

Blended virtual **training programmes**

Select from our range of off-the-shelf blended virtual training programmes. They are specifically designed to be effective when taking part remotely. Our programmes include a mix of virtual expert-led delivery, 1:1 virtual coaching, plus on-demand digital learning.

We know that investing time in your development is the key to a rewarding career. We have personal effectiveness virtual training programmes for all levels to help you get the best from your role.



Personal Impact and Effectiveness



Better Communication Skills

Understanding and employing effective communication techniques at work can help you achieve your objectives, build strong relationships and improve outcomes for everyone. This practical course focuses on all of the critical elements of communication, and you will leave the course with a plan to develop your confidence and competence in a range of communication techniques. You will also take away tips, techniques and templates to support you in implementing your communication skills back in the workplace.

Is it right for me?

This course is for anyone wishing to learn and apply higher-level communication techniques to increase effectiveness and improve relationships.


What will I learn?


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


- Identify the factors that help and hinder workplace communication
- Use effective questioning techniques to acquire information and build relationships
- Pick up on hidden messages through nonverbal cues
- Actively listen for feelings and behaviours as well as meaning
- Recognise the different types of behaviour in yourself and others
- Apply an assertive response to some common workplace situations

- Identify good and bad practice for useful and constructive feedback
- Plan effectively for feedback conversations using the BOFF model
- Explain barriers and filters in communication and how to overcome them
- Identify different communication styles in action and flex your style to influence others
- Reflect on how you want to be perceived by others and work on presenting a positive image
- Identify the sources of power in an organisation and use these to increase your influence
- Make a persuasive proposal using a five-stage structure
- Apply a range of positive behaviours to make your meetings and presentations more effective

Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 Aug: 20

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-BCS



Presentation Skills

This course will help you to transform your presentation skills, empowering you with greater control, composure and confidence. You will start with an overview of the key steps required when preparing to deliver an engaging presentation, applying the Rule of Three to ensure that your presentation has a memorable start and finish. The course also covers storytelling and how to use visual aids to enhance, rather than detract from, your message. You will then explore how to manage your audience, keeping them engaged and managing questions and other interactions – whether virtually or face-to-face. You will then have the opportunity to practice your presentation skills in a safe and supportive environment, and to evaluate other people's presentations that you observe. Some will be recorded for you to review, and you will be given constructive feedback on how to enhance your approach and delivery. You will leave us with a toolkit of tips and techniques giving you the ability to engage any audience and to project confidence and professionalism.

Is it right for me?

This session is suitable for anyone who is required to present at work and would like to build their skills and confidence in preparing and delivering a professional presentation.

What will I learn?


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


- Plan and organise your presentation using a structured approach
- Incorporate relevant stories to make your


presentation more powerful


- Use visual aids to maintain interest and enhance your message
- Keep your audience engaged with enthusiasm and clear communication
- Interact with your audience, taking questions and feedback
- Speak to groups with greater confidence and professionalism
- Focus audience attention on the key issues


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 Jun: 25 Jul: 16
Aug: 24

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-PS



Communicating with Impact

This practical and highly interactive virtual workshop is designed to enable you to consider the purpose and outcomes required from workplace communications and develop the skills, confidence and energy to create the impact you choose when you choose to create it. You will have the opportunity to practise powerful new tools and techniques in a safe environment and you will take away practical steps for more credible and effective communication with any audience. The aim is to equip you with everything you need to build your communication capacity at all levels – whether it be interpersonal, organisational or external, and enabling you to become a leader communicator who connects and resonates with any stakeholder.

Is it right for me?

Suitable for anyone who would like to develop the skills to communicate with greater impact in the workplace.


What will I learn?


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


- Define how to make the greatest impact when communicating
- Listen empathetically rather than competitively



- Use a balance of advocacy and enquiry techniques to make conversations more productive
- Deliver authenticity through congruent communication
- Demonstrate empathetic acknowledgement
- Use storytelling techniques to maximise the impact
- Use a five-step model to promote more emotionally impactful conversations


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 07 Aug: 17

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-CWI



Persuading and Influencing

On this course, you will learn how to define influence, persuasion and negotiation. You will also use two key models to draw on organisational sources of power and to increase your influence by applying different styles to suit different individuals and situations. You will also explore the purpose and benefits of persuasion and learn how to use a range of different approaches to persuasion, based on Robert Cialdini's Six Principles. Finally, you will look at different kinds of negotiation and be introduced to a comprehensive framework that covers the entire process; from how to prepare for a negotiation, to concluding an agreement that works for both parties.

Is it right for me?

This course is suitable for anyone who would like to get better at influencing, persuading and negotiating with key decision makers and stakeholders.


What will I learn?


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


- Define influencing, persuading and negotiation, and when to use each one
- Identify the sources of power in an organisation and use these to increase your influence

- Explain how to use different influencing styles to suit different situations
- Identify the different social styles and use them to positively impact your personal influencing situations
- List the Six Principles of Persuasion and explain how they can be used in practice
- Prepare for and plan an effective negotiation
- Work through a structured process to reach a mutually beneficial agreement


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 15 Aug: 20

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-PI



Essential Negotiation Skills

This course identifies what skills and practices are required to achieve successful negotiations and introduces a comprehensive framework that covers the entire process: from how to prepare for a negotiation, to concluding an agreement to accomplish a positive result for both sides. You will also have the opportunity to identify a real upcoming negotiation and to practise working through the process and applying the associated skills in a safe and supportive environment.

Is it right for me?

This course is for people who are new to formal negotiation.


What will I learn?


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


- Identify what works and what the focus is for successful negotiations
- Clarify the difference between transactional and collaborative negotiation


- Explain the four and eight-step process for successful negotiations
- Describe what a BATNA is and how it is used to achieve success in a negotiation
- Confidently conduct a negotiation through to conclusion

Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 10

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-NS



Assertiveness at Work

This course will help you to understand what assertiveness is and how this type of behaviour compares to aggression and passivity. You will learn and practise some tips, techniques and strategies for remaining calm and professional in the face of anger or hostility and managing your own response to difficult situations. You will also have the opportunity to practise responding assertively to requests made by others and making requests in a way that gives you the best likelihood of a positive response. You will leave with a plan of action to respond assertively to at least one personal workplace situation.

Is it right for me?

This course is suitable for people who would like to recognise and respond appropriately to different types of behaviour and develop the ability to act assertively in challenging workplace situations.

What will I learn?


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


- Explain the characteristics of assertiveness and the positive role assertiveness plays in the workplace
- Recognise the fight or flight response and


how to control your instinctive reactions



- Practise assertive body language and active listening skills
- Use assertiveness techniques to defuse aggression and regain control of a situation
- Choose an appropriate response to requests made of your time and say 'no' positively and confidently
- Make assertive requests of others that are likely to be met with a positive response
- Implement a plan to deal with others more assertively

Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 Jul: 20

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-AAW



Influencing and Negotiating with Senior People

This course focuses specifically on how to influence and negotiate upwards. It teaches you the personal skills of maintaining composure to achieve meaningful negotiations with people at a more senior level and how to plan negotiations with minimal risks to you whilst developing a contingency plan. You will learn how to analyse and draw on the sources of power in an organisation to increase your influence, and how to apply different styles to suit different individuals and situations. We will introduce you to a comprehensive framework that covers the entire process from how to prepare for a negotiation, to concluding an agreement to accomplish a positive result for both sides.

You will also have the opportunity to analyse your own stakeholders and will leave with an action plan for influencing and negotiating in the situations you have identified as important.

Is it right for me?

This course is suitable for anyone who needs to influence and negotiate with senior decision-makers and stakeholders, particularly in situations where they may have no direct authority.

What will I learn?


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


- Identify the sources of power in an organisation and use these to increase your influence
- Identify the different social styles and explain


the impact they have on approaches to influencing

- Use your understanding of social styles to positively impact your personal influencing situations
- Clarify the difference between transactional and collaborative negotiation
- Explain the four processes for successful negotiations
- Describe what a BATNA is and how it is used to achieve success in a negotiation

Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 06

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-INSP



Developing Your Personal Impact

This virtual workshop will enable you to think differently about your day-to-day interactions and identify ways to develop new and highly effective approaches to build and manage more productive relationships. It will introduce you to the practical benefits of understanding your own and others' style, approach and emotional responses, and using this awareness to your advantage.

On this course, you will develop your self-awareness of how you come across to others. You will be challenged to be open and honest both in receiving feedback on others' perception of you and also in giving feedback to other members of the group. It will help you to project the image and impression you want to create in the workplace.

Is it right for me?

Suitable for anyone who wants to strengthen their interpersonal relationships and create a personal strategy for improving the impact they have on other people at work.


What will I learn?


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


- Analyse your perception of yourself and how that correlates with how others see you
- Identify your strengths and weaknesses in interpersonal relationships and gain tips and techniques on how to build and develop them

- Recognise different social styles in practice and how they affect the communication process
- Recognise the impact of your behaviour on the impression you make on others
- Give and receive effective and constructive feedback using a structured approach
- Implement strategies to heighten your emotional intelligence
- Understand why and how conflict arises and how to select the right approach to deal with it effectively
- Develop a strategy to apply the skills and techniques to your own situations


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 Jun: 18 Jul: 21
Aug: 25

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-DPI



Emotional Intelligence

This course will help you to really understand what emotional intelligence (EQ) is and why it is such an important skill in the workplace. You will explore the four pillars of EQ and some of the key skills that support them; including recognising and managing your own emotions, changing your instinctive response to an event, demonstrating empathy and building rapport through effective verbal and non-verbal communication.

Is it right for me?

This session is suitable for anyone who would like to develop their understanding of emotional intelligence (EQ) to help manage emotions, increase self-awareness and build stronger relationships.


What will I learn?


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


- State the meaning and origin of Emotional Intelligence
- Evaluate the values and beliefs that trigger an emotional response


- Apply techniques to positively manage emotional responses
- Draw on personal motivations to improve your drive and commitment
- Identify and challenge your self-limiting beliefs
- Interpret other peoples' emotions
- Use communication skills to demonstrate empathy
- Identify the different social styles and the impact they have on relationship building


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 Jun: 25 Aug: 19

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-LE11



Managing Upwards

This course will enable you to improve the way you interact with people and get the best out of others in order to achieve the successful outcomes you want and the business needs. Your objectives and projects may rely on getting people on board who are more senior than you or who you have no direct authority. On this course, you will have the opportunity to plan some specific techniques and strategies you can use to increase your personal influence, build respect and communicate more assertively. You will leave with an action plan for increasing your confidence and influence in the situations you have identified as important.

Is it right for me?

This course is suitable for individuals who communicate at all levels – including managers, directors and clients – and who do so with little or no line of authority.

What will I learn?


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


- Know how to respond assertively to passive and aggressive behaviour
- Apply an assertive response to some common


workplace situations

- Implement a plan to deal with others more assertively
- Identify different communication styles in action and flex your style to influence others
- Reflect on how you want to be perceived by others and work on presenting a positive image
- Identify the sources of power in an organisation and use these to increase your influence


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 28 Aug: 19

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-MUP



Giving and Receiving Feedback

This short course will provide you with the knowledge and skills to feel more comfortable and confident when giving and receiving feedback. You will explore the true purpose of feedback and define some golden rules, before applying them to a structured process and practising your delivery in a safe and supportive environment. You will leave with a clear plan and a commitment to delivering some real-world feedback.

Is it right for me?


This course is suitable for anyone who would like to develop the understanding and practise the skills they need to confidently deliver and receive constructive and genuinely useful feedback.


What will I learn?


- By the end of this course you will be able to:
- Identify good and bad practice for useful and constructive feedback

- Plan effectively for feedback conversations
- Confidently deliver feedback using the BOFF model
- Use the BOFF model to receive feedback


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 03 Aug: 27

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-GRF



Handling Difficult Situations

This virtual course provides you with an extremely insightful and practical guide on how to manage yourself and the difficult people and situations that you encounter in your workplace. It will provide you with tips and techniques to enable you to develop the confidence to be proactive and not reactive when challenged by people and circumstances.

You will learn how to understand other people's behaviour and how to respond appropriately. You will gain practical guidance to apply to your own situations and you will leave the course with the skills and the confidence to apply the appropriate techniques to your day-to-day activities.

Is it right for me?


Suitable for anyone looking to develop their skills and confidence when dealing with difficult people and situations at work.


What will I learn?


- By the end of this course you will be able to:
- Forge more positive working relationships with individuals you find difficult
 - Separate people from their behaviour and avoid making inaccurate assumptions

- Recognise and respond to non-assertive behaviours and crossed transactions
- Adopt a confident, professional and appropriate approach to difficult situations
- Give constructive and courageous feedback to a 'difficult' individual
- Receive critical feedback gracefully
- Use strong communication skills to improve interactions and create mutual understanding
- Plan your personal strategy for dealing with difficult situations


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jun: 15 Jul: 20

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-HDP

Conducting Challenging Conversations

This course looks at a structured set of techniques, strategies and tips to make those tricky conversations less daunting and more productive. It covers how to prepare yourself in advance of the conversation, as well as specific techniques of building rapport, active listening, using positive language and managing emotional reactions. You will have the opportunity to practise these skills, using a four-stage structure to lead the conversation to a positive conclusion.

Is it right for me?

This course is suitable for anyone who is facing a difficult conversation and would like to develop the knowledge and skills to tackle it confidently and effectively.

What will I learn?

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

- Establish the most commonly encountered challenging conversations and what makes them challenging

- Describe what to do if things go badly during a challenging conversation
- Explain what preparation is needed ahead of a challenging conversation taking place
- Describe what an effective challenging conversation looks like, and how to achieve a successful outcome
- Confidently conduct a challenging conversation, following a four-stage structure

Programme structure

- 1 x 3 hour instructor-led virtual training session
- 30 minute 1:1 coaching session
- On-demand digital learning playlist

£500 Prices excluding VAT

Jun: 29 Aug: 04

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-CC

Effective Delegation

This course is focused on the important management skill of delegating effectively. You will have the opportunity to practise delegating one of your own tasks in a safe and supportive environment, following a comprehensive five-stage structure that covers: identifying tasks to delegate, who to delegate to and why, how to brief in a task, monitoring progress and giving feedback upon completion. You will leave with a clear plan for delegating a specific task from your own to-do list to a named individual.

Is it right for me?

This course is suitable for people with management responsibility who would like to practise how to use effective delegation as a tool to facilitate their own time management and to develop and motivate others.

What will I learn?

- By the end of this course you will be able to:
- Identify tasks that can and can't be delegated
 - Select an appropriate person to delegate to, based on competence and commitment

- Analyse the task and the individual to choose the right approach to delegation
- Set a clear objective for a task to be delegated
- Carry out an effective briefing conversation, using four simple steps
- Implement an appropriate monitoring system
- Deliver motivational and constructive feedback upon completion of a task and use these to increase your influence

Programme structure

- 1 x 3 hour instructor-led virtual training session
- 30 minute 1:1 coaching session
- On-demand digital learning playlist

£500 Prices excluding VAT

Jun: 12 Jul: 13

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-ED

Time Management

This course will help you to identify how precious your time is and give you a range of techniques to effectively protect and manage it for maximum efficiency and effectiveness. Through practical exercises and examination of proven time management tools and techniques, you will develop the ability to plan, prioritise and delegate effectively.

Is it right for me?

This course is for busy people who want to be able to manage their time in the most effective way possible.

What will I learn?

- By the end of this course you will be able to:
- Set a positive intent for each day, with a clear purpose and priorities
 - Define your overall purpose and set meaningful goals to help you to achieve it

- Prioritise daily tasks in a structured and methodical way
- Delegate your 'time stealers' to prevent them from disrupting your purpose
- Implement tools and techniques to manage interruptions and distractions
- Negotiate better outcomes using a positive 'no'

Programme structure

- 1 x 3 hour instructor-led virtual training session
- 30 minute 1:1 coaching session
- On-demand digital learning playlist

£500 Prices excluding VAT

Jun: 17 Aug: 14

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-ETM

Handling Stress and Conflicting Needs

This course examines the causes and impact of workplace situations and activities that may be stressful for you. You will define the different types of stress and will be able to understand your own reaction to stress and how to use practical coping strategies to manage it more positively and proactively. You will also have the opportunity to practise prioritising your workload and responding assertively to requests made by others that may have the potential to disrupt your plans. You will leave with a prioritised plan of activities for the next working day and a personal stress management plan.

Is it right for me?

This course is suitable for anyone who wants to improve their personal effectiveness and performance by applying stress management, prioritisation and assertiveness techniques to deal with conflicting demands at work.

What will I learn?

- By the end of this course you will be able to:
- Explain the three main types of stress and the three types of reactions to stress
 - Identify coping mechanisms through

- physiological, psychological and behavioural responses
- Work towards your own stress management plan
- Prioritise daily tasks in a structured and methodical way to improve effectiveness and efficiency
- Choose an appropriate response to requests made of your time and say 'no' positively, and confidently plan your personal strategy for dealing with difficult situations

Programme structure

- 1 x 3 hour instructor-led virtual training session
- 30 minute 1:1 coaching session
- On-demand digital learning playlist

£500 Prices excluding VAT

Aug: 03

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-SM



Wellbeing and Stress

This course takes a holistic view of individual wellbeing; this starts with defining what the term means to you and then explores how to maximise the physical, emotional and mental domains of wellbeing. You will consider how to better understand your emotions and manage any negative or disruptive feelings and will start to build your mental agility by examining a difficult situation from a range of alternative perspectives. You will also define the different types of stress and will be able to understand your own reaction to stress and how to use practical coping strategies to manage it more positively and proactively. You will leave the course with a useful self-assessment and a personal stress management plan.

Is it right for me?

This course is suitable for anyone who is concerned about any aspect of their personal wellbeing and would like to focus their efforts and energy on self-care and on dealing more positively with stressful situations at work.


What will I learn?


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


- Implement strategies to enhance your physical wellbeing
- Practice mindfulness

- Apply techniques to improve your emotional intelligence
- Use perceptual positions to build agility and flexibility when faced with change
- Explain the three main types of stress
- Identify the three types of reactions to stress
- Identify coping mechanisms through physiological, psychological and behavioural responses
- Work towards your own stress management plan

Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 02

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-WBS



Building Resilience and Handling Stress

This course addresses the connection between resilience, handling stress and our ability to work positively. It explores the physical, emotional and mental aspects of sustaining optimum levels of energy and pressure, to help you to remain focused and deliver high performance. You will also define the different types of stress and will be able to understand your own reaction to stress. You will learn how to use practical coping strategies to manage it more positively and proactively. You will leave the course with a useful self-assessment and a personal stress management plan.

Is it right for me?

This course is suitable for anyone who would like to improve their personal resilience and their ability to deal more positively with stressful situations at work.


What will I learn?


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


- Explain what resilience is
- Manage and increase your personal energy levels

- Use tools to help manage your emotional state, stay positive and motivated
- Live according to your values
- Explain the three main types of stress and the three types of reactions to stress
- Identify coping mechanisms through physiological, psychological and behavioural responses
- Work towards your own stress management plan

Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 27

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-BRHS



Managing Wellbeing

This course considers the impact of wellbeing on businesses and individuals, identifying the warning signs that wellbeing may be out of balance and how to build the ingredients of 'good work' into your management practice. You will explore how to help your teams to build the social, physical and psychological resources they need to maintain a healthy state of body and mind. The session will also equip you with some immediately applicable techniques for helping the people in your team to build their own levels of resilience. This includes guided reflection and coaching exercises that you can use with individuals, and how to develop a sense of purpose and a feeling of psychological safety for the team as a whole.

Is it right for me?

This course is suitable for anyone in a management position who would like to improve the overall wellbeing and resilience of their people and teams.

What will I learn?


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


- Define wellbeing and the impact on organisations and individuals
- Manage your team's social, physical and


psychological resources



- Create the conditions for 'good work' and balance
- Guide others to reflect positively on adverse experiences
- Develop a sense of purpose for your team
- Foster psychological safety within your team
- Use coaching questions to guide people through a challenging situation

Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 03

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-MWB



Building Resilience in Self and Others

This virtual session will help you to become a role model for resilience and equip you with some immediately applicable techniques for helping first yourself, and then the people in your team to build their own levels of resilience. It explores the physical, emotional and mental aspects of sustaining optimum levels of energy and pressure, to help you to remain focused and deliver high performance. You will then practise guided reflection and coaching exercises that you can use with individuals, and discuss how to develop a sense of purpose and a feeling of psychological safety for the team as a whole.

Is it right for me?

Team leaders and managers who want to be able to build resilience in themselves and their teams.


What will I learn?


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


- Explain what resilience is
- Manage and increase your personal energy levels

- Use tools to help manage your emotional state, stay positive and motivated
- Live according to your values
- Guide others to reflect positively on adverse experiences
- Develop a sense of purpose for your team
- Foster psychological safety within your team
- Use coaching questions to guide people through a challenging situation

Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 14

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-BRSO

Whether you are a supervisor, team leader, middle or senior manager, our virtual training programmes will help and inspire you to be a great leader and people manager.



Management, Leadership and Team Performance



Introduction to Management

If you are new to the job, this comprehensive virtual course is the ideal way to quickly gain the knowledge and skills you require to manage people and teams. The programme is very practical and based on everyday work situations so you can return to work feeling motivated and confident to drive your team to achieve great results. You will learn how your behaviour can help build trust and loyalty as well as the most effective ways to set objectives, delegate tasks, manage performance and give feedback. You will also leave with a personal action plan to support you on your journey to becoming a great manager.

Is it right for me?

Suitable for supervisors, team leaders and line managers who are new or fairly new to the role or who have had no previous training in the basics of people management.

What will I learn?


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


- Set and reach both personal and team objectives
- Motivate, manage and lead your team and


individuals to meet their objectives

- Use a five-stage structure to delegate tasks effectively
- Recognise when to give performance feedback and how to do so effectively
- Explain how to assess performance and monitor progress against goals
- Take steps to build an effective team and avoid dysfunction
- Select the most suitable methods of development for individuals in your team


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 Prices excluding VAT

 Jul: 09 Aug: 11

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-ITM



ILM Level 3 Award in Leadership and Management

This intensive and practical course provides supervisors and line managers with a recognised qualification whilst sharing insight and learning on the fundamentals of management and the core skills required for the new manager.

Awarded by ILM, the Level 3 Award in Leadership and Management can generate significant payback for employers and individual managers in terms of improving quality, efficiency and effectiveness in your workplace. The course provides a toolkit of techniques to apply upon return to the workplace, and you will leave with a personal action plan to support you on your journey to becoming a great manager.

Is it right for me?

Suitable for supervisors, team leaders and line managers who are new or fairly new to the role or who have had no previous training in people management. It is also suitable for those who are looking to be promoted into a management position.


What will I learn?


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


- Describe the role of the leader and identify your own leadership style

- Create opportunities to develop and maintain credibility and trust within your team
- State the qualities of a successful team
- Identify the various roles within your team and identify ways in which you can develop a balance of skills
- Use established communication techniques to develop and build productive relationships within your team
- Confidently tackle common performance issues and deal effectively with conflict that may arise within the team

Programme structure

 3 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £1100 Prices excluding VAT

 Aug: 03

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-ILM



CMI Level 3 Award in Principles of Management and Leadership Option 3

Attending our course 'People Management Skills for New Supervisors and Team Leaders' or 'Introduction to Management' provides you with the opportunity to gain one of the UK's most prestigious awards for first line managers.

For an additional £239 you can opt to take a post-course assessment to gain a CMI Level 3 Award in Principles of Management and Leadership. Option 3, Managing Individuals to be Effective in their Role, focuses on managing people on a day-to-day basis, developing capabilities, delivering results, developing relationships and driving best practice. The aim of this unit is to develop the manager's understanding of how to use their knowledge, skills and abilities confidently to support individuals, not only to perform well, but to exceed expectations.

Is it right for me?

The CMI Level 3 Award in Principles of Management and Leadership is a concise qualification, designed for supervisors and first line managers who want to develop or sharpen their professional edge and enhance their personal effectiveness as a manager. Option 3 covers unit 303, Managing Individuals to be Effective in their Role, which focuses on how managers can confidently use their knowledge, skills and abilities to support individuals, not only to perform well, but to exceed expectations.


What will I learn?

On successful completion of the unit, you will be able to:

- Understand an individual's work role and responsibilities
- Set objectives with individuals
- Support individuals to perform well
- Assess outcomes against the objectives
- Manage the underperformance of individuals

Programme structure

 Assignment

 £239 Prices excluding VAT

Full course details:
hemsleyfraser.co.uk/PMCM1



Advanced Management Skills

This comprehensive virtual course is the ideal way to update and enhance your knowledge and skills to take your career to the next level and prepare you for senior management. The programme is very practical and based on everyday work situations so you can return to work feeling motivated and confident to drive yourself and your teams to achieve great results. You will focus on adapting and developing your leadership approach to become more inclusive, flexible and confident. You will have the opportunity to practise and enhance your coaching skills, and to prepare yourself for leading the next change initiative. Finally, you will leave with a personal action plan to support you on your journey to becoming an inspiring leader.

Is it right for me?

Suitable for experienced managers who are responsible for the performance of others and who run a business unit or department.


What will I learn?


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


- Articulate the importance of practising inclusive leadership for individuals, teams and organisations
- Apply the most appropriate leadership style for a given situation


- List the key skills required from an effective leader and evaluate self against these
- Use tactics for enhancing team trust, alignment and accountability
- Recognise and practise behaviours to promote constructive conflict
- Confidently conduct a coaching conversation, following the GROW model
- Recognise and overcome resistance to change
- Identify and analyse key stakeholders for a required change


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 Prices excluding VAT

 Jul: 01 Aug: 18

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-AMS



Leadership Under Pressure

This virtual course will help you to develop the leadership skills you need to lead successfully through times of pressure, stress and crisis. You will learn how our brains react to uncertainty and stressful situations and how to spot the warning signs early. You will then define how to move yourself and your teams through the necessary emotional changes, using your emotional intelligence and helping others to build their resilience in order for them to maintain high performance. During the course, you will work with a range of scenarios to evaluate different leadership approaches that you can then apply to your own teams. You will also explore a set of building blocks that support the development of an effective and resilient team and will consider how to leverage the intrinsic drivers that motivate people to perform under pressure.

Is it right for me?

This session is suitable for leaders who are focused on maintaining individual and team performance during a time of pressure, stress or crisis.



What will I learn?

- By the end of this course you will be able to:
- Identify the signs of stress and decide when and how to intervene
 - Demonstrate emotional resilience in times of uncertainty

- Formulate and implement a stress management plan
- Guide others to reflect positively on adverse experiences
- Develop a sense of purpose and psychological safety for your team
- Use coaching questions to guide people through a challenging situation
- Take action to maximise the dynamics of high performing teams
- Identify actions to increase motivation when under pressure

Programme structure

-  2 x 3 hour instructor-led virtual training session
-  30 minute 1:1 coaching session
-  On-demand digital learning playlist

 £800 

 Jul: 08

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-LUP



Coaching

This course will provide you with a comprehensive overview to coaching; defining what it means to be a coach and exploring the mindset, skillset and toolset required. You will learn how to apply the GROW model to a coaching session and will practise some powerful questions to support individual development and help people to reach their full potential.

You will receive feedback on your coaching style and your verbal and non-verbal communication and will leave with a personal action plan for implementing what you have learned for the benefit of your own and others' development.

Is it right for me?

This session is suitable for anyone who leads, manages or supervises others and is responsible for their personal and professional development in the workplace.

What will I learn?


- By the end of this course you will be able to:
- Explain what coaching is and the 'recipe' for effective coaching
 - Establish when coaching is the most appropriate method of development

- Describe the benefits of coaching in contrast to other development approaches
- Confidently conduct a coaching conversation, following the GROW model
- Apply active listening and questioning techniques to coaching
- Create a plan to develop your own coaching skills and use coaching to support the development of others

Programme structure

-  1 x 3 hour instructor-led virtual training session
-  30 minute 1:1 coaching session
-  On-demand digital learning playlist

 £500 

 Jun: 19 Sep: 15

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-CO



Leading Remote Teams

With an increase in dispersed, virtual and remote teams, managers face new challenges in working with their teams from a distance. This course is focused on building and sustaining high performance in a remote team setting. You will learn some practical approaches to running virtual meetings, managing performance and communicating appropriately and effectively with your team. You will also explore the leadership behaviours that cultivate feelings of trust and unity and provide a strong foundation for effective collaboration.

Is it right for me?

Suitable for supervisors, team leaders and line managers who currently lead, or anticipate leading, a remote or dispersed team.


What will I learn?


- By the end of this course you will be able to:
- Describe what remote team members need and expect from leaders
 - Build unity and trust within and across your remote team

- Use a combination of communication channels and methods to support effective team working
- Plan and conduct effective virtual meetings
- Manage the performance of your team using an output-based approach
- Create and maintain motivation and team spirit within remote working environments

Programme structure

-  1 x 3 hour instructor-led virtual training session
-  30 minute 1:1 coaching session
-  On-demand digital learning playlist

 £500 

 Jul: 21 Aug: 10

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-MLR



Managing Change

This course covers reactions and resistance to change, taking account of the personal and organisational perspective. You will explore the stages associated with change and what actions you can take to avoid the potential pitfalls at each stage of the process. You will then have the opportunity to use a range of scenarios – including your own – to help you to understand how to manage common reactions to change and overcome resistance as people move through the change curve.

Is it right for me?

This course is suitable for managers who have some experience of change, even if they have not managed it before.

What will I learn?


- By the end of this course you will be able to:
- Articulate the manager's role in managing change
 - Define what people need as they experience organisational change

- Explain the factors that make change succeed or fail
- Recognise and overcome resistance to change
- Identify and analyse key stakeholders to a required change
- Plan and deliver effective communications regarding a change initiative

Programme structure

-  1 x 3 hour instructor-led virtual training session
-  30 minute 1:1 coaching session
-  On-demand digital learning playlist

 £500 

 Jun: 16 Aug: 28

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-MC



Managing Performance

This course explores the stages of the performance management cycle in some detail, considering what action a manager should take at each stage to support high performance. You will learn how to evaluate potential gaps between expected and actual performance and will be able to take appropriate action to close any gaps that you identify. You will then focus on techniques for conducting an effective conversation about performance and will have the opportunity to practise planning and facilitating a performance conversation in a safe and supportive environment.

Is it right for me?

This session is suitable for anyone in a management position who is responsible for monitoring and managing the performance of individuals and teams.


What will I learn?


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


- Articulate the link between effective performance management and business results
- Evaluate each stage in the performance management cycle

- Explain how to assess performance and monitor progress against goals
- Recognise when to give performance feedback and how to do so effectively
- Describe the value and impact of effective performance management conversations
- Follow a structure for leading the conversation
- Plan and execute an effective conversation about performance


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 Prices excluding VAT

 Jul: 08 Aug: 13

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-MPE



CMI Level 3 Award in Principles of Management and Leadership Option 2

Attending our course 'Team Management and Leadership Skills' or 'Team Effectiveness' provides you with the opportunity to gain one of the UK's most prestigious awards for first line managers. For an additional £239 you can opt to take a post-course assessment to gain a CMI Level 3 Award in Principles of Management and Leadership. Option 2, Managing a Team to Achieve Results, supports managers in understanding the nature of teams in the workplace, and how these can be managed to achieve results.

Is it right for me?

The CMI Level 3 Award in Principles of Management and Leadership is a concise qualification, designed for supervisors and first line managers who want to develop or sharpen their professional edge and enhance their personal effectiveness as a manager. Option 2 covers unit 302, Managing a Team to Achieve Results, which focuses on understanding the nature of teams in the workplace, and how these can be managed to achieve results.


What will I learn?

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

- Understand the role and purpose of teams
- Be able to recognise the characteristics of a high-performing team
- Know how to lead, communicate with and motivate a high-performing team
- Know how to respond to challenges when managing a team proactively
- Know how to manage the performance of a team

Programme structure

 Assignment

 £239 Prices excluding VAT

Full course details:
hemsleyfraser.co.uk/LMCM



Team Effectiveness

This course will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective. You will explore a set of building blocks that support the development of an effective team, and will consider how to leverage the intrinsic drivers that motivate people and teams. You will also have the opportunity to take part in a live challenge, where you will work in a team to complete a project and evaluate your performance. Finally, you will analyse the four stages of team development, identifying where your team is right now and which leadership style will be most effective for moving your team forward.

Is it right for me?

This course is suitable for anyone who manages a team and would like to understand more about team dynamics and the role of the manager in helping the team to evolve towards high performance.


What will I learn?


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


- State the characteristics of an effective team
- Plan to take the required steps for building an effective team

- Take action to mitigate the issues that can cause team dysfunction
- Identify actions to increase levels of motivation among team members
- Apply the building blocks of effective teams to a live challenge
- Evaluate your own team's current development stage
- Identify the appropriate leadership style for your team
- Implement a set of planned actions to improve the effectiveness of your team


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 Prices excluding VAT

 Jul: 16 Aug: 13

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-TE



Ian Caldecourt

HEMSLEY FRASER SENIOR CONSULTANT

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Introduction to Effective Project Management

If you are new to the role of Project Manager or are becoming involved more and more in your organisation's project work, then this immersive virtual course is for you. Based on a typical project lifecycle, the course walks you through how projects work from beginning to end and gives you the tools and techniques that are needed to be effective. You will learn how to successfully plan a controlled start to your project, how to manage delivery and then successfully handover to the client all within those classic constraints of time, cost and quality. The course is interactive and uses a case study scenario throughout to bring the learning to life.

Is it right for me?

Suitable for those who are new to project management roles and also those who are self-taught but want formal guidance on project management frameworks and tools.

What will I learn?

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

- Understand when to take a project management approach
- Identify and engage with stakeholders successfully

- Define your project using a compelling business case
- Form a project management team
- Create a robust project plan
- Identify, assess and plan responses to risks
- Manage the delivery of the project on a day-to-day basis
- Control changes to the scope of the project
- Handover the outputs to the customer
- Review the delivery of the project using a structured framework

Programme structure

- 2 x 3 hour instructor-led virtual training session
- 30 minute 1:1 coaching session
- On-demand digital learning playlist

£800

Jun: 10 Jul: 30
Aug: 10

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-MPM



PRINCE2® Combined Foundation and Practitioner

This is a highly regarded course for those who want to develop a sound, professional grounding in the PRINCE2 methodology.

Every element of this course has been designed with care to cover the subject matter thoroughly – with advice about how to use PRINCE2 in practice along with preparing you fully to undertake both the Foundation and Practitioner examinations.

Is it right for me?

The course is intended for all aspiring PRINCE2 practitioners who require a solid grounding in the PRINCE2 methodology, processes and themes. This course prepares delegates for both the Foundation and Practitioner exams. To make the most of the course, delegates should ideally have experience of team leading, project management or project assistance/support.

What will I learn?

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

- Use a proven project management methodology that can plan, organise and control the successful implementation of projects
- Understand how the PRINCE2 methodology can be flexible and adaptable for any type and size of project
- Complete the Foundation and Practitioner examinations
- Bring your employees and organisation in line with an internationally recognised methodology

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PeopleCert ATO accreditation Number 4212.

Programme structure

- 9 x 3 hour instructor-led virtual training sessions
- Pre-course work and online exam
- On-demand digital learning playlist

£1999

Aug: 03

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-PFE



Goal Focused Project Delivery

Do you need to know about project management fast? Want to know the key tools and techniques but don't need all of the theory? If the answer to these questions is yes, then this virtually delivered course is for you. Goal Focused Project Delivery is a practical guide to project management showing what the journey through the project lifecycle looks like. It is a practical course concentrating on the key tools that all project managers should apply in order to keep the project under control and provides learners with a robust toolkit to take back to work and immediately apply.

Is it right for me?

Suitable for those who are asked to manage small to medium-sized projects or workstreams as part of a bigger project in their organisations. Also suitable for those without any project management experience.

What will I learn?

- By the end of this course you will be able to:
- Apply a simple framework for project delivery
 - Scope the deliverables of the project

- Create a simple project delivery plan
- Understand the roles needed within the project team
- Allocate work to project team members
- Monitor and control the work during development
- Gain acceptance for the project deliverables

Programme structure

- 1 x 3 hour instructor-led virtual training session
- 30 minute 1:1 coaching session
- On-demand digital learning playlist

£500

Jul: 6

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-GFPD1



APM Project Management - Formerly known as APMP

The PMQ is the professional qualification awarded by the Association for Project Management. The focus of this intensive course is to provide you with a level of knowledge that will enhance your personal effectiveness in project management and give you a professional qualification that is recognised worldwide.

The syllabus is based upon the 7th edition of the Body of Knowledge (BoK) and the sessions will include discussions, exercises, case studies and example questions. Learners will each be given the official APM PMQ study guide along with access to electronic resources to assist their learning journey.

Is it right for me?

Suitable for people managing projects in any industry already using some formal project management processes and methods who wish to complete the PMQ examination via an intensive five-day programme.

What will I learn?

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

- Provide organisations with a proven project management methodology that can allow people to plan, organise and control the successful implementation of projects
- Achieve the PMQ, the UK's leading project management qualification
- Provide practical skills and techniques to help further your career in project management



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Programme structure

- 9 x 3 hour instructor-led virtual training sessions
- Pre-course work and online exam
- On-demand digital learning playlist

£1999

Jun: 22 Jul: 13

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-PMP



Understanding the Key Financial Statements and Concepts

This course looks at the key knowledge needed to read and understand the Financial Statements and how this links to everyday operations in your organisation. It covers the purpose and structure of the Income Statement and the Statement of Financial Position, as well as the terminology and jargon associated with them, before looking at the ratios that can be performed on them. It then moves on to look at key aspects of financial accounting and the impact of decisions on business results; the knowledge gained will improve confidence during important financial discussion. It covers the difference between capital expenditure and operating expenditure, how to perform cost appraisals, the calculation of depreciation and the importance of working capital.

Is it right for me?

This course is suitable for non-financial managers or anyone moving into management who needs to understand financial information presented to them. It will provide an understanding of the language of finance providing a better appreciation of the impact of key business decisions on the financial results.

What will I learn?


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


- Read Income Statements and Statements of Financial Position and link to business decisions
- Understand the terminology used on financial statements for more


meaningful conversations

- Perform key financial ratios to understand how the business is performing
- Demystify the rules of capital expenditure vs operational expenditure in order to understand the decisions made by the business and the impact on results
- Perform cost appraisal calculations to justify investment and support business cases
- Explain the importance of depreciation and its impact on performance
- Identify the key components in the working capital cycle and how it can be optimised in the business to reduce risk and improve cash flow


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jul: 07 Aug: 17

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-KFS



Success Skills for Office Professionals

This workshop will rapidly develop the skills and knowledge you need to become a successful office professional in today's world. It will help you learn to communicate assertively, prioritise effectively when everything is urgent and be pro-active rather than constantly fire-fighting. You will come away feeling more confident, which will increase your credibility and get you the respect you deserve. You will leave with some great ideas and practical actions, that are easily translated back into the workplace.

Is it right for me?

This course is suitable for new and developing PAs, secretaries and office professionals who want to enhance their skills to be able to manage multiple priorities and improve efficiency.


What will I learn?


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


- Develop a strong personal brand which will increase your credibility
- Manage conflicting priorities when everything is urgent



- Be proactive and clearly anticipate everyone's needs
- Reduce your reactive working by dealing with your emails in a structured way
- Communicate effectively so you get your voice heard
- Develop your confidence so you can become more assertive
- Say no in a positive and supportive manner without feeling guilty
- Deal with challenging people and situations


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 May: 28 Jun: 29
Aug: 26

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-SSOP



Understanding Costs and Budgets

The focus of this session is management accounting. It works through the nature and behaviour of costs as well as the impact of profit drivers on performance. It looks at the different approaches to budgeting and their appropriateness as well as the sources of information available to aid forecasting.

This interactive session gets participants thinking about how they put budgets together, what to include and other adjustments that need to be considered. It uses a seven-step budgeting process, to link budget to strategy and improve the negotiating position, as well as identifying the reasons for variances occurring and the remedial action that can be taken. Through the use of case studies and business examples, participants can make links to the controlling and monitoring of their own budget areas.

Is it right for me?

This course is suitable for non-financial managers and anyone new to managing costs and budgets. It looks at the base knowledge needed in order to compile and manage budgets and is therefore also useful for refreshing ideas, and formalising and filling in knowledge gaps.

What will I learn?


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


- Identify how budgets are put together in your organisation and your role in the process
- Describe how costs behave and the impact they have on your budget and performance
- Explain the impact of the different profit


drivers and the influence you can have on the bottom line

- Define the different types of forecasting to utilise the best approach for your budget
- Use a structured process to prepare a budget, which can be used to monitor actual costs and take action to ensure the budget is met
- Describe the effect of prepayments and accruals and how they impact on budgets and cash flow
- Manage financial performance, by understanding variances and knowing what action can be taken
- Explain the need to budget for risk and how to defend budget contingencies to reduce the impact on the business


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jun: 22 Jul: 14
Aug: 24

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-UCB



Advanced Skills for Senior Office Professionals

This workshop has been designed to take you, as a successful office professional, to the next level of your career. It will build on the great skills you already have and develop the advanced skills you will need for the future. You will learn how to work in close partnership with your managers and other stakeholders, and increase your own level of responsibility to create more space for them to work effectively. It will help you become more self-aware and to develop the managerial aspects of the role. You will leave with some great ideas and practical actions that will build your confidence and give you the edge over others.

Is it right for me?

This course is suitable for PAs, secretaries and office professionals who want to develop their managerial capability to take them to the next level of their career.


What will I learn?


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


- Develop a strong network in order to develop yourself
- Demonstrate true awareness of how your organisation operates



- Define your career drivers through heightened self-awareness
- Identify your preferred communication style and adapt it to get the best from others
- Manage conflicting priorities, save time and increase efficiency by being more proactive
- Apply a project management approach to help you manage events and small projects
- Think creatively and make good decisions
- Assertively speak up in front of others


Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 Jul: 01 Aug: 24

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-ASOP



Minute Taking

This course will introduce you to a few simple yet brilliantly effective techniques to make minute taking quicker and easier. You will learn how to take control, ensure that the meeting is productive, and develop the confidence and competence to know that you've got everything covered. Throughout the course you will be taken through a step-by-step approach to producing effective minutes, using templates to help you produce structured agendas and take notes effectively. Practical exercises will help you build confidence and put your own ideas into practice.

Is it right for me?

This course is designed for anyone who needs the confidence and skills to produce accurate meeting minutes.

What will I learn?


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


- Identify different types of meetings and the requirements of each
- Work in partnership with the chair and


colleagues when preparing the agenda, meeting papers and minutes

- Describe the principal elements of different types of meeting agenda
- Recognise and overcome barriers to listening to help maintain concentration and capture key points
- Try out both new and 'tried and tested' note-taking techniques
- Produce a clear and concise set of minutes


Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Jun: 15 Aug: 19

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-MT



Supplier and Contract Management

Getting the best value out of your suppliers doesn't stop when the ink is still wet on the contract. In this workshop, you will learn how to manage and measure supplier performance and ensure that they deliver the service levels you need from them and move beyond contract compliance to increasingly add value and continuous improvement to your work together.

Through improved supplier and contract management, you will get more out of your suppliers and develop more effective business partnerships that are a success for everyone involved.

Is it right for me?

If you are involved in the management and monitoring of suppliers then this workshop will provide you with useful tools and information, to help you get the most out of your work together.


This workshop will draw upon participants' experiences of good and bad supplier management, as well as using expert trainer input from trainers with experience of being suppliers and contract managers.


What will I learn?


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


- Understand and construct simple and effective processes for supplier governance and relationship management
- Recognise and use the stages of the contract management cycle
- Use the most appropriate hard and soft performance measures with your suppliers
- Spot common problems and pitfalls in contract and supplier management and employ effective strategies for dealing with them

Programme structure

 2 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £800 

 Aug: 25

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-COSM



Negotiating with Suppliers

This workshop will help you to get the best out of your supplier negotiations. You will find out how to prepare for, conduct and follow up negotiations to ensure that you are getting the best deal and cementing sustainable business relationships.

Is it right for me?

This workshop is designed for anyone who is involved in supplier negotiations for goods or services. The course will show how you use your negotiating skills to enhance your long-term relationships with suppliers, as well as getting the best deals for your organisation.


You will come out feeling confident and better equipped to go into negotiations, communicate with suppliers and get the profitable results that you need to benefit your company and your reputation.


What will I learn?


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

- Recognise the importance of negotiation to get profitable deals and maintain long-term business relationships
- Know when to negotiate with suppliers
- Understand the five possible outcomes of a supplier negotiation and prepare your negotiations accordingly
- Recognise partnership and adversarial negotiation styles and the advantages and disadvantages of both
- Demonstrate the four phases of negotiating
- Understand the behaviours of highly skilled negotiators and use them appropriately

Programme structure

 1 x 3 hour instructor-led virtual training session

 30 minute 1:1 coaching session

 On-demand digital learning playlist

 £500 

 Contact us

Available for in-house delivery

Full course details:
hemsleyfraser.co.uk/OV-NWI



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