

September-November 2011 Training Schedule

Workshop	Date	Length	Cost*	More Info
Assertiveness	13th September	1 Day	£115	Page 2
Time Management	15th September	1 Day	£115	Page 2
eGaming Foundation Course	27th, 28th & 29th September	3 Day	£150**	Page 3
Basic Business Writing	5th October	1 Day	£115	Page 4
Train the Trainer	18th, 19th & 20th October	3 Day	£395	Page 5
Telephone Skills	2nd November	1 Day	£115	Page 6
eGaming Foundation Course	15th, 16th & 17th November	3 Day	£150**	Page 3
Communication Skills	30th November	1 Day	£115	Page 7

**Call Rebecca George on 01624 620022
or email
rebecca@hamblin.co.im to book a place**

All courses are held in the Hamblin Training Suite, Victoria Street, Douglas

* All prices are exclusive of VAT

** This course is subsidised by IoM Government. Usual price £350.

Workshop Overview

Assertiveness—1 Day Workshop

The aim of this course is:

To improve assertive behaviour in the workplace.

By the end of the course, participants will be able to:

- 1) Describe what is meant by 'assertive behaviour'.
- 2) Identify the differences between assertive, submissive and aggressive behaviours.
- 3) Describe the benefits of behaving in a more assertive way.
- 4) Make use of effective techniques for behaving more assertively when dealing with others.
- 5) Learn more about their own preferred behaviours and the impact that ego states can have.
- 6) Describe useful strategies for dealing with difficult situations.

This course is suitable for:

All levels of staff.

Time Management—1 Day Workshop

The aim of this course is:

To enable participants to make better use of their time.

By the end of the course, participants will be able to:

- 1) Understand and apply the concept and benefit of having SMART objectives.
- 2) Describe the barriers that get in the way of effective time management.
- 3) Understand the habits they have that might get in the way.
- 4) Understand some basic principles and techniques for prioritising.
- 5) Describe the importance of 'doing what matters'.
- 6) Make better use of time!

This course is suitable for:

All levels of staff.

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Workshop Overview

eGaming Foundation Course— 3 Days

Aim:

The aim of this programme is to offer individuals who would like to work within the eGaming sector an introduction into the world of eGaming along with the tools and knowledge they need to position themselves to appeal to potential eGaming employers and deliver the outstanding customer Service that they expect.

By attending this course delegates will place themselves head and shoulders above other candidates when applying for roles within the eGaming sector.

Objectives:

Module 1:

- To gain an understanding of the eGaming industry
- Understand the eGaming market within the Isle of Man

Module 2:

- Gain an understanding of the eGaming culture
- Learn who is an ideal eGaming employee
- Understand the impact of attitude
- Recognise the importance of internal customer service and communication and it's relevance to eGaming employers in particular
- Identify the skills required to communicate effectively with internal customers including:
- Talking, listening, managing emotions and written communication skills

Module 3:

- Understand the key elements of responsible gambling
- Discuss the various types of fraud
- Gain a broad insight into AML

Module 4:

- Write a professional CV and covering letter
- To show you how preparing for the interview will increase your chances of getting the job
- Learn about body language and how to present yourself

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Workshop Overview

Basic Business Writing—1 Day

The Aim of this workshop is:

To improve communication using the written word.

By the end of the course, participants will be able to:

Understand how to communicate with customers

Identify where apostrophes are required and where to place them

Describe different types of reports

Understand and practise how to respond to a letter of complaint

Identify and re-write examples of incorrect customer emails

Identify what is wrong with an example customer letter

Module Breakdown:

Module 1– A sign of the times

Module 2– Apostrophes

Module 3– What is a report and where do I start?

Module 4– Responding to a letter of complaint

Module 5– Misinterpretations in communication

Module 6– Wrong message, poorly written

Module 7– Examination of a real 'standard letter'

This course is suitable for:

All levels of staff.

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Workshop Overview

Train the Trainer—3 Day Workshop

Course Overview

This programme helps you to understand, develop and improve your training skills. The workshop is targeted at both 1-1 learning and group learning techniques, enabling participants to understand how techniques and skills are employed in both situations. N.B. the course can focus on either 1-1 training or group training skills if preferred.

Designed For

The course is aimed at participants who will be actively involved in the training or instruction of others. This can include those who are likely to train individuals 'on-the-job' and those who are training groups of people in a training room environment.

Objectives

By the end of this course you will be able to:

- Understand how to identify training needs
- Understand how learning styles affect training design
- Design and deliver a 1 to 1 training sessions
- Design and deliver a group training session

What Can You Expect?

- A supportive, participative and enjoyable learning environment
- Practical experience of delivering short training exercises
- Participants will be awarded a certificate on successful completion of the course

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Workshop Overview

Telephone Techniques—1 Day Workshop

Course Aim

The aim of this course is to explain why telephone etiquette is so important and to give participants the tools and techniques to ensure they are professional and helpful when talking to customers, both internal and external, on the telephone.

Course Objectives:

At the end of this course participants will be able to:

- Explain why telephone etiquette is important
- State the 3 key elements of effective communication
- Explain how the value of these elements differ when communicating face-to-face and on the telephone
- Demonstrate effective questioning techniques
- Explain the importance of listening and some techniques for listening more effectively.
- List the stages of a call, both incoming and outgoing
- Explain the rules to be followed when putting customers on hold and transferring calls
- Explain the key elements when taking a message
- Give examples of techniques to effectively manage difficult calls.

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Workshop Overview

Communication Skills—1 Day Workshop

The aim of this course is:

To improve the communication process and communication skills within the workplace.

By the end of the course, participants will be able to:

- 1) Describe barriers to communication and how to overcome these.
- 2) Explain how to build rapport with others.
- 3) Recognise the importance of listening and not making assumptions.
- 4) Describe how to make communication clear and the importance of clarity.
- 5) Understand that what is meant is not always what is understood (intention v perception).
- 6) Recognise the importance of asking open questions to clarify understanding.
- 7) Describe their experience of a team activity and the key learning points about communication from that.

This course is suitable for:

All levels of staff.



KNOWLEDGE

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