

# Classroom Training Portfolio

Behavioural Skills  
Communication Skills  
Business Skills





# Behavioural Skills Courses

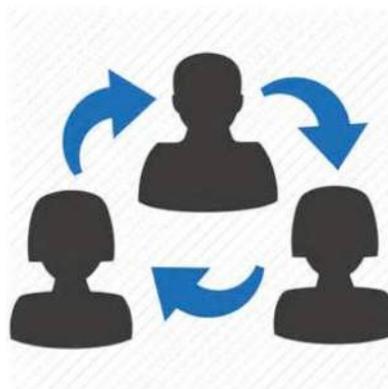
**Overcoming Difficult Situations** – equips participants with essential skills to enable you to be professional and proactive rather than reactive when challenged by difficult people and circumstances, enabling a positive outcome.

**Persuasion and Influencing** – discover how to persuade, influence and be assertive to help bring people around to a certain way of thinking and reduce resistance to new ideas.

**Conflict Resolution** – learn how to choose your battles and calculate the approach that will deliver the best outcome for you and others when faced with disagreement or a challenge.

**Working in Teams** – uncover how the team around you is influenced by your behaviour, how you can get the best out of interaction with others and make yourself a valuable member of a team.

**Motivation** – find out how you and others can achieve more than you ever realised was possible, by understanding the hidden potential of your ability to motivate and take action.



## 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 really enjoyed the positivity of Harnessing Your Personal Power and I feel really inspired after this course. There are a lot of things I can now work on, that will improve my relationships with colleagues and make me more effective"*

**Getting Things Done** – discover the skills required to analyse the use of time and learn the tools that will help you understand and improve your own self-management.

**Stress Management** – recognise your own stress factors and understand how to use new tools and techniques to ensure that any stress you experience has a positive and productive outcome.



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

Email: [enquiries@ecmrinternational.com](mailto:enquiries@ecmrinternational.com) Phone: +44 (0) 20 8133 6087

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



# Communication Skills Courses

**The Art of Speaking with Confidence** – attendees will learn how to communicate with confidence, regardless of the environment, audience make-up or size.

You will come to understand the roles of tone of voice and body language, how to make a positive first impression and how important listening is when communicating confidently and effectively.

**Powerful Presentations** – this **one-day** course focuses on the skills of the presenter and how to communicate your message in a formal environment to large and small audiences, utilising visuals and other supporting material.

You will learn, through practice, how to deliver presentations that are interesting, clear and memorable irrespective of the size or make-up of the audience.



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## Feedback we have received from course attendees

*“Attending Powerful Presentations meant I learnt new techniques to apply in the future. I felt very at ease and it was a really worthwhile use of time. I would definitely recommend this course to others”*

**Positive Telephone Conversations** – discover the additional skills that are needed when communicating on the telephone through building rapport, using language and tone of voice and employing a variety of questioning and listening skills to ensure more effective telephone conversations.



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# 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.



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## 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.



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*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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