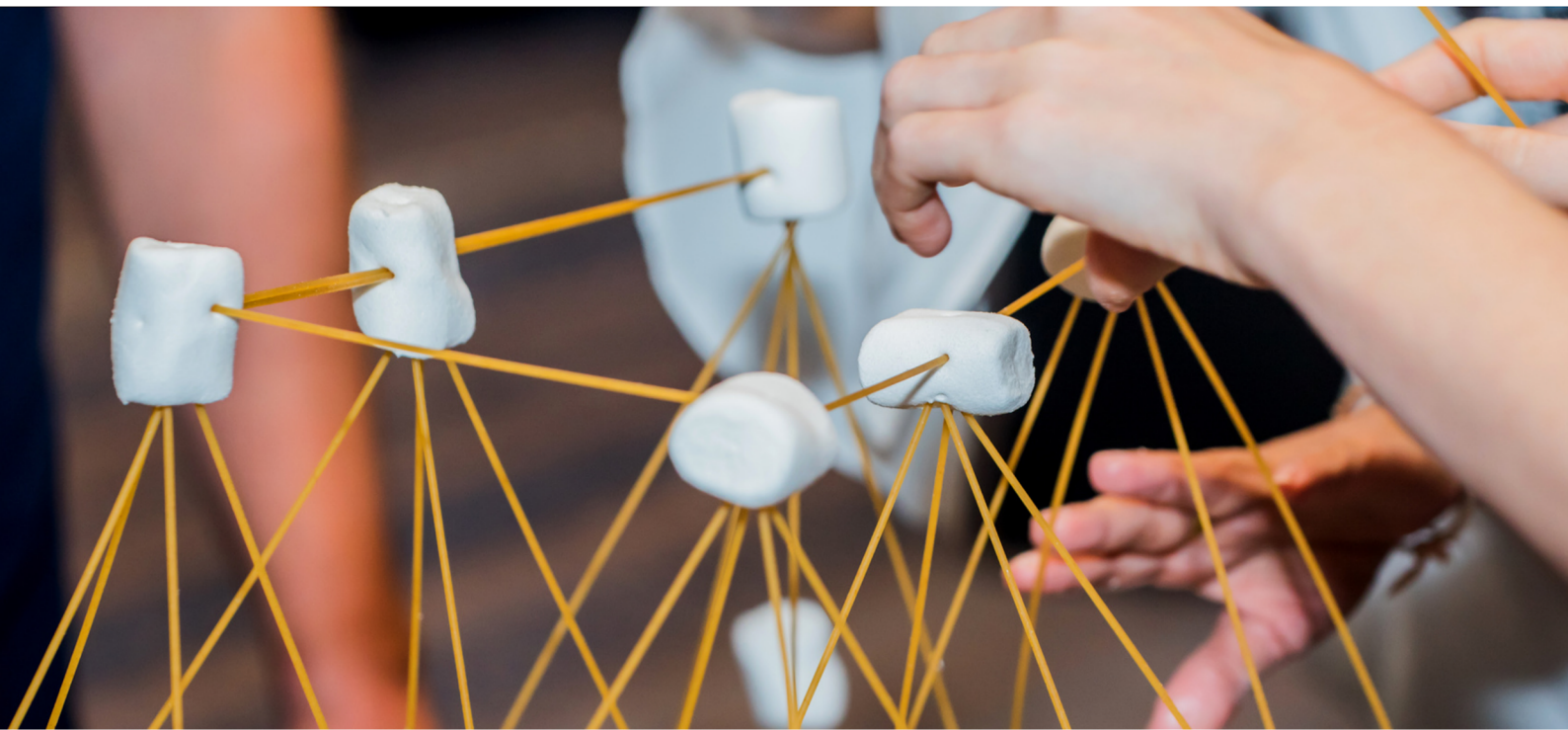
# Change Management

In order to grow, develop and evolve, we have to change. This is not always a simple ask for organisations, of any size. This training session will outline exactly what is involved in managing change, the principles that are woven throughout and we will work with and outline how various models can be used to ensure that employees and organisations mature into the best version of themselves. Through interactive role plays, case studies and the use of self-reflective tools, this session will ensure delegates are able to implement the strategies immediately.

The aims are:

- to ascertain what Change Management is and why every dynamic structure needs to employ it
- to identify the principles of Change Management and isolate how they underpin the growth of any organisation
- to establish the role of individual strengths, teams and team culture, in change management
- to examine, investigate and use tools to plan change within.

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**





# Coaching Skills

Successful coaching is fundamental to the development of any team and a good manager should always be willing to participate in this. However, there can be barriers that impede coaching, no matter how willing some parties are. In this session, we will examine what coaching is, what it will achieve and why it is important, when it is done correctly. We will identify and break down team and managerial barriers to coaching and we will put coaching models in place, for teams and their managers to follow. Managers will also have the possibility to explore and identify the cyclical nature of coaching and how it is a continuous process, and not a one-time event. We will look at how a coaching environment leads to a productive team culture. Which in turn leads to improved performance within the team.

We will give managers the tools to ensure their team are working at their own true potential and maximising their own strengths.

The coaching models we will provide will work first on the team culture and norms to ensure that a pride in development replaces any negative connotations that coaching has previously had.

The aims are:

- To explore coaching and how the skills within impact individuals.
- To study and test out different coaching models
- To acknowledge and break managerial barriers to coaching
- To ensure coaching has a normalised position within the team culture to ensure success.

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**

# Conflict Management

Conflict can arise in any situation, but in the workplace it often falls to the direct manager to try to resolve it. In this one-day session, we will explore where conflict comes from, what it is and how it is fuelled. We will look at the behaviours that lead to conflict and we will look at how we can diffuse them as preventative steps.

We will also explore and examine how to manage conflict when it does arrive, if the pre-emptive measures have not been implemented.

The strategies that we will discover are suited to support managers through this, which can be very stressful and can affect behaviour and performance of individuals and the team, to ensure that the conflict is managed successfully and to the satisfaction of all involved. While we will spend time looking at root causes, we will also examine effects and outcomes as well as strategies to prevent and to handle (and survive) conflict in the workplace.

## Aims:

- To explore the root causes and effects of conflict at work
- To identify behaviours that create conflict and pre-empt conflict arising
- To look at the effect conflict in the team has on individuals, team culture and overall performance
- To examine the effects of conflict on the manager or resolver
- To develop and implement preventative and restorative strategies to manage conflict at work.

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**





# Creating A High-Performance Team Culture Within Your Organisation

This two-day Frontline Leadership course will move the organisation from reactive strategies to a proactive culture of management and leadership. Building trust with your teams revolve around having an open and honest culture behaviour.

## Day One

We will create an individual and group profile that will be focused around 3 mutually supporting activities at the heart of a good team.

- What's stopping you from making an impact?
- What's going well?
- Which areas do we need to improve on?

On the first day we will explore the 7 main leadership styles and look at them in context. We will compare them to the context of your organisation and we will develop a strategy standard that will create an effective leadership style that suits the culture, goals and mission of the organisation.

## How do we motivate the workforce?

How to influence and motivate your team. Creating an environment that promotes quality and rewards positive outcomes and behaviours to ensure the correct outcome is reached. We will examine the influences around us, the positive and the negative and we will unpack how we can become positive influences for the staff. What are the motivators and de-motivators that are inhibiting performance?

## Dealing with difficult situations and conversations

We will have to examine the skills that are required to deal with difficult situations, understanding what makes a person difficult, what makes the situation difficult and ultimately what makes the conversation difficult to deal with. By thinking and reflecting on the situation beforehand and making sure that all preparation is in place to allow the best possible outcome. We will look at coping strategies, including conversation process skills and role-playing scenarios and ideas that will become more comfortable with the uncomfortable.

# Creating A High-Performance Team Culture Within Your Organisation

## Critical thinking skills

We will look at how we improve our critical thinking skills, developing our ability to objectively analyse information is a fundamental skill that will allow us to draw a rational conclusion. We will practise key processing thinking by evaluating, considering, asking, follow up and form your opinion by using the critical thinking process.

Observation, analysis, inference, communication and problem solving are key components in developing your critical thinking skills.

## Day Two

Using qualitative and quantifiable information to make change - time management, prioritising and giving feedback leads to be able to conduct high impact meetings.

The second day of this Frontline Leadership course will look at the more practical elements of leading a team. We will first unpack some really useful take away time management strategies for us and for our team members. We will plan and look at what works best for us and for our team and we will set SMART goals to achieve this Time Management outcome.



# Creating A High-Performance Team Culture Within Your Organisation

## Team building

Team building is a process of improving the performance and collaboration of the team or group of people. We will look at introducing the training group to the Tuckman model, which will cover the four stages of team development: forming, storming, norming and performing. You will learn how to facilitate a team building workshop using the Tuckman model and what activities and techniques you can adopt to help progress through each stage.

## Conducting high impact meetings

Running effective meetings, what do we need to have in place to run effective meetings. We will cover a range of tools required to develop the necessary skills to perform during a high impact meeting.

Essential must haves such as meeting agenda, scheduled meeting duration, meeting purpose description and meeting objectives.

Feedback will be given throughout the 2 days, which we will reflect on, and this will then be wrapped up in a final session, looking at communication skills and opportunities to give and receive feedback.

Learning Outcomes:

- Understand how leadership differs and evolves through behaviours, context and culture and how to carve the best way forward
- To develop a positive influencing style
- To understand why difficult situations arise and how to deal with them
- To use practical tools to ensure more productive days for all, in the workplace
- To embrace the value of feedback and to develop tools to personally and professionally value the improvements made.
- How do we get the best out of our team

**Face to face – 2-day course**  
**Virtual – 4 sessions of 3 hours**

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# Creative Thinking

Not everyone within your organisation has creative skills, some individuals may struggle with ideas, they may not have confidence in their suggestions or get frustrated if they can't come up with solutions for challenges on the spot. How do we develop our skills to be creative?

**What is creativity?** – A chance to explore what we mean by being creative, and the difference between convergent and divergent thinking.

Applying creative techniques and becoming more innovative in our thinking is something everyone in business should aspire to. There are practical tools and techniques we can all use to improve how we approach day to day problems.

The course content will cover the following essential skills:

**Where are you at your most creative?** – We all have common places where we have our most creative thoughts, but we may not notice the patterns. A chance for participants to explore this in depth.

**How our brain works** – Our brains receive an inordinate amount of information each second. Participants will explore this and the best “brain state” to aid creative thinking.

**The paperclip test** – An enjoyable exploration of how much divergent thinking participants possess.

**Convergent thinking – What river am I in?** – Exploration of just how easy we fall into convergent thinking patterns and how we can use simple tools to break these.

**Different roles in creativity** – We need different types of thinking to help us formulate a creative idea – a chance for participant to practice this.

# Creative Thinking

**Mindsets** – Sometimes, we are stuck in convergent thinking patterns due to our mindset; utilising Carol Dweck’s work, it is a chance to reflect on our own mindsets and how they affect our creativity.

**The Marshmallow Challenge** – A chance to put together everything participants have learnt in the ultimate creative test.

**Action planning** – Putting together a plan for future improvement.

At the end of this Creative Thinking Training Course, your participants will be able to:

- Identify what being creative means, and explore the differences between divergent and convergent thinking
- Understand how our brains work, and explore the best “brain state” for creativity
- Explore the concept of “rivers of thinking” and how small changes can aid the unblocking of creative barriers
- Discover how playing different roles can improve divergent thinking and creativity
- Look at ways they can ensure a growth mindset whilst they tackle creative problems

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**

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# Customer Service

What is customer service? What do your customers want? Who are your customers? Does everyone want to be treated like an individual? This course allows us to look further into what makes your customers tick and how to deliver the best customer journey possible.

We will look at what mattered to our customers 30 years ago and what matters to them now. Why? This allows us to understand how society has changed and what our customers expect from us as a company. As the person representing the company it allows you to utilise everything you learn on this course to help, gain trust, understand expectations.

The course will include role plays, team working and solo working.

## Day 1

Looking at what a quality customer experience is and why it's necessary for customer retention. How our thoughts and feelings can impact on the customer's journey? We will look at conversation flows and how we can really advocate for the customer as well as fulfilling our job role. Accountability – we will have realistic conversations on who is accountable for each part of the customer contact.

### Delivering a quality customer experience

- Identify what “Quality Customer Experience” means and how we can define it.
- Identify the customer journey and look how and where we can make proactive impacts
- Explore strategies to ensure every contact and every impact is positive
- Create contingencies to turn a negative experience to a positive experience.
- Ensure customer monitoring and retention is in place

### Soft Skills

- Understand our own thoughts and feelings
- Let's talk about mind talk
- How to get the best out of a conversation
- Greater understanding of written word versus spoken word



# Customer Service

## Day 2

The second day we will reflect on what we learned the previous day before talking about influencing skills and managing difficult conversation. In this session we will look at our own boundaries, what stops us influencing others and what are comfort zones. Following on we can then start to explore managing difficult conversations, how your influencing skills will help that conversation and how mind talk can be an integral part of this.

### Influencing Skills

- To understand what influencing skills are and why they are important
- To cultivate ways to ensure influencing skills development
- To practice these skills and break out of comfort zones
- To identify in which situations we can employ influencing skills

### Managing 'difficult' conversations

- to define what 'difficult' is, regarding people, situations and conversations
- to identify what creates 'difficult'

Aims of this course:

- Better understanding of your customer
- How to improve the customer's journey
- When to use your influencing skills to improve resolution
- Understand triggers that can have a detrimental effect on outcome
- Recognise when you are putting up barriers to a positive customer experience

**Face to face – 2-day course**  
**Virtual – 4 sessions of 3 hours**



# Delegation

This one-day delegation course will cover the principles of delegation; what they are and how we use them. We will explore why we delegate, why we don't delegate and what barriers there are to delegation.

To fully examine the situation, we will place teams and team working in centre stage and explore the jigsaw effect that delegation has within any one team and the domino effect on external teams and the company as a whole.

Additionally, we will look at the positive outcomes of delegation, what can happen if you don't delegate and finally, we will look at strategies to begin to delegate and get the best outcomes, which in turn will enhance team performance.

The practical element will come through group working, case studies, brainstorming and presenting as well as delegation role play.

The aims are:

- to ascertain what delegation is and why we need it, while examining the principles of delegation
- to identify what happens when we don't delegate and what barriers we have that stops us from delegation
- to establish the role of individual strengths, teams and team culture, in delegation
- to determine strategies to promote delegation and successful performance, through delegation.

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**

# Delivering A Quality Customer Experience

This one-day customer experience course will ensure delegates understand the fundamental approaches to customer experience and through useful practical examples we will be able to identify the best strategies to employ.

We will look at customer experience mainly from the customer's point of view, as well as the impact internal responses and behaviours might have. We will use various response models to ensure that delegates feel equipped and have every tool to ensure that they can start to make an impact on customer experience as soon as they leave the session.

The practical elements will be mapping out the customer journey, looking at where we can impact and influence and will also include role play as well as case studies.

The aims are:

- Identify what “Quality Customer Experience” means and how we can define it.
- Identify the customer journey and look how and where we can make proactive impacts
- Explore strategies to ensure every contact and every impact is positive
- Create contingencies to turn a negative experience to a positive experience.
- Ensure customer monitoring and retention is in place

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**





## Influencing Skills

Everyone influences everyone else, but what happens when we can harness that skill and use it to assure professional successful outcomes? What happens when we actively harness and hone our natural influencing skills to ensure productivity increases, behaviours change and cultures are nurtured positively?

At times the effects of this kind of skill have ripples far beyond the initial project or outcome. In this session we will look at the value of these skills, why they are important and how we can first, recognise them and secondly, develop them to add them to our own toolkit.

As one of the most valued soft skills in business, we will look at strategies to develop influencing skills, as well as practice them through interactive role play.

The aims are:

- To understand what influencing skills are and why they are important
- To cultivate ways to ensure influencing skills development
- To practice these skills and break out of comfort zones
- To identify in which situations we can employ influencing skills

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**

# Managing Difficult People, Situations and Conversations

This session explores behaviours, barriers and challenges to communicating with individuals.

Delegates will have the opportunity to explore the role of the manager when addressing difficult people and will examine how to plan difficult conversations and remove their own personal barriers to success. Delegates attending this course will be challenged to apply the tools and techniques to realistic situations they may have to deal with in the workplace, through case studies and role play.

The aims are:

- to define what 'difficult' is, regarding people, situations and conversations
- to identify what creates 'difficult'
- To examine managerial barriers we might have
- to determine practical strategies to **manage 'difficult'**.

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**



# Managing Performance and Behaviour

Behaviour in the workplace can make or break a team as well as individual performance. This one-day course explores different manifestations of behaviour at work and how that can affect performance, through practical strategies and examining case studies, we will work together to identify negative and limiting behaviours and we will look at how we can change these to become positive and constructive. We will look at proactive and reactive strategies as well as what it means to be a human, with thoughts, feelings and goals. Through case studies, teamwork and individual reflection we will examine and identify various behaviours that have an effect on performance.

The aims are:

- To understand what behaviours are, where they come from and what effect they have
- To explore the intrinsic relation to performance
- To develop strategies to change and improve performance-affecting behaviours
- To manage behaviours proactively and reactively

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**



# Marketing Essentials

Marketing Essentials course is tailored to help participants understand marketing concepts and how they link to the growth strategy of the business. They will also give participants a solid grounding in market analysis and how marketing influences customers.

## Objectives

At the end of this Marketing Essentials training course your participants will be able to:

- Explain what marketing is and how it links to the growth strategy of a business
- Identify the components of the marketing mix and extended marketing mix and explain how marketing affects all areas of the business
- Use the marketing triangle as a logical and customer centred approach to marketing



**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**

# Negotiation skills

This one-day overview of negotiation skills will give delegates an insight on how to incorporate negotiation and assertive skills. The course will cover the necessary basic skills when negotiating, it will look at the fundamental strategies required when tendering for contracts and business.

We will work with and outline how various models can be used to ensure that you and your negotiating team have the skills and tools to close the deal

## Aims

- Negotiate successfully through using POCKET model
- Use the conflict model
- Make a compelling case when negotiating and tendering for business
- Distinguish the difference between passive and assertive behaviour
- Know when to apply assertiveness when the deal is down to the final stage

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**



# Problem Solving

Problem Solving in the business world can be a complex issue. In this one-day course, we will look at problems via case studies and role plays to examine their component parts and break them down to solvable chunks. By identifying where the problem comes from, the root cause and the frequency we will establish the category of problems most often faced. Through interactive tasks, critical thinking and extended team work, we will work together to ensure strategies given remain as critical tools for problem solving in the workplace.

The aims are:

- To recognise the nature of complex problems
- To examine their origin and the pathway to problems
- To understand which strategies are useful for which problems
- To work together to solve complex problems

**Face to face – 1 day course**  
**Virtual – 2 sessions of 3 hours**



# Project Management - Fundamentals

How do we gain experience working with projects are the cornerstones of business development and as such, we are often asked to be part of a project team, head it up or even report back on deliverables. In order to do this, we have to understand how a project works and how we can get the best out of our project time and team. This 2-day course will give delegates the fundamentals to help them ensure that their project tasks are successful, well managed and give the projected outcome. It will also give delegates the opportunity to try out the tools in the practical element, lead their own project teams and watch a project grow and complete its lifecycle over the 2 days. Right from the outset we will cover the five major project management fundamentals, from conception and initiation, planning, monitoring and project closure.

The aims are:

- To understand the full spectrum of the project lifecycle
- To develop and evolve a project charter to fit the project you are working on
- To look at project specific terminology
- To compare and contrast project management methodologies
- To use the tools presented in practice.
- To examine how report back from projects
- To integrate management tools into the project for the best outcome.



# Project Management - Fundamentals

This two-day course is intended for new managers who want to hit the ground running with tips and techniques to get the very best from their management position from the outset. We will look at performance and the link to behaviour, motivation and how to drive the team. The art of delegation, as well as having difficult conversations. Through understating how any team works and how it succeeds, we will provide managers with the knowledge to get the very best from those around them.

The aims are:

- To examine workplace behaviours and examine how they affect performance
- To discover how to motivate, engender trust and delegate successfully
- To examine and unpick team cultures
- To burst the managerial mindset barriers we may have.

**Face to face – 2-day course**  
**Virtual – 4 sessions of 3 hours**

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# Situational Leadership

Situational Leadership is a tool for leaders to adopt when they have differing circumstances which they must manage effectively. We will examine the 4 styles of Situational Leadership, how to adopt them, why and when, as well as the impact and effect they have on employees and colleagues. Having the knowledge and ability to choose which leadership style will help in any given scenario, a manager gives themselves the highest probability of success, which will eventually cascade onto all situations they encounter. An interactive session presenting choices and options through to ensure managers and delegates get as much practice in situational leadership as possible, before they try it out.

The aims are:

- To understand the 4 main Situational Leadership styles
- To put them into context and look at real life examples of the effectiveness of them
- To understand the effect on the employee
- To identify how and when to use which style for a successful outcome

**Face to face – 1-day course**  
**Virtual – 2 sessions of 3 hours**



# Soft Skills

Soft skills are tools that every level of the operation can adopt. Learning your emotions, what triggers you have and tools to help you “park” them. Knowing where you are mentally and physically before starting any conversation, with staff, customers, vendors or stakeholders will help the flow of conversation and the outcome.

Soft skills also cover a variety of ways on how to help others feel “safe”, understood and listened to during those conversations – everyone needs to feel heard and understood.

This workshop includes telephone etiquette, social media etiquette, team challenges and role plays to enhance the experience and allows individuals to step into other people shoes.

The aims are

- Understand our own thoughts and feelings
- Lets talk about mind talk
- How to get the best out of a conversation
- Greater understanding of written word versus spoken word

**Face to face – 1-day course**  
**Virtual – 2 sessions of 3 hours**





# Time Management

Time management is a challenge for most staff and managers. But when it becomes an everyday occurrence, it starts to impact on performance, behaviours and stress levels. In this one-day course, we will uncover all the reasons why time management can be an issue for some, we will also look at the knock-on effect that bad time management has on the individual and their team, as well as overall performance.

We will look at strategies to implement and improve our time management and we will analyse where time goes to, throughout the day. By looking at how we currently manage our time and how we can improve on that we will be able to develop individualised strategies to improve time management.

The aims are:

- To define time management and the impact it has
- To take holistic, team view of time management
- To analyse the time thieves
- To implement creative and workable strategies to ensure positive and proactive time management for individuals and teams.

**Face to face – 1-day course**  
**Virtual – 2 sessions of 3 hours**

# Understanding And Developing Resilience

This session looks at what resilience is, where our levels are and how we can start to build it up, not only in ourselves but also in those around us. We will look at personal resilience and the effects that has on your professional performance. By examining the sources, we will work on some Use-Today strategies to start building resilience withing the training session. Delegates attending this session will be involved in interactive role play as well as examining characteristics and ultimately the staff themselves.

Resilience is now recognised as a very important competence to demonstrate in the workplace. In the increasingly complex context of today's working environment, the resilience of individuals, and organisations becomes critical for business success.

Resilience is the ability to cope with the challenges, problems and set-backs we face in life, and to become stronger because of them. It relies on different skills and draws on various sources of help, including rational thinking skills, physical and emotional health, and an individual relationship with those around them.

We will cover some of the following core topics:

- Understand the importance of personal resilience and having a positive focus at work.
- Adapt their approach to work and become more optimistic.
- Overcome negative thinking to help ensure business success.
- Use tools to effectively build their personal resilience.
- Develop key tactics to help ensure organisational resilience.
- Use emotional intelligence techniques to help improve workplace communication.

At the end of this Developing Resilience training course your participants will be able to:

- Define resilience and explain its importance
- Differentiate between positive and negative thinking
- Challenge the way they think
- Use tools that help them build resilience
- Develop key emotional Intelligence skills
- Help others to build resilience

**Face to face – 1-day course**  
**Virtual – 2 sessions of 3 hours**

Without good people in your  
organisation and team, success  
becomes more difficult



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