



One Stop Training and Consultancy Service

OFFERING BESPOKE TRAINING SOLUTIONS. THESE SOLUTIONS WILL BE DELIVERED THROUGH OUR TRAINING, COACHING OR CONSULTANCY SERVICES. OUR WORK WILL ALWAYS BE KEPT ALIGNED WITH YOUR BUSINESS STRATEGIES, VISION AND VALUES.

PROSPECTUS



**ONE STOP TRAINING AND
CONSULTANCY SERVICE**

VISIONARY CONSULTANCY COURSES

Visionary consultancy provides professional training, in a wide range of topics. All of our courses can be total tailored, which adds maximum benefit for your staff and your business. The courses can be delivered to groups or in one to one sessions.

Some of these courses are listed below.

→ SELLING

- Foundation and advanced skills for telephone and face to face selling.
- Commercial awareness
- Introduction to marketing

→ INTERPERSONAL

- Assertiveness
- Communication
- Confidence building
- Dealing with conflict
- Emotional intelligence
- NLP
- Personal branding
- Stress and time management

→ DEVELOPING INDIVIDUALS AND THE ORGANISATION

- Customer care
- Equality and diversity
- Administration
- Effective meetings
- Interviewing skills
- Minute taking
- Report writing
- Train the trainer
- Team building

→ LEADERSHIP AND MANAGEMENT

- First line, middle and senior management skills
- Difficult conversations
- Appraisals
- Mediation
- Change management
- Recruitment and selection
- Performance management

Just some of the benefits, when you decide to train your staff with us at visionary consultancy.

01

BESPOKE SOLUTIONS

We have workshops TAILORED to meet your exact requirements, so you get exactly what you want.

You can specify, what you want to cover and what you want to achieve. You will then receive our recommendations on the most appropriate course, or series of courses, designed to meet your requirements.

02

COMPETITIVE PRICING

You can put up to a maximum of 15 participants on a workshop and pay the normal "daily rate," providing great value for money.

By keeping numbers to manageable levels on each workshop, we can properly supervise the exercises and skill practices. This will ensure new skills are being used correctly, for the maximum impact. These courses will attract individuals who want to take away practical techniques, that will work in the real world.

03

IN DEPTH LEARNING

The option of pre-workshop material enables everyone to come prepared.

This will stimulate ideas and interaction. It will also ascertain their training objectives. Preparation being an important pre-requisite for success.

04

DEDICATED AFTERCARE

Course/Workshop follow up.

All participants, are given action plan sheets, after each workshop, to encourage and motivate individuals, to persevere and implement their new skills. Post course mini assignments can be issued to help in the transfer of learning. Certificates will be issued on completion.

Some organisations we have worked with include:-

COUNCILS

Corby Borough Council
East Staffordshire Borough Council
Knowsley Metropolitan Borough Council
Lincoln Council
Northampton Borough Council
North Warwickshire Borough Council
Wellingborough Borough Council
Wolverhampton Council

HOUSING

Black Country Housing Group
Castle Vale Housing Association
Circle Housing
Midland Heart
Shelter Housing
Two Castles Housing Association
Gloucester City Homes
Longhurst Group
Walsall Housing Group

EDUCATIONAL

Canterbury College
Coventry University
Loughborough College
Bourneville College
Warwick Business School
Wolverhampton University
Worcester University

PUBLIC SECTOR

HM Revenue & Customs
Forensic science
NHS
West Midlands Police
Warwickshire Fire & Rescue

PRIVATE SECTOR

Assa Abloy
Corus Group
Ricoh
BBC
Savills
Channel 5

CHARITIES

YMCA
Life
St Basils
Victim Support
Nacro

PREVIOUS PROJECTS INCLUDE

- Assertiveness training workshops and 1-1 coaching for the **Corus Group**.

- Delivering a variety of programmes within the manufacturing industry; including sales, telephone skills, train the trainer and supervisory skills for **'Hozelock.'**

- Customer Care Audits for the **Bridge Travel Group**.

- Implementation of a new appraisal process, for **Victim Support West Midlands**, which led to the design and delivery, of an appraisal skills programme.

- Mentoring and Violence and aggression Training Programme for **Warwickshire Fire and Rescue**.

- Neuro Linguistic Training programmes for **Nuneaton Borough council**.

- Undertook training needs analysis and delivered influencing, assertiveness and customer care workshops for the **Forensic Science Service and HM Revenue & Customs**.

- Stress management programmes for **North Warwickshire Council and Avon Cosmetics**.

- Telephone Marketing and sales training and 1-1 coaching for the **HM Revenue & Customs**.

- Team Building, Dealing with difficult customers, customer care and personal branding courses, were run for **Corby Borough Council**. 95% of all evaluations rated excellent, 100% of delegate's objectives met.

CLIENTS COMMENTS***HR Manager - The Corus Group***

“Thank you, for delivering such a good event, for our staff.”

Centralised Support Manager - Inland Revenue

“Many thanks for the training sessions, my team really enjoyed the training and have already put into practise, the new skills and techniques, you have given them.”

Training Information and Advice Officer - YMCA

“Thank you very much indeed, for all you did to make the workshop, a success. Having read the feedback forms, it is clear that all those who attended, had positive comments, to make about the day.”

Training Manager - Viking Direct

“Thank you for your professionalism whilst facilitating our management sessions.”

Business Development Manager - HM Revenue & Customs

“Thanks for making the training event a success.”

HR Manager - St. Basils

“The training you delivered was excellent, our corporate directorate, are already putting into practice, their learning from your training event”

HR Training Co-ordinator. - Corby Borough Council

“The evaluations of the training received, showed that 98% hit the ‘excellent’ mark and 100% of our objectives were met”

A brief insight into some of our popular courses

**TRAINING
COURSE
OBJECTIVES**

***DEALING WITH DIFFICULT
PEOPLE/CUSTOMERS***

To understand what makes and keeps people angry and abusive. Learn to identify the factors surrounding critical situations in their job; recognize aggressive, passive and assertive behaviours. Develop the skills to handle situations and people more constructively, to achieve a positive outcome.

**TRAINING
COURSE
OBJECTIVES**

TRAINING THE TRAINER

To learn instructional techniques, aims and objectives, training aids and equipment. The use of different training delivery styles, effective communication, giving feedback, transactional analysis. How to put a training session together for maximum impact. How we learn, group development, the learning ladder, learning styles, one to one coaching and practice sessions.

**TRAINING
COURSE
OBJECTIVES**

MANAGING PRESSURE AND TIME

What is time management, why manage time, time wasters, managing stress, efficient and effective time management, personal organization, causes of stress and build up of pressure. The effects of stress on our work and health, everyday relaxation techniques, improving use of time, healthy strategies to manage stress.

**TRAINING
COURSE
OBJECTIVES**

MOTIVATING A TEAM

What is a team? Why do we need to work in a team? The key skills of an effective team, The characteristics of an effective and ineffective team. Which factors influence team behavior, our own interpersonal styles, and individual team roles – who's who in your team? Effective team behavior, building and improving effective teams. Motivation, delegation and session planning.

MYSTERY SHOPPER

What sort of service are your staff really giving your customers?

You can try and rely on your customers to comment on poor performance but it is a recognised fact, that in Britain, the majority of dissatisfied customers never make a complaint to the company. They will however, tell their friends and family about their poor experience.

As far as good performance is concerned, your customers will be generally equally slow in coming forward, to provide positive comments on what they liked and what made a good impression on them. So because of these factors, it is unlikely you will ever accurately know when your staff perform well and where they need to make improvements. This is unless you are prepared to carry out independent research.

→ **HOW ARE STAFF PERFORMING?**

Are they creating a good impression?
Do they greet each new enquiry with a smile?
Are they using their name to make the call more personal?
Do they ask for, and use the clients name to build rapport?
How are their rapport skills?
What about their general attitude?
How well do they display their knowledge?

→ **ARE YOU LOSING BUSINESS ?**

Are staff asking for business on new enquiry calls?
Are staff finding out what the client is wanting?
Are they able to match the clients needs?

It would be interesting to estimate, just how much business is being lost in this one area alone!

→ **WOULD YOU LIKE CONSISTENTLY HIGH STANDARDS?**

By testing your own staff and their standards of service to the customer, you can quickly identify areas that need attention. We can provide bespoke training, which develops everyone to a high standard of professionalism. This will also keep your staff from becoming complacent, as they will never know, when and where their performance will be tested. This will help them to remain consistent in delivering high standards of work.

Any new member of staff, automatically becomes involved in this process and is also present at the feedback sessions, reinforcing the high standards expected.

REFERENCES

→ LIFE CHARITY

Ms Vicky O'Brien
HR Manager
Life charity
1 Mill Street
Leamington Spa CV31 1ES
Telephone 01926 421587

→ BLACK COUNTRY HOUSING

Ms Ranjit Gill
HR Officer
Black Country Housing
Blackheath
West Midlands B65 0EE
Telephone 0121 561 1969

→ RICOH

Ms Polly Gilkes
HR Manager
Ricoh
4 Rushmills
Northampton NN4 7YB
Telephone 01604 732700

→ TWO CASTLES HOUSING ASSOCIATION

Raj Pereira
HR Manager
Two Castles Housing Association
3 Paternoster Row
Carlisle CA3 8TT
Telephone 01228 541161

→ NACRO

Mr Andy Allen
Training Manager
Nacro
Challenge House, 148-150 High Street Aston
Birmingham, B6 4US
Tel: 0121 250 5250.

→ VOLVO GROUP UK

Ms Louise Stevens
Training Manager
Volvo Group UK Limited t/a Volvo Trucks
Wedgnock Lane,
Warwick, CV34 5YA
Tel: 01926 401777

VISIONARY CONSULTANCY COURSES

Administration skills

Assertiveness

Anger Management

Bullying Awareness

Coaching

Change management

Communication

Company Ambassador

Commercial Awareness

Customer care

Dealing with angry customers/ difficult staff

Difficult conversations

Effective meetings

Effective Appraisals

Emotional Intelligence

Equality and Diversity

Feedback

Focus Group

Interpersonal skills

Interviewing skills

Influence and persuasion

Leadership Lone Working

Marketing

Management training

Mediation Skills

Mentoring

Minute taking

Negative attitudes and behaviours

Negotiation

Negotiation for debt collectors

Note taking

Neuro Linguistic Programming

P.A. Skills

Public Speaking

Personal Effectiveness

Personal Branding

Presentation Skills

Recruitment and Selection

Stress Management

Sales

Supervisory Skills

Telephone Skills

Team Building

Time Management

Training the Trainer

Telemarketing

One to One Coaching

Violence and Aggression