



**Knxia Limited**

**Training Workshop  
Portfolio 2017**

01501 473730

[www.knxia.com](http://www.knxia.com)

[contact@knxia.com](mailto:contact@knxia.com)

## Welcome to the 2017 Catalogue of Knxia Training Workshops.

Knxia does not just deliver training - Knxia's experts deliver solutions to help individuals, teams and organisations to perform better.

Every single Knxia training intervention focuses on inspiring attendees to apply their learnings. Attending a training course on its own will not make a significant, sustained difference in performance. This is why Knxia works hard with you to inspire attendees to make a difference through putting their newly developed skills and knowledge into practice.

Each of these workshops takes place regularly in convenient locations across the country, and all can be delivered exclusively for your team in a place and on a time and date that suits you.

The workshops in the Knxia portfolio can be customised to meet the specific needs of your teams - and if there is a training intervention which would benefit your team, but is not listed, get in touch with our Learning and Development Specialists to discuss having a fully bespoke workshop designed.

We look forward to hearing from you and to helping your people and teams perform better.

01501 473730  
www.knxia.com  
contact@knxia.com

An organisation's ability to learn, and translate that learning into action rapidly is the ultimate competitive advantage.

**Jack Welch**

## Workshop Portfolio

<b>Managing Your Business</b>	<b>Managing Your People</b>	<b>Managing Yourself</b>
Creating a Customer Care Culture	Building High Performance Teams	Achieve Your Goals
Dealing with Challenging Customers	Coaching for Success	Better Decision Making
Delivering Outstanding Customer Experiences	Effective Appraisals and Reviews	Building Personal Confidence and Assertiveness
Facilitation Skills	Managing Absence	Creativity, Innovation and Problem Solving
Handling Complaints	Managing Performance	Dealing with Difficult People
HR for Non-HR Managers	Motivating Your Team	Effective Business Writing
Introduction to Training	Successfully Employing for the First Time	Effective Communication
Managing Stakeholder Relationships	Successfully Managing for the First Time	Influence and Persuade
Planning and Setting Business Goals		Managing Yourself
PowerSales		Negotiating Success
Recruitment and Selection for Success		Networking Success
Successful Project Management		PowerPresenting
Successful Telesales		

# Managing Your Business

## Creating a Customer Care Culture

### Workshop Overview:

Being recognised for delivering an outstanding customer experience can provide a distinct competitive advantage for a business. This workshop will help leaders define the experience they would like their customers and clients to enjoy and devise strategies to make this a reality.

### Duration:

1 day

### Who Should Attend?

Any manager or leader who is responsible for the customer experience within their organisation.

### At the end of this workshop, attendees will:

- Define your customer base and understand their expectations.
- Analyse your current customer experience.
- Identify the impact of systems, processes and people.
- Develop tools and techniques to measure customer satisfaction.
- Increase customer loyalty.
- Create a personal action plan to apply learnings and make a difference.

## Managing Your Business Dealing with Challenging Customers

### Workshop Overview:

Access to information and a wide range of communication channels has helped customers be more demanding. This workshop helps attendees understand changing customer demands and develop approaches to harness customer enthusiasm and transform it into loyalty.

### Duration:

1 day

### Who Should Attend?

Any individual in a customer facing role within an organisation.

### At the end of this workshop, attendees will:

- Define customer types who use your organisation.
- Identify reasons customers become "challenging"
- Devise strategies to prevent customers from becoming challenging.
- Devise strategies to handle a customer in a challenging situation.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business

## Delivering Outstanding Customer Experiences

### Workshop Overview:

Delighting customers is easy to do, but is also easy not to do. Attendees at this workshop will understand the needs and expectations of their customers and will devise strategies to meet and exceed these.

### Duration:

1 day

### Who Should Attend?

Any individual who deals with internal or external customers.

### At the end of this workshop, attendees will:

- Understand customer touch points within an organisation.
- Define customer expectations of their experience.
- Pinpoint opportunities to delight customers.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business Facilitation Skills

## Workshop Overview:

Few people in business have never attended a meeting which did not achieve the outcomes which had been hoped for. Attendees of this workshop will be equipped with a suite of skills and approaches which can be implemented at any meeting to make things happen.

## Duration:

1 day

## Who Should Attend?

Any individual, manager or leader who may need to take the role of a facilitator.

## At the end of this workshop, attendees will:

- Identify the role of a facilitator.

- Understand different approaches in facilitating in formal and informal settings.

- Discover a range of facilitation tools and techniques.

- Apply techniques to maintain group focus.

- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business

## Handling Complaints

### Workshop Overview:

Complaints can provide a valuable insight into the strengths and weaknesses of an organisation; this practical workshop demonstrates how handling a complaint well can increase customer loyalty.

### Duration:

1 day

### Who Should Attend?

Any individual who is responsible for resolving customer issues and service failures within an organisation.

### At the end of this workshop, attendees will:

- Understand the value of complaints and customer feedback.
- Apply a step by step process to resolving customer dissatisfaction.
- Explore customer motivations when making a complaint.
- Preventing service failures recurring.
- Create a personal action plan to apply learnings and make a difference.



## Managing Your Business HR for Non-HR Managers

### Workshop Overview:

Staying within the law and managing fairly and consistently is a vital skill not only for HR managers, but for every manager within an organisation. This workshop helps attendees understand the legal and practical requirements of managing people and organisations.

### Duration:

1 day

### Who Should Attend?

Any leader or manager who is responsible for managing other people, or for managing other managers.

### At the end of this workshop, attendees will:

- Identify potential issues when managing people.
- Understand the need for developing and implementing effective people processes and policies.
- Note legal and practical considerations of managing people.
- Identify techniques to manage effectively and remain within the law.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business

## Introduction to Training (3 days)

### Workshop Overview:

Helping others acquire knowledge or skills is a skill in itself, and being able to do so effectively contributes to the improved performance of individuals, teams and organisations. This workshop provides a practical introduction to training others.

### Duration:

3 days

### Who Should Attend?

Any individual who may train others in an organisation in a formal or informal setting.

### At the end of this workshop, attendees will:

- Understand how adults learn.
- Identify training needs.
- Design effective training interventions.
- Deliver engaging training interventions using a range of techniques.
- Evaluate the effectiveness of training interventions.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business

## Managing Stakeholder Relationships

### Workshop Overview:

Understanding the different expectations of different stakeholder groups means individuals can manage these relationships effectively. This workshop explores stakeholder groups and their needs.

### Duration:

1 day

### Who Should Attend?

Any individual, manager or leader who interacts with internal and external parties on behalf of an organisation.

### At the end of this workshop, attendees will:

- Define different stakeholder groups.

- Conduct a stakeholder analysis.

- Identify requirements of different stakeholder groups.

- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business Planning and Setting Business Goals

## Workshop Overview:

Growing a business requires a clear plan and strategy. This workshop will equip attendees with an appreciation of business planning techniques to sustain or grow performance.

## Duration:

1 day

## Who Should Attend?

Any manager or leader who is responsible for an organisation's or team's performance and who is responsible for setting and achieving business goals.

## At the end of this workshop, attendees will:

- Identify different parts of your business and the contribution they make to your overall performance.
- Utilise a range of planning tools.
- Explore suitable business objectives for your organisation.
- Create appropriate objectives.
- Devise methods of monitoring performance against these objectives.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business

## PowerSales

### Workshop Overview:

Sales is the lifeblood of any business. Attending this workshop will equip attendees with an appreciation of the sales cycle and a suite of tools to build profitable relationships with new and existing customers.

### Duration:

1 day

### Who Should Attend?

Any individual who is involved in the selling process, or managers and leaders who manage those involved in sales.

### At the end of this workshop, attendees will:

- Fully understand the range of products or services being sold.
- Appreciate buyer motivations, expectations and demands.
- Apply a sales process to meet customer needs and wants.
- Effectively close sales.
- Build ongoing customer relationships and customer loyalty.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business

## Recruitment and Selection for Success

### Workshop Overview:

Making the wrong recruitment choices can be costly and damaging for businesses. Attendees of this workshop will understand the entire recruitment process and acquire tools and techniques to make better recruitment and selection decisions.

### Duration:

1 day

### Who Should Attend?

Any leader or manager who is involved in the recruitment and selection process within an organisation.

### At the end of this workshop, attendees will:

- Understand the recruitment process.
- Create a pre-employment checklist.
- Choose the most appropriate selection methods.
- Conduct effective interviews.
- Understand the legal aspects of recruitment and selection.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business Successful Project Management

## Workshop Overview:

Delivering successful projects can be an ongoing challenge. This workshop will provide attendees with a range of approaches and practical tools to plan, manage and control projects while identifying and minimising risks.

## Duration:

1 day

## Who Should Attend?

Any manager, leader or individual who is responsible for planning or managing projects within an organisation.

## At the end of this workshop, attendees will:

- Define a project.
- Understand the stages of a project.
- Develop project planning tools.
- Understand and minimise risk.
- Demonstrate effective project control techniques.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your Business

## Successful Telesales

### Workshop Overview:

Creating and building enduring and profitable relationships by telephone is a highly effective way of building business with both consumers and other businesses. Attendees will develop skills and techniques to maximise results from new and existing customers.

### Duration:

1 day

### Who Should Attend?

Any individual who is involved in using the telephone for sales purposes, or managers and leaders who are responsible for managing people who use the telephone for sales purposes.

### At the end of this workshop, attendees will:

- Understand the role of telephone sales.
- Develop a conversational style for a telesales call.
- Develop effective questioning and listening skills.
- Identify buying signals.
- Close a sale during a telephone call.
- Create a personal action plan to apply learnings and make a difference.



# Managing Your People

## Building High Performance Teams

### Workshop Overview:

Sharing a vision and objectives with a team can result in performance which is beyond that of the individual members. This practical workshop aids attendees to devise tools and techniques to build and harness team trust and performance.

### Duration:

1 day

### Who Should Attend?

Any manager or leader who has responsibility for a team of people and who would like to improve teamworking and performance of the group.

### At the end of this workshop, attendees will:

- Define a team.

- Identify the characteristics of a successful team.

- Develop trust within a team.

- Create a shared vision and objectives within a team.

- Create a personal action plan to apply learnings and make a difference.

# Managing Your People

## Coaching for Success

### Workshop Overview:

Coaching is a highly effective means of developing skills and performance in others. This workshop equips attendees with a range of techniques and tools to do so effectively.

### Duration:

1 day

### Who Should Attend?

Any leader, manager or individual who may have to coach another person,

### At the end of this workshop, attendees will:

- Understand what Coaching is.

- Develop a structure for an effective coaching conversation.

- Appreciate the role of the coach and coachee within a coaching relationship.

- Conduct effective coaching conversations.

- Coach "in the moment"

- Create a personal action plan to apply learnings and make a difference.

# Managing Your People

## Effective Appraisals and Reviews

### Workshop Overview:

Conducting employee appraisals can seem like a chore; but with a structured approach, both employee and the business can benefit from performance which is aligned to business and individual objectives.

### Duration:

1 day

### Who Should Attend?

Any leader or manager who conducts performance appraisals of others within an organisation.

### At the end of this workshop, attendees will:

- identify the purpose of employee appraisals.
- Develop a structure for effective appraisals.
- Deal with below standard performance.
- Ensure appraisals are two-way communications.
- Understand the link between appraisals and business planning
- Create a personal action plan to apply learnings and make a difference.

# Managing Your People

## Managing Absence

### Workshop Overview:

Employee absence is a significant and avoidable cost for businesses. By attending this workshop, attendees will appreciate the impact absence has on their organisation, people and customers and will devise strategies to effectively manage and minimise absence levels.

### Duration:

1 day

### Who Should Attend?

Any leader or manager who is responsible for managing other people.

### At the end of this workshop, attendees will:

- Calculate the cost of absence to an organisation.

- Identify the reasons employees are absent from work.

- Devise strategies to communicate the impact of absence on an organisation and other employees.

- Create strategies to handle employees while absent and on their return.

- Create a personal action plan to apply learnings and make a difference.

# Managing Your People

## Managing Performance

### Workshop Overview:

Effectively managing and improving the performance of others can benefit a business, its customers and its staff. This workshop highlights the practical benefits of implementing effective performance management.

### Duration:

1 day

### Who Should Attend?

Any manager or leader who is responsible for managing and maximising the performance of others.

### At the end of this workshop, attendees will:

- Identify methods of measuring performance.
- Create effective objectives for team members aligned to organisational priorities.
- Devise methods of monitoring performance.
- Define a performance management process.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your People

## Motivating Your Team

### Workshop Overview:

Understanding what motivates your people can result in greater productivity, better quality and much higher engagement. At this workshop, attendees will discover how to identify their team's motivations and devise strategies to maximise this.

### Duration:

1 day

### Who Should Attend?

Any manager or leader who is responsible for the performance and engagement levels of others.

### At the end of this workshop, attendees will:

- Explore a range of motivation theories.
- Examine the practical application of theories.
- Understand personal motivators.
- Devise strategies to achieve motivational objectives.
- Create a personal action plan to apply learnings and make a difference.

# Managing Your People Successfully Employing for the First Time

## Workshop Overview:

Taking on its first employee is a significant landmark for any business or organisation. Attendees at this workshop will understand the legal and practical considerations which will ensure this major step is taken successfully.

## Duration:

1 day

## Who Should Attend?

Any leader or manager who is considering taking on an employee for the first time, or who has recently appointed their first employee.

## At the end of this workshop, attendees will:

- Identify the legal implications and responsibilities of becoming an employer.

- Identify the practical considerations of taking on an employee.

- Devise appropriate processes and procedures to manage the employee relationship.

- Create a personal action plan to apply learnings and make a difference.

# Managing Your People Successfully Managing for the First Time

## Workshop Overview:

Taking up a managerial or supervisory position for the first time can be a daunting prospect. This workshop will help attendees understand the role of the manager and develop skills to ensure they get the most out of themselves and their teams.

## Duration:

1 day

## Who Should Attend?

Any recently appointed manager or supervisor, or individuals who aspire to hold a managerial or supervisory position.

## At the end of this workshop, attendees will:

- Define the role of a manager.
- Understand the differences between a manager role and an individual contributor.
- List manager responsibilities.
- Balance the expectations of an organisation, managers and teams to achieve goals.
- Create a personal action plan to apply learnings and make a difference.



# Managing Yourself

## Achieve Your Goals

### Workshop Overview:

Success does not happen by accident. This workshop will help attendees to identify strategies that can be put into practice to achieve business and personal goals.

### Duration:

1 day

### Who Should Attend?

Any individual who has personal or organisational goals to achieve,

### At the end of this workshop, attendees will:

- Define personal goals and objectives.

- Identify barriers to achieving goals and devise strategies to overcome these.

- Develop personal confidence.

- Devise strategies to turn plans into action.

- Apply tactics to overcome challenges and setbacks.

- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## Better Decision Making

### Workshop Overview:

Being able to quickly and accurately assess and analyse information and make the right decision is skill which will contribute to business and personal success. This workshop provides attendees with a suite of tools and techniques to make better decisions.

### Duration:

1 day

### Who Should Attend?

Any individual who analyses information and data to make decisions.

### At the end of this workshop, attendees will:

- Identify the types of decisions which are made.

- Explore factors which prevent effective decision making.

- Devise strategies to use the right data to make effective decisions.

- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## Building Personal Confidence and Assertiveness

### Workshop Overview:

Appearing to be confident can instill the confidence of others. This workshop will aid individuals who may not be naturally confident to increase their personal confidence and assertiveness and the benefits this brings.

### Duration:

1 day

### Who Should Attend?

Any individual who would benefit from demonstrating greater personal confidence.

### At the end of this workshop, attendees will:

- Define personal confidence.
- Identify the characteristics of a confident person.
- Understand the benefits of demonstrating assertiveness.
- Devise strategies to overcome a natural lack of confidence.
- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## Creativity, Innovation and Problem Solving

### Workshop Overview:

Unleash creative new ways of looking at situations and of devising innovative solutions. The practical workshop will help attendees to explore new ways of solving problems.

### Duration:

1 day

### Who Should Attend?

Any individual who would benefit from adopting a creative, innovative approach to solving problems.

### At the end of this workshop, attendees will:

- Define a problem.

- Apply a problem solving process.

- Identify opportunities for creativity and innovation.

- Explore techniques for generating creativity.

- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself Dealing with Difficult People

## Workshop Overview:

Everyone will have experienced an individual that they would prefer not to have to deal with. This workshop helps attendees understand the cause of conflict and difference and introduces strategies and techniques to overcome these.

## Duration:

1 day

## Who Should Attend?

Any leader, manager or individual who may have to deal with others in challenging situations.

## At the end of this workshop, attendees will:

- Define sources of conflict between people.

- Devise strategies to overcome these difficulties and differences.

- Implement a range of actions to minimise conflict and personal difference in an assertive manner.

- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## Effective Business Writing

### Workshop Overview:

Even in the days of electronic and instant communications, presenting clear, accurate writing is a key business skill. Attendees of this highly practical workshop will be reminded of how to create compelling, interesting, suitable words for any medium.

### Duration:

1 day

### Who Should Attend?

Any individual who will create written content for digital or traditional materials.

### At the end of this workshop, attendees will:

- Understand a document's key message and target audience.

- Write in a style which matches the document message and audience.

- Reminder of grammar and punctuation.

- Choose the right words and tone.

- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## Effective Communication

### Workshop Overview:

Being able to communicate clearly and accurately in a range of situations reduces stress, avoids misunderstandings and helps build effective relationships.

### Duration:

1 day

### Who Should Attend?

Any individual, manager or leader who would benefit from developing communication skills in a range of circumstances.

### At the end of this workshop, attendees will:

- Identify the range of scenarios in which effective communication is necessary.
- Define the different aspects of effective communication.
- Develop techniques to communicate effectively in a range of situations.
- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself Influence and Persuade

## Workshop Overview:

Being able to influencing and persuasion skills without resorting to power and authority can result in more effective performance and better working relationships. Attendees of this workshop will be introduced to a range of approaches and techniques to influence others.

## Duration:

1 day

## Who Should Attend?

Any individual who would benefit from developing personal influencing and persuasion skills to achieve positive outcomes.

## At the end of this workshop, attendees will:

- Identify personal influencing style.
- Develop a persuasive communication style.
- Explain complex ideas in an understandable and persuasive manner.
- Develop personal confidence in communicating in a persuasive style.
- Create a personal action plan to apply learnings and make a difference.



# Managing Yourself

## Managing Yourself

### Workshop Overview:

It is a myth (probably created by other training providers!) that time can be managed; this workshop shares techniques and tools which can be used to increase personal effectiveness. Helping attendees to do more of what matters in the time we have available.

### Duration:

1 day

### Who Should Attend?

Any individual who would like to make more effective use of their time.

### At the end of this workshop, attendees will:

- Understand the principles of personal effectiveness.
- Identify blockers to personal effectiveness and how to minimise these,
- Develop effective prioritisation skills.
- Develop effective planning skills.
- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## Negotiating Success

### Workshop Overview:

Negotiating positive outcomes is a means of achieving enduring relationships and the right outcomes. Attendees of this workshop will understand the benefit of effective negotiation and identify and practice techniques to achieve a win-win result.

### Duration:

1 day

### Who Should Attend?

Any manager, leader or individual who may conduct negotiations or discussions on behalf of an organisation.

### At the end of this workshop, attendees will:

- Recognise the interpersonal skills of an effective negotiator.
- Understand the stages of effective negotiation.
- Plan for effective negotiation.
- Devise strategies to achieve desired outcomes during negotiation.
- Know how to deal with negotiating setbacks.
- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## Networking Success

### Workshop Overview:

Effective networking can be a profitable and beneficial exercise for many businesses. This workshop outlines the potential of networking in a range of situations and delivers a number of tools and approaches to help maximise the benefit of effective networking.

### Duration:

1 day

### Who Should Attend?

Any individual who may need to attend formal or informal networking events and to build business relationships with others.

### At the end of this workshop, attendees will:

- Identify networking opportunities.
- Define goals for networking success.
- Overcome networking nerves.
- Practise effective networking techniques.
- Create a personal action plan to apply learnings and make a difference.

# Managing Yourself

## PowerPresenting

### Workshop Overview:

Whether at a small meeting or a large group gathering, being able to speak and present information in a compelling, engaging way will result in a positive experience for the speaker and the audience. This workshop covers both content and delivery which will result in highly effective presentations.

### Duration:

1 day

### Who Should Attend?

Any individual who may need to speak or present information to groups of people.

### At the end of this workshop, attendees will:

- Identify the characteristics of a highly effective presentation.
- Understand the importance of content.
- Use slides and other visual aids to maximum effect.
- Develop a natural presenting style.
- Create a personal action plan to apply learnings and make a difference.