

# Classroom Training Portfolio

## Business Skills





# Business Skills Courses

**Creative Problem Solving** – find the answers to problems by understanding the difference between problem-solving and decision-making, as well as making the most of the resources available to you.

**Performance Management** – discover how to get the most from your people and what to do if performance does not meet required standards.

**Hiring Strategies** – learn how to define what your organisation needs in terms of skills and experience, how to assess applications and the role of search firms.

**Interviewing Skills** – identify and use techniques to assess skills and experience, learn about body language, tone of voice and questioning techniques when interviewing face-to-face, by telephone or video.

**An Overview of Managing Change** – understand why people find change so difficult, learn how to embrace change and how to support others in that process.

**Facilitation Skills** – discover how group dynamics operate, how to address group dysfunction and facilitate positive outcomes.



## Exceptional Return On Investment

Unless indicated otherwise our courses are a half-day in duration. This ensures that your people can cover two subjects in one day, or not be absent from the workplace for an entire day.

Every attendee will have the opportunity to have a follow-up coaching session with their trainer to help them implement their action plan and refresh key learning points.

## Feedback we have received from course attendees

*"I liked the approach to finding solutions to the challenges that I face at work – giving me new ways of looking at problems. The course was very interesting and engaging and the trainer made it relevant to my role."*

**Negotiation Skills** – discover your strengths, build your confidence and learn how to prepare for any negotiation and achieve win-win outcomes.

**Introduction to Coaching** – Identify actions and management styles to influence performance, learn practical ways to produce more effective and sustainable results from an empowered team.



If you would like to receive full outlines of Functional Skills courses, please get in touch:

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Visit: [www.ecmrinternational.com](http://www.ecmrinternational.com)



*Focusing On The Extraordinary*

## About ECMR International

Established by Niamh Ní Bhéara in 2010, our talented team has a wealth of practical business experience acquired directly from front-line roles and senior management positions in multinational blue chip organisations. In addition to functional business expertise, we can draw on over 20 years' experience designing and delivering professional training and development.

Although domiciled in the United Kingdom, ECMR has an international client base in a range of industries including in Agriculture, Real Estate, Finance, Logistics, Transportation and Aviation.

## Why Work With ECMR?

Our work embodies the passion we have for developing people and our strong belief in the correlation between valuing employees and success in business.

All of our courses place a strong focus on working collaboratively with attendees to develop meaningful and achievable action plans. We want you to achieve sustainable results and the ancillary services we offer complement this, by helping you to embed knowledge and skills into your organisation. A popular element of our courses is post-course coaching to help participants tackle any obstacles they may have encountered when implementing their action plans. This not only helps the course participants, but also supports to the line manager back in the workplace.

Our courses will help you achieve your business objectives through a skilled and motivated workforce, applying the tools and techniques learnt from a philosophy where a legacy of learning is supported and maximised.

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