

ATTRACT. GROW. DEVELOP. RETAIN



Training & Recruitment



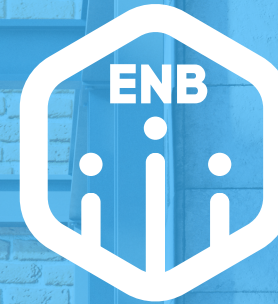
Your team can't afford to stand still.

If you want sharper skills, stronger leaders, and better business results, you need ENB training.

We don't do off-the-shelf. Every course is built around your goals, your challenges, and your people. Our sessions are practical, interactive, and designed to make learning stick.

Browse this prospectus to see how we can help. If you don't find exactly what you need, we'll create it for you.

Attract, Grow, Develop & Retain



Prospectus

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Personal & Leadership Development Overview

Personal and Leadership Development is vital for any organisation that wants to grow, adapt and succeed. When employees build confidence, improve communication and think like leaders, performance rises across the board. This isn't just a nice-to-have, it's a must. Our training equips your team with the mindset and skills to lead, innovate and thrive. If you want lasting impact, it starts here.



ATTRACT

- Emotional Intelligence
- Conflict Management
- Managing Team Performance
- Giving & Receiving Feedback
- The Power of Influence

GROW

- Interviewing Skills Training
- Having Courageous Conversations
- Building Better Relationships

DEVELOP & RETAIN

- Introduction to Team Leadership
- Train the Trainer
- Insights - Profiling
- Time Management
- Leading Change



Emotional Intelligence

What's covered in this course?

- The what and why of Emotional Intelligence (EI)
- How your EI is made up
- Your EI strengths and development areas
- Emotional Intelligence techniques to improve your business relationships

Conflict Management

What's covered in this course?

- Understand why handling conflict effectively is essential for successful people
- How to balance 'Cooperativeness' and 'Assertiveness' when negotiating, using the 4-box negotiation model
- Plan and apply Conflict Management strategies to real life scenarios
- How to use Conflict Management tools and techniques



Managing Team Performance

What's covered in this course?

- Recognise how the conversation can be affected by our mind-set/internal dialogue and identify strategies to manage these
- Discuss why underperformance happens helping the best remedial action be taken
- Prepare, structure and deliver an underperformance conversation, using the best vocabulary to help your message land
- Discuss your behavioural expectations and explore how to adapt appropriately
- Recognise what to do to comply with your company policies and processes

Giving & Receiving Feedback

What's covered in this course?

- Recognise and discuss different types of feedback we give and receive
- Explain why we don't always enjoy giving and receiving feedback
- Recognise our 'limiting beliefs'
- Role model some different styles of giving feedback
- Demonstrate how to give feedback effectively



The Power of Influence

What's covered in this course?

- Difference between influence and manipulation
- Seven factors to consider to influence more effectively
- Additional tools and techniques to improve your influence
- 52 different ways to use language to influence
- Using personality profiling to influence more effectively

Leading Change

What's covered in this course?

This module helps leaders consider why people react differently to change, how to help people deal with change and how to plan for change strategies.

- Discuss the what and why of effective change management
- Recognise the different reactions to change and your behaviours to them
- Identify your role in effective change management



Insights Profiling

What's covered in this course?

- Complete the profiling tool
- Provide a detailed breakdown of personality types
- Highlight strengths, weaknesses and areas of development
- Four colour energy model
- Personal style and preferences
- Leadership and management insights
- Team dynamics and development

Train the Trainer

What's covered in this course?

- Identify yours and others learning styles
- Discuss the six stages to learning and how to use them before, during and after your session
- Discuss the importance of communication skills including Body Language, Tone of Voice & Listening Skills
- Discuss strategies to help overcome worries and concerns when delivering sessions
- Give and receive feedback on a range of sessions
- Practical learning sessions with each delegate training out a simple day to day task in their own description.



Introduction to Team Leadership

What's covered in this course?

- List the characteristics of an effective leader and identify your leadership style/qualities
- Identify the impact that your leadership style may have on other members of your team and how to adapt your style as required
- State the value of team roles within an effective team and identify how these may be used to develop your current team
- Begin to use assertive behaviour and supporting techniques to help you to deal with criticism, confrontation, and anger within your team.

Building Better Relationships

What's covered in this course?

- Recognise the key ingredients of Trust and why it's so important
- Discuss why your own 'Personal Brand' is critical to great relationships
- Recognise your own (and your followers) levels of Accountability
- Identify some ways to adapt behaviours to build better relationships
- Recognise how confidence impacts relationships



Time Management

What's covered in this course?

- Become comfortable with your time management
- Delegate more effectively
- How to set and work with short- and long-term goals
- Effective Vs ineffective prioritising
- Procrastination and work-arounds Managing your energy levels

Interviewing Skills Training

What's covered in this course?

- Plan and prepare for a selection interview
- Improve your current approach to selection interviewing
- Structuring a formal interview for both telephone and face to face interviews
- State the importance of listening to fully understand
- Asking the right questions and probing questions for best outcomes
- Understanding and recognising bias and unconscious bias



Having Courageous Conversations

What's covered in this course?

- Define the what, why and how of courageous conversations
- Appreciate different types of courageous conversations
- Use a number of tools to use conflict, constructively, to help progress your courageous conversations.
- Conduct “in the moment coaching” making your Courageous Conversations even stronger.

Get Your Team Thriving

What's covered in this course?

- Recognise who owns individual and team performance
- Discuss some practical ways to build better autonomy, competence and relatedness
- Identify how to approach personal and team motivation
- Acknowledge your management style and how it impacts your team members
- Plan how to create an environment where your team can highly perform

Sales & Customer Service Overview

Customer service training builds trust, boosts loyalty, and protects a company's reputation. It empowers staff to handle issues with confidence and consistency, turning everyday interactions into lasting impressions.

ATTRACT

- Customer Services Skills
- Winning Negotiation Skills

GROW

- Skills for selling face to face
- Skills for selling on the telephone

DEVELOP & RETAIN

- Presentation Skills
- Objection Handling





Customer Service Skills

What's covered in this course?

- Explain why the delivery of 'excellent customer service' is so important to your organisation
- Identify the essential elements of effective communication and begin to apply them when communication face to face and on the telephone
- State the importance of listening to understand
- Recognise the importance of building and maintaining rapport with your customers
- Developing listening and questioning skills
- Successful telephone techniques
- Service recovery/complain handling

Winning Negotiation Skills

What's covered in this course?

- What is negotiation? Why is it essential for successful people?
- How to balance 'Cooperativeness' and 'Assertiveness' when negotiating
- Plan and apply the 5 Negotiating Management strategies to real life scenarios
- How to use additional negotiating Management tools and techniques



Skills for selling face to face

What's covered in this course?

- Understanding why people buy from us
- Understanding your audiences better
- Effective listening skills
- Effective questioning skills
- Effective communication skills
- Time Management
- Relationship building face to face
- Building confidence, empathy and Emotional Intelligence

Skills for selling on the telephone

What's covered in this course?

- Understanding why people buy from us
- How customers would like to be treated
- Effective listening skills
- Effective questioning skills
- Effective communication skills
- What are your USP's
- What are your Features, Advantages and Benefits (FAB's)
- Planning your sales calls
- Closing



Presentation Skills

What's covered in this course?

- Identify your presenting strengths and have a clearer understanding of your presenting development areas
- Consider and adapt your presentation style for relevant audiences
- Recognise the differences between informative, demonstrative, persuasive and inspirational presentations
- Use storytelling techniques to help your message land
- Discuss and practise techniques to inspire and motivate
- Encourage and handle questions
- Control elements of your voice and body language to maximise your impact

Objection Handling

What's covered in this course?

- Understanding what are objections?
- Understanding generic objections and industry specific objections
- Structuring how to respond to certain objections
- Active listening skills
- Active questioning skills
- What are anticipation skills and how to use them to your advantage
- Conflict management
- Storytelling techniques
- Plenty of role plays!

IT Skills



These courses are for everybody who uses Excel or PowerPoint in their day to day work.

Training includes: Excel for Beginners, Excel Intermediate & PowerPoint

ATTRACT

- They will learn shortcuts, Basic Formatting, Custom Formats, Cell alignment, Cell borders, Copying Formulas,

GROW

- Creating IF Formulas
- Copying Formulas (Absolute v Relative)

DEVELOP & RETAIN

- Creating PivotTables - recommended Pivots v from scratch, PivotCharts, using slicers
- Using VLOOKUP and XLOOKUP





Excel for Beginners (Basic)

What's covered in this course?

- The basics: Worksheets and Workbooks, Screen Elements, Ribbons
- Entering Data
- Using AutoFill
- Basic Formulas
- What is Formatting? Basic Formatting, Custom Formats, Cell alignment, Cell borders, Copying Formulas

Intermediate Excel

What's covered in this course?

- Functions Recap
- Creating IF Formulas
- Copying Formulas (Absolute v Relative)
- Conditional Formatting - highlight cells rules, top/bottom rules, data bars, colour schemes and icon Sets
- Creating PivotTables - recommended Pivots v from scratch, PivotCharts, using slicers
- Using VLOOKUP and XLOOKUP



PowerPoint

What's covered in this course?

- Layouts and how to use them
- Shapes and Text Boxes
- Selection pan using imagery
- Images into layouts and backgrounds
- Adding shapes and SmartArt
- Enhancing slides with animation
- Slide transitions
- Object animation
- Insert summary zoom
- Using action

**Attract, Grow,
Develop & Retain**



Contact

Thank you for reviewing these outlines. Please note that the format is flexible and can be adjusted to suit your preferences. All sessions are available either in-person or online. For face-to-face delivery, our team will travel to your location, ensuring minimal disruption for your delegates.



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