



Corporate Coach Group

Training that transforms



Training Plan
Professional Development Training

A Training Plan for Your Organisation

What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

Professional Development Course Summary

This Professional Development training course has been designed to help anyone who wants to positively influence people and to work successfully, in a professional setting.

To succeed in any profession, you need to develop a set of universal professional skills, these include the ability to set and achieve goals, communicate clearly, prioritise work, manage conflicts, manage our own emotions, and inspire others.

This training will vastly improve your abilities in these skill sets and give you more confidence in your professional life.

Learning Outcomes for the Professional Development Course

- How to get the best from yourself and others
- Achieve whatever goals you set your mind on
- Communicate with more clarity and confidence
- Manage your time and get more done
- Easily handle conflict and difficult conversations
- Create and sustain a positive attitude
- Inspire others

Customer Review

“ The course was wide-ranging and very interesting, with many concepts with practical applications both in business and outside work. The trainer was very knowledgeable and enthusiastic and able to give different types of examples which made the concepts presented easier to digest.

*Jon Lauder
Binding Site*

Professional Development Training Course Overview

Split over two-days, we teach you the essential skills you need in your professional life:

Goal setting: Since you succeed by achieving goals, on this course you will become an expert on how to set and achieve goals.

Clear communication: You have to make yourself clearly understood, so you will learn how to improve the clarity and accuracy of both your spoken and written language.

Prioritisation: You cannot do everything simultaneously, so we teach you the vital skill of prioritisation.

Conflict resolution/performance management: Not everyone does what they should do, so we show you how to handle conflicts in the correct manner.

Self-emotional management: We are affected by our feelings, so you will learn how to better manage your own emotions and how to feel more optimistic, motivated and confident.

Inspiring others: You need to encourage people towards the achievement of the goals that you set, so will show you the effective methods of motivation.

This course will leave you feeling inspired and eager to put your new skills into practice.

Customer Review

“ I now understand that lack of appreciation is often the cause of conflict and that an efficient leader should seek to change the future behaviour. The trainers were very practical, clear and able to communicate very efficiently. They were unambiguous and made the sessions very interesting.

*Chinyere Umeh
Niger Delta Development Commission*

Professional Development Training Course Details

Day 1 - Morning

Introductions: Self-analysis. Goal setting. Communication.

We are here to answer a single question:

How can we get the best performance from ourselves and others?

Before we can get the best from others, we must first get the best from ourselves.
This course is about how you can improve your results by improving your professional skills.
Improve your results by improving your professional skills.

There are six key skills to master:

1. Goal setting
2. Clear communication
3. Time management
4. Conflict management
5. Manage your own emotions
6. Inspire positive emotions in others

Self-analysis questionnaire: To discover what your personal strengths and weaknesses.

How to create the right impression

Every day you are making impressions in the minds of people around you. Those mental impressions can help you, fail to help you, or hinder you. The impressions you leave in the minds of others are based upon two things; everything you do, and everything you say.

Impression management is about taking conscious control of your words and behaviour, in order to always create a positive impression in the minds of others.

Develop goal focus: 8 Part SMART goals

Success is defined as the achievement of a worthwhile and valuable goal. You cannot achieve a goal you do not set. Therefore, the first step to achieving a goal is to set it.

We will investigate the art of effective goal setting.

Communicate with more clarity

Having a clear goal is only the first step. You now need to communicate the goal to others.

Since you cannot achieve your goals alone, you need to gain the cooperation and understanding of other people. Therefore, you need to master the skills of clear communication.

How to explain your exact meaning

Do you ever say to yourself, "I know what I mean, but I can't explain it?"

You need to be able to explain the meaning of your key ideas, plans and concepts. Finding the words to express your exact meaning, is not always easy. We will show you how to find your voice.

How to transform negative language into positive

Many people are too negative. They talk for too long about what they cannot, or will not, do. We need the conversation to be about what they can and will do. We will show you how to change negatives into positives. Learn how to give 'affirmative commands'.

How to give "affirmative commands"

In a similar way, many people use negative commands, such as, "Don't worry", which in itself, induces the emotion of worry. You need to state your meaning in affirmative terms. We will show you how.

Summary of morning and action planning

How are you going to apply these ideas?

Day 1 - Afternoon

Rational Conflict Management

Conflict is inevitable, because not everyone agrees with your views.

You cannot always avoid conflicts, nor should you. But you need to know how to resolve them quickly and effectively. This course will show you the correct methods for resolving conflict.

Manage conflict with reason - a rational approach.

How to manage conflict and difficult conversations

Typically, there are three ways people try to manage conflict, but only the first one works:

1. Reason: a rational approach to conflict management.
2. Negative emotion: too much anger, upset.
3. Avoidance: run away from difficult conflict situations.

You need to know how not to emotionalise conflicts, but rather how to rationalise them.

The difference between objective and subjective language

To rationalise conflict, we need to understand the difference between two types of language:

- Factual, objective language, and
- Subjective, opinionated, and emotionalised language

We discuss the difference, and the importance of not using highly charged, emotionalised and opinionated language, when handling conflict situations.

Use objective language, not emotionalised, subjective language

We will practice translating derogatory, emotional and highly opinionated language into safer, objective factual, NON emotional. This is a key skill you must master before you can properly prepare your scripts.

Always prepare what you intend to say

If you can, before you have the conflict conversation, prepare what you will say, and what you will not say.

We will show you how and practice.

Always propose a practical solution or suggested corrective action

It is important to propose a specific, practical corrective action and ask the other person to commit.

We will discuss what that means and how to apply it.

Differentiate between reasons and excuses

Carefully differentiate between reasons and excuses

If the other will not commit to your suggested corrective actions, you must differentiate between what you will and will not accept, as a reason. We discuss the difference between reasons and excuses.

Know when to concede and when to stand your ground

It is vital that you know when to compromise and when not to.

If you concede too much, you will compromise your standards and lose too much.

If you don't compromise enough, you will appear intransigent and stubborn.

We will show you where and how to draw the line.

To appear assertive, use proper voice tones and body language

It is not enough to use the right words; you must also use the correct voice tone and body language.

We will show you how to strike the right balance and communicate exactly the right amount of assertiveness.

The importance of praise and appreciation

It is important to finish on a positive. We will discuss the vital importance of proper praise, appreciation and thanks. We will discuss how the lack of appreciation affects people and how to inspire more motivation by the use of positive praise.

How to put these ideas into practice

We will practice these techniques, so by the end of the day you will be confident!

Day 2 - Morning

Time management. Prioritisation. Prevention. Delegation.

You are a limited resource, but you seem to be facing an unlimited demand.

You cannot do it all today. Instead, you must manage your time, prioritise tasks, organise and delegate.

These are the themes of this morning's programme.

How to get the most done in the minimum time

It is important to recognise that you are not paid for your time.

Instead, you are paid for the achievement that you can squeeze into a given amount of time.

Time management is about getting more value from every hour invested. How can you maximise the value added per hour?

Operate according to your plan not your mood

In order to get more achievement from your time and effort, it is vital that you operate according to your plan, NOT your mood.

Operate according to your plan, NOT your mood.

Procrastination is the error of putting things off, because you don't want to do them.

We will show you how to beat the common habits of procrastination.

How to prioritise your tasks and time

Time management means doing the most valuable things, in the most logical order.

We will show you how to do this.

How to use 'deadline pressure' and 'value' as key criterion

You should evaluate tasks by two fundamental criteria: their value and their deadline pressure. We will show you how.

These two criteria allow us to differentiate between two types of day: busy days and productive days.

Distinguish 'busy days' from productive days'

Have you ever had a busy, but non-productive day? A day when you work hard but achieve little.

We will analyse this problem, find its causes and eliminate them.

Time wasters, and how to get rid of them.

We will get into the details of who and what wastes your time?

- Your own bad habits
- Other people's bad habits
- Inefficient systems

You will identify problems, and their solutions.

How to put jobs into their best logical order

We will introduce you to our unique time management [Prioritisation App](#). This will give you an excellent method to perfectly prioritise your work and make you more efficient.

How to handle distractions that would take you off track

There will always be events that continually conspire to take you off track. We need to determine how to resist the forces that would take you off track.

We will find out how to keep to the plan. One way is through delegation.

Learn how to delegate as much work as possible, for the right reasons only.

Delegate as much work as possible, for the right reasons only

You can (and should) delegate as much as you can, to the right people. We will discover exactly why you should to delegate, how to delegate and why many people are afraid to delegate.

Pareto 80/20 principle and its application to time management

The 80-20 Pareto rule suggests that, in any situation, the majority-share of the value is contained within the minority share of the content.

Your task is to know, what is the 20% portion of the job, that contains practically all the value.

Then to focus your attention onto that smaller number of things that contain most of the value.

Ignore, minimise or delegate the trivial many. We will show you how.

Handling interruptions

We will apply the 80-20 rule to handling interruptions.

In any interruption, 80% or more of what they want to say to you, you don't want to know.

But 20% of what they want to say, you need to know.

How can you gain the most value from any interruption, in the minimum time without causing offence?

We will discover the secrets of 80-20 interruptions.

Time management principles, and how to put them into practice?

We will ask you a series of time management questions, to enable you to plan how you will put these time management principles to work in your life.

Day 2 - Afternoon

Positive Mental Attitude and Positive Emotional States

At any given moment, how people feel, affects how they behave.

Generally, the rule is:

- Positive feelings (optimism, confidence and desire), inspire positive behaviours
- Negative feelings (pessimism, fear and anger), inspire negative behaviours

You need to know how to minimise the negative and maximise the positive emotions. How to transform negative into positive, is the theme of this afternoon's training.

Emotional management is a learnable skill

Many people think their emotions are beyond their control. The truth is everyone has the capacity to change how they feel, in a heartbeat, but most don't know how to activate the positive portion of their brain.

We will show you how to flick the switch and teach you the secrets of emotional management.

How emotions affect your results

Emotions affect behaviour. Behaviour affects results. Therefore, emotions affect results. In order to change your external reality, you first need to change your dominant emotions. You do that by taking charge of your mind and directing your thoughts towards today and a better future.

We will show you how to manage your own thoughts and how to create and sustain a positive mental attitude, especially during tough times.

Conversation control: How your words affect feelings

The next step in your personal development is to take what you have learned about the power of positive thinking and apply it to language.

It is a fact that your words affect emotions, and if you want to change how you (and others) feel, then take back control of how you speak.

How to become a source of strength to others

Everything you say, has an emotional consequence. Recognise that everything you say will make people either feel stronger, not stronger, or weaker. You can use this information to help yourself and others. We will show you how.

Continuous improvement: A progressive approach to working and living

Continuous improvement is the psychology of progress. It means, never allowing complacent self-satisfaction to take control of your mind, but rather, to be always on the lookout for the next step forward.

The five-part Success Formula

The principle of continuous improvement is a process based upon five words: *purpose, plan, action, feedback, change*.

Decide upon clear purpose, write a detailed plan, take intelligent action based upon the plan, observe the feedback results, and every day, use them to change (improve) your plan.

The five-part success formula is simple, but it's not easy.

It is not easy, because it requires that you learn the true meaning of failure.

We will discover how success and failure are opposite sides of the same coin. If you want to succeed, you must learn how to learn from failure.

The five-part success formula is simple, but it's not easy.

The role of failure in success

Failure is built into the success formula.

Every successful person has suffered numerous failures. Winners use their failures to update their next plan, not as justifications to abandon the attempt.

We will show you how to become so resilient, that nothing will stop you from achieving final victory.

How to learn and profit from negative events

We will discover that "Contained within every defeat, is the seed of an equivalent, or greater benefit". We will show you how to reframe negative events and transform them into learning experiences propel you forwards.

How to help others to be more successful

Once you have these understandings in mind, you can use them to help your friends, family and colleagues to achieve any goal they set their mind to.

When you have assimilated these mental, linguistic, and emotional skills you will become a very valuable asset.

Action Plan

At the end of the course, we discuss how will you put these powerful ideas into practice.

Final Summary

Customer Review

“ The course content was excellent. I learnt a lot of new skills to help me become more organised and better in my job. The trainer's presentation was very good. Enjoyed both days from start to finish.

Graham Holden
River Jack Ltd

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,150 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

International Price Varies

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

“ The course content was clear, concise and retained my interest throughout. Have been on numerous courses of similar nature, but this is one of the best. The trainer’s presentation was engaging and focused. Good energy!

*Lee Middleton
RDB Concepts Ltd*

“ I must admit I was somewhat cynical at first “why do I need this, done things like this before.” It was soon evident that I was picking up new ideas. Since the course I have been re-reading the notes as I want to retain as much as possible of what I learnt. It is a fact with most courses I never pick up the notes again. But I have every intention of revisiting and embedding the information from this course into my mind. I cannot praise Chris and the course content enough, so many thanks.

*James Burns
G.R. Lane Health Products*

“ This investigation course was very informative. It has given me more tools to conduct an investigation. The presentation was well planned and completed at the right pace and timing.

*Jacqueline Makwangwala
Quantum Care*

“ This was an excellent course. Real life-changing, approach-changing tools provided. Definitely a must for any managers/leaders who want to achieve great results. The trainer’s presentation was also excellent.

*Imran Ali
Ashmans Solicitors*