

Specialist Subjects

**Coaching, Training, Empowerment, Executive and Management Enhancement
Maximising the skills of your current workforce and taking them to the next level.
Using the Power of Experiential Learning
Certification and accreditation levels 1-3**

Successful Specialist Subjects Delivered Include:

Experiential Learning

Focussing on: Experience, practice, conversation and reflection

Most learning comes through four channels: Experience, practice, conversation and reflection

Good managers expose their employees to new experiences through various approaches such as job shadowing, informal coaching and mentoring

Providing experiences that help team members develop and improve their capability is a powerful lever for managers

Customer Service Excellence:

Focussing on; Awareness, Communication, Planning, Problem Solving, Quality, and Teamwork

What IS great Customer Service and what does it look like?

Cultivating a Culture of Service within your organisation

Being In the Moment improves Customer Service

Body Language, Tone and the Words You Use With Customers

Building and Maintaining Ongoing Relationships with Customers

Resolving Customer Issues with a Smile

Grace under Pressure: Staying Calm At All Times

Soft Skills:

Soft Skills are *behavioural* competencies: Also known as *Interpersonal Skills* or *people skills*.

Focussing on:

Effective Communication

Conflict Resolution

Negotiation Skills

Personal Effectiveness

Creative Problem Solving

Strategic Thinking

Influencing Skills

Sales Skills

Development First Training Ltd.

For all your staff motivational and training needs

325 Hanworth Road
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Date:13.02.2011

Sales and Marketing

Focussing on;
Consultative Selling
Marketing on a Budget
High Impact Marketing and Targeting Your Customer

Informal Coaching and Mentoring for the 21st Century

Focussing on: Informal Coaching For Life Enhancement and Performance
Includes
The Mentoring Manual
The Guidelines for Mentors
The Principles and Practice of Coaching and Leadership

Media Handling

Focussing on:
Media Interview Techniques
Focussing on your Message
Handling Nerves: the Circle of Strength
Grace Under Pressure
Keeping Control of your Interviewer
Key Words

Presentation Skills

Focussing on:

- First Presentation Skills (1 day beginner level course)
- Effective presentation Skills (2 day Intermediate level course)
- Powerful Presentation Skills (2 day advanced level course)
- Effective Communication Skills (1 day course)
- Personal Vocal Impact (1 day course)
- Successful Body Language (1 day course)



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First Presentation Skills (1 day beginner level)

This highly supportive one day workshop has been designed for those who currently have little or no experience of presenting or speaking in public but expect to have to take the plunge in the near future. It is also an excellent course for those who have presented in the past but are still extremely nervous about this and try to avoid presenting at all costs.

Training Outcomes:-

- Understand what makes a good presenter
- Learn to control nerves and deal with common fears
- Develop confidence when speaking in front of an audience
- Learn how to develop ideas
- Learn how to plan and structure a presentation

Presentation Skills (2 days)

This two-day intermediate level training course will help delegates deliver presentations more effectively and successfully. The course is ideal for people who already have experience of presenting or public speaking and now want to work on their delivery skills. Delegates will be asked to prepare two short presentations (of roughly 5 minutes duration) before the course, each of which will be delivered several times over the two days.

Training Outcomes:-

- Develop a more confident and persuasive voice
- Learn how to control nervous energy
- Learn how to connect with the audience
- Become a significantly better presenter

Powerful Presentation Skills (2 days)

This is an intensive and highly interactive two-day training course to help ensure delegates get the most from all presentation opportunities. This advanced course is ideal for people who are already experienced presenters or public speakers and who now want to achieve more through their presentations.

Throughout the workshop delegates will gain a wide range of practical experience through numerous exercises (voice, physical presence, body language etc) and the delivery of four presentations. Each of the presentations provides a different challenge and will allow delegates the opportunity to present in a different style.

Training Outcomes:-

- Fine tune the delivery style to create maximum impact
- Develop a more persuasive and impressive speaking style
- Control space and presence to get rapport and influence the audience
- Use pace and structure more effectively for maximum results
- Deliver different styles of presentations for different audiences

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Effective Communication Skills (1 day)

A one day work-shop which will help delegates express themselves more effectively, have more influence with colleagues and appear more confident in front of others. This is a highly practical and interactive course. Delegates will be working both individually and in small groups on a variety of vocal and practical exercises, interactive discussions and role plays throughout the day.

Training Outcomes:-

- Speak with more confidence and listen carefully to build rapport
- Analyse and utilise body language to advantage
- Steer conversations and influence people
- Have the confidence to make more of an impact on any audience.
- Enhance professionalism at work

Personal Vocal Impact (1 day)

Whether it is getting your voice heard in meetings, giving dynamic presentations, speaking effectively on the telephone or being more influential in your business environment, your voice plays an essential role in commanding the attention of your listener(s).

This one-day workshop has been designed to help staff enhance the key vocal skills needed to increase their personal impact at work. It will help delegates speak with greater confidence, communicate with more influence and have more personal impact at work.

Training Outcomes:-

- Learn to reduce hidden tensions that can interfere with vocal production.
- Learn how to project a strong and confident voice with ease
- Learn to control your speed of delivery
- Develop a dynamic voice that commands attention
- Develop a range of expressive qualities to become more influential
- Develop key vocal skills to help you maximise your impact in all situations

Successful Body Language (1 day)

If you're leading a meeting, delivering a proposal or trying to convince people that what you are saying is a good idea, your body language is also "communicating" as you speak. And if your body language is in sync with your message then you stand a far greater chance of success. Body language awareness can also give you an edge when negotiating. If you are able to read possible signals from the other people you are dealing with - it can help you identify likely areas to investigate further to potentially get yourself a better deal.

This one day workshop is designed to help you increase your personal impact by improving your awareness and utilisation of successful body language techniques. Throughout the day you will explore the use of body language through group exercises, role play and group discussion. Video will also be used as an additional form of feedback.

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Training Outcomes:-

- Discover when body language is an important mode of communication
- Use body language to increase your personal impact
- Increase your presence and strengthen your command over your listeners
- Learn how to use body language to build rapport with others
- Learn how to read and interpret signals of others

Learn how to apply body language to help control tension and conflict

TV Presenter Training

One Day Basic, Two and Three Day Advanced Masterclasses:

Three Day Advanced Masterclass Schedule Example:

Day One:

Introduction to Course: Being Judged by UK broadcasting standards
What's in It For You? Advanced Level of Presenting
More time in front of the camera, Why?

Delivering 1st Pieces To Camera (PTC)
TV Presenting: The Basics
TV Presenting: The Psychology
The Qualities of what makes a good presenter.
Delivering Two Major Pieces To Camera
Autocue Training
Interview Training: The W's and Open Questions
SUMMARY CONCLUSION AND CLOSE WITH Q & A

Day Two:

Advanced PTC: Much more challenging longer scripts
Talkback Presentation: Straight to Camera
Advanced Autocue Piece
Advanced Multi-Camera Techniques with talkback
Make-Up and Grooming: What to wear and looks good on TV
Preparation for On Location Reporting and Presenting
Vox Pop Interview Technique:
On Location Reporting Techniques (Vox Pop/News Reports)
Scriptwriting Training
SUMMARY CONCLUSION AND CLOSE WITH Q & A

Day Three:

Filming day on location and/or studio
Vox Pop: Opening PTC, 5 Safety Questions, conclusions & close down
News Report: Opening statement
Where are you? Why are you there? What are you reporting
Latest news update, Summarise report, Close/Sign off.

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CHECKING UNDERSTANDING GAMESHOW QUIZ Certificates and Prize-giving Ceremony

Train the Trainer

Keeping information fresh and reinforcing new learning is a constant challenge to the adult trainer. How do you choose activities that are fun but meaningful? How do you assess the level of knowledge already in the room? Is there a formula for creating a successful training session? Find out during an active day of training the trainer.

Whether you need to train inexperienced trainers or infuse a little energy into seasoned professionals, this train-the-trainer program will teach participants how to determine the needs of an audience, improve classroom charisma, handle hecklers, use activities effectively, and more.

Focussing on:

- Identifying the characteristics of an exceptional trainer.
- Explaining how adults differ from children in the way they learn.
- Understanding and identifying different behavioural styles and adapting training as necessary.
- Explaining what a solid training program looks like.
- Describing and being able to put together a needs analysis and understanding why it is a necessary step in any training program.
- Explaining various methods for making lecture-based programs interactive and when to add games and activities.
- Developing strategies for handling hecklers, bullies, and other disruptive participants.
- Pointing out the highlights and pitfalls of various visual aid options and classroom seating arrangements.
- Presenting information in a clear, concise, engaging manner. Participants will demonstrate successful understanding of key concepts throughout the day.

Brand and Change Management

Focussing on:

Effective Team Management

Focussing on:

Understanding the Team Concept
Personality Mapping
Conflict Management
Problem Solving As A Team
Team Building
Employee Empowerment
Building a Culture of Team Work
Team Communication

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Delegation
Managing Team meetings

Call Centre Training

There have been many major corporate and independent call centres where we have successfully delivered high quality sales and customer service training resulting in a quantifiable increase in sales, lowering of customer complaints, an increase in staff retention, quicker in-call resolution times and increased motivation at every level within the organisation.

We have experience in a variety of industries too including Retail, Shopping TV, Technology, Telecoms, Consumer Electronics (both Brown and White Goods), Cable and Multi-Channel Media Services.

We have delivered highly successful training at call centres that have been based all over the world including the UK, Europe, Saudi Arabia, Dubai, the Sub Continent and West Africa.

Creative Call Centre Training;

Our philosophy when going through the key parts of our 3 D's (Discovery/ Design/ Delivery) phase of the course development is that we believe people retain a lot more information when they are having fun and so we design the course with a mind to deliver the company objectives in an entertaining way with lots of relevant group activities, games and quizzes. Some of the essential elements we can incorporate into our courses include:

Time is money: the Importance of a quick resolution
Involve me, not tell me: Individual training tailored to individuals
Focus on staff engagement as well as technical competence
Managing peak call periods in the most productive way
Formal and Informal coaching techniques for managers and team leaders in the 21st Century
Effective team management for building successful teams

Subjects we have delivered include:

**High quality sales training (both incoming and outgoing),
Effective team management,
Customer service and relationship building,
Retail support,
Customer retention,
Complaint resolution,
Product knowledge,
Appointment booking
Taking orders over the phone.**



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Courses to Suit ANY Budget

Development First Training Ltd is the cost effective way to get high quality training from experienced trainers and consultants who deliver fun, interactive and interesting courses that deliver objectives and exceed client expectations.

By-products of our courses include:

Longer information retention by staff

Immediate Integration of Best Practice

Practical Implementation of Content into Staff Roles

Increased staff motivation levels

Better understanding of your brand promises and mission statements

Higher Staff retention

Greater Return On Investment

Measurable Quantifiable Improvements in Sales

Improved Customer Service Feedback

Fewer Customer Complaints

Whatever size organisation you are, Development First Training Ltd has a course that can improve or enhance your business and maximise the productivity of your current staff and improve the performance of ALL staff and management at every level.