



IN-HOUSE AND PUBLIC COURSES

Full Training Curriculum
Autumn 2021 - Spring 2022

14 courses to boost your effectiveness



WELCOME TO POWERCALL TRAINING'S CURRICULUM 2021 -2022

When the Pandemic hit, we at PowerCall Training, like so many organisations, decided to take a good hard look at the fundamental values underpinning our business. Our commitment to resilience and inclusivity couldn't have been timelier.

As it turned out, the Pandemic threw us incredible, unprecedented opportunities as we witnessed a surge towards our trainer-led virtual training solutions, by teams and individuals in a staggering number of countries. For the very first time we were delighted to welcome learners in the continents of South America and Africa.

During the course of the Pandemic certain skillsets have undoubtedly been in greater demand than ever before, including our LinkedIn for Sales training as organisations seek to fully harness the power of social media. Our Cold Calling with Confidence course has

continued to be popular, while our Mentoring and Time Management skills courses are in high demand as organisations seek to make their workplaces ever more productive.

As many organisations move to new hybrid working environments, we predict that virtual training will continue to be popular for many. However, we are also seeing a strong move back to face to face training as our clients yearn for more direct contact following months of social distancing.

It is for this reason that we are proud to announce that we will once again be running a robust programme of open courses at our training facilities in the West End of London starting in September. Indeed, we have already re-commenced tailored on-site training deliveries.

OUR NEW COURSES

As we emerge from unprecedented times, a number of key skill sets will be needed to assist organisations to fully re-skill and up-skill their staff, in order to take advantage of the considerable opportunities that lay ahead.

The new courses on our curriculum (available either face to face or virtually) have been created to fully take these needs into account, and to grant our clients a decisive competitive edge.

Our one-day Developing Resilience course has been created to enable attendees to use tools to build their resilience, and to overcome blockages.

We have also added a one-day Critical Thinking Skills course, to assist attendees to structure their thoughts, tasks and projects for business success, while our Managing a Remote Team one-day course will assist managers to fully inspire their virtual teams and to overcome the barriers that remote working can sometimes cause.

Last but not least, our Consultative Selling Skills course imparts the key framework for establishing clear value and accelerating the building of rapport and trust in all our interactions with our prospects. After all, despite the largely virtual world most of us have been operating in recently, PowerCall Training firmly asserts that “people buy from people”!

WHY CHOOSE POWERCALL GLOBAL TRAINING?

PowerCall Global Training was founded in 2013 and is a leading international provider of sales and management development training solutions.

Our founder, Anthony Maddalena, has over 15 years' experience of delivering results-focused training solutions to a wide range of companies from multinationals to SMEs. He has travelled the world observing the key behaviours that are the necessary ingredients for sales and management success.

We provide both public and in-house training courses addressing all areas of sales and leadership optimization. We also offer virtual “Masterclass” Tutorials.

- All trainers are Senior Consultants who are able to bring hands-on experience and real-life case studies into our workshops
- 97% of past attendees have graded our courses “Excellent”!
- Our courses are Award Winning, and have been accredited by the CPD Standards Office
- Our courses are all available as public courses or as in-house options it's up to you...
- Our bright, spacious training facilities are right in the heart of Fitzrovia in the West End of London, just off Oxford Street.
- We deliver our courses all over the world.
- Our experience: clients have included Vodafone, Dow Jones International, Microsoft, Ericsson IPX, Grant Thornton, and a host of SMEs.



TABLE OF CONTENTS

SALES SKILLS

Cold Calling With Confidence	05
LinkedIn for Sales	06
Social Media Sales Training	07
Consultative Selling Skills	08
Networking Skills	09

COMMUNICATION SKILLS

Effective Communication Skills	10
Negotiation Skills	11
Presentation Skills	12

MANAGEMENT SKILLS

13

Managing A Remote Team	14
------------------------------	----

PERSONAL DEVELOPMENT

Time Management	15
Mentor Training	16
Critical Thinking Skills	17
Developing Resilience	18

POWERCALL GLOBAL TRAINING ACADEMY

19

COLD CALLING WITH CONFIDENCE

Gain confidence, and the skills to overcome gatekeepers and objections

WHO SHOULD ATTEND?

This course is perfect for anyone engaged in a sales role from experienced sales professionals looking to “top-up” on their existing skillset, to beginners looking to gain a head start in the industry.

YOU WILL LEARN HOW TO:

- Develop a positive mindset
- Create a compelling call introduction
- Neutralize and overcome objections
- Get past Gatekeepers
- Ask High Gain Questions to unearth the prospect's needs
- Practice Active Listening so as not to miss “signals”

COURSE OVERVIEW:

Would you like to achieve more from your cold calling activity? Could you benefit from a more confident mindset? This course will provide you with the tools to banish self-limiting behaviours, to manage the crucial first 10 seconds of the call, and to overcome gatekeepers and objections. You will learn how to demonstrate clear value to prospects, to ask the right questions to expose their deepest needs and to secure commitment.

WORKS WELL WHEN PAIRED WITH: LinkedIn for Sales

PUBLIC COURSE COST AND DURATION: £250 plus VAT

LONDON: Tuesday 7th September, Monday 11th October, Tuesday 2nd November, Thursday 2nd December, Thursday 13th January 2022, Wednesday 2nd February 2022, Friday 4th March 2022, Friday 1st April 2022

YOUR OFFICE: Available as a tailored on-site course Half Day / Full Day.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

GET IN TOUCH FOR PRICING.

“Great training session. I now have powerful tools to attract the interest of prospects in the first 10 seconds of a call and to demonstrate clear value.”

Toby Rogers, Business Development Manager, Dow Jones International

“Good coverage of all topics with role play, feedback and suggestions...it was insightful. Thanks for the great training day Anthony! I'll leave with more confidence in cold calling or as I should say “business conversations.”

Heather Vesterinen, Junior Business Development, Key Production

“I really enjoyed the training. Anthony brought a super positive attitude to the training, which made it extremely fun. I specifically liked that I was able to organize all of my thoughts and ideas with Anthony's help.”

Jessica Demir, Inside Sales Representative, Arcserve (Barcelona)

LINKEDIN FOR SALES

Learn how to create a “magnetic” profile, and an endless pipeline of sales, referrals and opportunities

WHO SHOULD ATTEND?

Anyone looking to boost their sales activities, by harnessing the power of LinkedIn to generate sales, including Sales Professionals, Marketing Professionals, Business Development Professionals.

YOU WILL LEARN HOW TO:

- Create a “magnetic” profile
- Define and Locate your Key Prospects
- Send “cold” connection requests that get accepted
- How to engage on LinkedIn with prospects in a manner that generates sales
- Grow your pipeline in the best manner
- How to gain mindshare and draw opportunities to you!

COURSE OVERVIEW:

Would you like to gain significantly more new sales opportunities and referrals from your activity on LinkedIn? This course will provide you with tools to create a profile that is truly magnetic, as well as a tried and tested formula for locating prospects, and for engaging with them in the most effective manner. You will learn how to enhance your online “brand” while gaining Mindshare and exponentially growing your pipeline.

WORKS WELL WHEN PAIRED WITH: Cold Calling With Confidence

COST AND DURATION: Half-Day £250 plus VAT

LONDON: Friday 10th September, Tuesday 12th October, Thursday 4th November, Friday 3rd December, Friday 14th January 2022, Thursday 3rd February 2022, Wednesday 2nd March 2022, Monday 4th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

“Very useful information, specifically creating a “winning profile.” Great information regarding making new connections, and making the most out of existing ones.”

Rory Coleman-Smith, Financial Process Automation Executive, ITESOFT

“Viewing LinkedIn as a “Thinking Place” as opposed to a “Market Place” was critical, and the fact that the course gave immediate suggestions and recommendations of how to improve my profile to get the most out of LinkedIn and create value. The course really highlighted for me a need for a shift in mind-set and how being an active contributor would benefit my goals and improve my network efficiency.”

Vijay Manchha, Business Development Manager, Li-Cor Biosciences

“Very informative, allowed me to understand what we were doing wrong from a personal, company and team perspective.”

Francesca Timpson, Marketing Manager, ITESOFT

SOCIAL MEDIA SALES TRAINING

Learn the mind-set, theory and techniques to get the very best from social media in a sales environment

WHO SHOULD ATTEND?

Anyone looking to boost their sales activities, by harnessing the power of Social Media to generate sales, including Sales Professionals, Marketing Professionals, Business Development Professionals.

YOU WILL LEARN HOW TO:

- Creating compelling messages
- Understand the "Holy Trinity" of Social Media
- Adopt a formula for creating winning content
- Avoid common social media mistakes!
- Define your Content Marketing strategy
- Understand the benefits of different content types

COURSE OVERVIEW:

Our one-day Workshop addresses the essential techniques for Social Media selling optimisation and best practice, and will impart a tried and trusted formula for content creation and campaign management. You will learn what makes truly great content, including the Four Building Blocks, Social Media Mistakes to Avoid, how to become a Social Selling Influencer, and how to maximize the value from different Content types.

WORKS WELL WHEN PAIRED WITH: LinkedIn for Sales, Cold Calling With Confidence

COST AND DURATION: Full-Day £350 plus VAT

LONDON: Monday 13th September, Wednesday 13th October, Friday 5th November, Monday 6th December, Monday 17th January 2022, Tuesday 8th February 2022, Thursday 10th March 2022

YOUR OFFICE: This course can be delivered at your office. It can be tailored to meet our Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

"Well worth the time! This was a fantastic refresher and source of new thoughts. It was energetic, enjoyable and well worth investing the time!"

John Stovold, Marketing Manager, ITESOFT

"Very useful. Will revise "Social Media Mistakes to avoid among others."

Rod Ward, Corporate Sales Executive, ITESOFT

CONSULTATIVE SELLING SKILLS

Learn how to build value, accelerate trust and secure commitment using the Consultative Framework.

WHO SHOULD ATTEND?

Anyone looking to gain better results from their sales activities, by building deeper, richer relationships with prospects through harnessing the power of the Consultative Selling Framework, including Sales Professionals, Business Development Professionals, Account Managers.

YOU WILL LEARN HOW TO:

- Open your sales interaction with impact
- Create value by exploring the implication of needs and benefits
- Accelerate the building of trust and rapport
- Resolve concerns before they become obstacles
- Up-sell and Cross-sell effectively
- Secure Commitment and move the sales forward

COURSE OVERVIEW:

Would you like to gain significantly more from your sales activities? This course will provide you with a tried-and-tested framework to ensure that you always open your sales interactions with impact, that you establish clear value, and are able to accelerate the building of trust and rapport in order to secure commitment in the most effective manner.

WORKS WELL WHEN PAIRED WITH: Cold Calling with Confidence, LinkedIn for Sales

COST AND DURATION: One-Day £350 plus VAT

LONDON: Thursday 23rd September, Friday 19th November, Tuesday 25th January 2022, Friday 18th February 2022, Monday 21st March 2022, Friday 29th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

"Content was fantastic, very relatable and was presented with a lot of energy and passion. Very captivating. And I got a lot from it, especially angles of consultative selling that I haven't considered before as well as valuable tweaks to improve what we already do... Some great examples of objection handling and how to secure commitment, lots of takeaways to implement within the team."

David Burt, Sales Manager, ULS Technology

"Really informative session, with some reminders of established techniques as well as new ones. Not too overwhelming (needed to be broken down as all presented virtually). Came away with some techniques to put into action immediately. Lots of interaction from the audience which was well orchestrated by the presenter."

Phil Dawson, Head of Solicitor Partnerships, ULS Technology

"Great insight in the concept of consultative selling and in particular the "educator" and adding Value concept. Something that is highly relevant to our solicitor relationship sales. All the time I was thinking how the concepts and illustrations would play out in my calls and that really kept me engaged. Great way of presenting, love the humour and involvement of us all."

Jill White, Solicitor Panel Relationship Manager, ULS Technology

NETWORKING SKILLS

Learn how to put together a winning strategy, and work a room with skill and ease.

WHO SHOULD ATTEND?

Anyone seeking to generate referrals and new opportunities through face-to-face and online networking, in a confident efficient manner.

YOU WILL LEARN HOW TO:

- What is Networking? Eliminating common misconceptions
- Creating a Winning Networking Strategy
- The Four Ingredients of Networking Success
- How to Maximize Your Effectiveness at a Networking Event:
 - Making a Positive First Impression
 - Your Opening Sound Bite
 - Icebreaker Questions and How to Use Them
 - Getting the Right Attitude
 - How to Circulate
 - How to Exit a Conversation
- How to Ask for Referrals
- Behaving Like a Great Networker: Round Down of the Key Behaviours
- How to network effectively on LinkedIn

COURSE OVERVIEW:

This one-day course addresses common misconceptions about what business networking is, and what it is not. It covers the key aspects required for creating a successful and efficient networking strategy both on and offline, as well as the four ingredients needed to consistently generate referrals and opportunities. The course will highlight key networking blunders and how to avoid them, how to make a positive first impression, "working a room", how to deploy Icebreaker Questions and exiting a conversation.

WORKS WELL WHEN PAIRED WITH: Communication Skills

COST AND DURATION: One Day £350 plus VAT

LONDON: Friday 24th September, Monday 22nd November, Monday 31st January 2022, Monday 28th February 2022, Wednesday 23rd March 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

"Very thought provoking. Content was in depth, and detailed and presented in a very professional and engaging manner."

Glen Todman, District Head of Ocean Freight, Damco

"Very engaging, easy to follow and relate to. Good opportunities to ask questions."

Leigh Swindin, Customer Implementation Manager, Damco

"Fantastic insight into how small changes can make huge impacts in optimising social platform. Looking forward to making amendments and growing my network."

Rachel Ferrier, Senior Business Development Manager, Damco

EFFECTIVE COMMUNICATION SKILLS

Learn how to build trust and instant rapport!

WHO SHOULD ATTEND?

Those wishing to improve their communication skills with clients and prospects, or with colleagues.

YOU WILL LEARN HOW TO:

- Create a winning first impression
- Remove communication blockages
- Accelerate the building of trust and rapport
- Understand the true meaning of influence
- Use positive language to get the best results

COURSE OVERVIEW:

Would you like to master the skills to accelerate the building of trust and rapport? Have you ever wished you could work a room with confidence, and obtain significantly more from your networking activities by asking the right Icebreaker Questions? This course will equip you with the tools to create a positive first impression, to remove communication blockages, to listen actively and to ask questions which gain buy-in. In short this course will enable you to be the very best version of yourself.

WORKS WELL WHEN PAIRED WITH: Negotiation Skills, Cold Calling With Confidence

COST AND DURATION: Half Day £250 plus VAT

LONDON: Thursday 16th September, Friday 12th November, Thursday 27th January 2022, Friday 11th February 2022, Monday 14th March 2022

YOUR OFFICE: This course can be delivered at your office. It can be tailored to your exact needs. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

"Anthony knows what he is talking about - clearly experienced in sales and communication. Adapted the course for our benefit, was friendly and made the Workshop very engaging. I will be implementing much of what I have learned."

Kirstie Duthie, Account Manager, Bayfield Training

"Good on trust and rapport. Super attitude to life and this shines through. Will definitely recommend. Thank you so much for our training."

Tara Ward, Customer Service Manager, Stinkyink

NEGOTIATION SKILLS

Learn how to create Win-Win Outcomes and Protect Your Interests!

WHO SHOULD ATTEND?

Directors, Managers, Sales and Business Development Professionals, Purchasing Professionals, Project Managers. Anyone involved in negotiation activities for their company.

YOU WILL LEARN HOW TO:

- Prepare a Negotiation in the most thorough manner
- Understand the characteristics of ultra-successful Negotiators
- Create opportunities for Mutual Gain
- Protect your interests when your counterparty is in a stronger position!
- Stay in control when the other side won't play

COURSE OVERVIEW:

Would you like to obtain significantly more from your negotiation activities? This course will clear up any misconceptions about the negotiation process, and will address the key stages necessary to achieve win-win outcomes. It will impart a tried-and-tested process for creating options for mutual gain, as well as how to handle emotions, and what to do when your counterparty is significantly stronger!

WORKS WELL WHEN PAIRED WITH: Communication Skills

COST AND DURATION: Full-Day £350 plus VAT

LONDON: Tuesday 14th September, Thursday 14th October, Tuesday 9th November, Wednesday 8th December, Tuesday 18th January 2022, Wednesday 9th February 2022, Monday 7th March 2022, Tuesday 5th April 2022

YOUR OFFICE: This course can be delivered at your office. It can be tailored to meet your exact needs. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

"Great Presenter. Highlighted several traits that will be useful for the future. Useful tips on how to deal with difficult negotiations."

James Louca, Asset Manager, Greencoat Capital

"Very helpful information to obtain goals in the Workplace, how to deal with other negotiators, and on dealing with certain situations to get the best deal on both sides."

Sharon Magin, Mechanical Buyer and Administrator, Relabond



PRESENTATION SKILLS

Learn how to deliver messages with confidence and impact!

WHO SHOULD ATTEND?

The course is suitable for all those sales and marketing professionals of all levels who are required to deliver presentations to clients, and for all those required to present internally to staff.

YOU WILL LEARN HOW TO:

- Control nerves and self-limiting thinking
- Structure presentations on the best way
- Use body language, humour, and vocal variety to best effect
- Eliminate Filler Words and distracting mannerisms
- Make a lasting impact!

COURSE OVERVIEW

Would you like to gain the skills to present with more confidence and impact? This one-day course will impart the skills to handle fear, to plan and structure your presentation, and to use voice, body language and visual aids to maximum effect. Attendees will have the opportunity to deliver their presentation in the afternoon session when they will receive a thorough critical evaluation from our trainer.

WORKS WELL WHEN PAIRED WITH: Communication Skills, Negotiation Skills

COST AND DURATION: Full-Day £350 plus VAT

LONDON: Friday 17th September, Tuesday 16th November, Tuesday 14th December, Friday 28th January 2021, Monday 14th February 2022, Wednesday 16th March 2022, Thursday 7th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

"Will be using much of this content in the future. Specifically how to eliminate filler words! Very useful to get feedback on me presenting. Will work on every point mentioned."

Rory Coleman-Smith, Financial Process Automation Executive, ITESOFT

"Theory covered genuine scenario points and how to manage them to your advantage and to that of your audience. Very constructive with the video feedback relating very well to the theory programme."

Rod Ward, Corporate Sales Executive, ITESOFT

"As always, the session with Anthony was absolutely fantastic. Some great depth to the theory, engaging and entertaining. The recording and reviewing was really positive for the whole team, the ability to pick out the strengths of each individual and the ability to deliver great constructive criticism was refreshing. The team has come out with a huge amount of benefit to everyone."

John Stovold, Marketing Manager, ITESOFT

MANAGEMENT SKILLS

Improve your management skills to become a more effective and confident leader, with the ability to truly empower your team!

WHO SHOULD ATTEND?

Directors, Senior Managers, Team Leaders, Supervisors. The course is suitable for both those managers looking for a refresh and for new managers looking to establish a code of best practice.

YOU WILL LEARN HOW TO:

- Recognize your own leadership style
- Apply the right leadership style for each situation
- Motivate your team in the best manner
- Delegate effectively
- Offer feedback in a way that promotes buy-in
- Enhance your team's performance

COURSE OVERVIEW:

Would you like techniques to give feedback in the most efficient manner, to delegate effectively, and to motivate your team in a manner that truly draws on their strengths? This comprehensive one-day course covers all the skills required to become a highly self-aware inclusive manager, and to balance the competing demands of task completion and people management.

WORKS WELL WHEN PAIRED WITH: Communication Skills, Negotiation Skills

COST AND DURATION: Full-Day £350 plus VAT

LONDON: Friday 1st October, Tuesday 30th November, Wednesday 12th January 2022, Friday 25th February 2022, Thursday 21st March 2022, Wednesday 27th April 2022

YOUR OFFICE: This course can be delivered at your office. It can be tailored to your exact needs. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

"Really great course and have learnt a lot about myself and how to manage effectively. I would recommend this course to others."

Justin Myers, Senior Development Manager, blowUp Media

"Very thorough, detailed with enough engagement of attendees. Very focused-structured. Incredibly useful in working environment."

Leigh Divey, Registered Manager, Alina Homecare

"Useful techniques to apply to a team situation. Especially McClelland's was very interesting around motivation."

Thomas Broad, Financial Accountant, CIBC World Markets

MANAGING A REMOTE TEAM

Learn the skills to fully inspire and motivate your remote team so that it performs at its very best.

WHO SHOULD ATTEND?

Managers looking to adapt their style in order to overcome the challenges of managing a remote team, in a world where the rules have changed. They will also be seeking new skills, communication methodologies, and techniques to ensure maximum team and personal performance.

YOU WILL LEARN HOW TO:

- Inspire your remote team to bring out the best in each individual
- Overcome the unhelpful barriers that remote working can impose
- Develop your virtual team so that they work collaboratively
- Increase your team's performance through goal-setting and clear communication
- Improve the effective use of technology in your organisation
- Accelerate the building of trust to ensure your team are working towards a common goal
- Keep your team in a positive mindset and eliminate churn

COURSE OVERVIEW

Would you like to adapt your skills to enable your remote team to perform at its very best? Managing a remote team can be fraught with obstacles including those imposed by the barrier of isolation. This course will equip you with the skills to communicate effectively, accelerate the building of trust, and to provide your team with the necessary inspiration to work collaboratively at all times.

WORKS WELL WHEN PAIRED WITH: Critical Thinking Skills, Time Management Skills

COST AND DURATION: One-Day £350 plus VAT

LONDON: Monday 27th September, Monday 25th October, Wednesday 24th November, Wednesday 1st December, Thursday 20th January 2022, Monday 21st February 2022, Thursday 24th March 2022, Monday 25th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.



TIME MANAGEMENT

Boost your productivity, despite competing priorities and ever-increasing workloads!

WHO SHOULD ATTEND?

The course is suitable for all those seeking to boost their productivity despite ever increasing workloads. It will assist those wishing to apply more structure to their working day, as well as those who wish to gain the confidence to say no to unnecessary demands on their time.

YOU WILL LEARN HOW TO:

- Understand your “Time Robbers” and how to deal with them
- Put in place a Prioritization Grid to focus your energies
- Master Time Management tools such as The Batching Method and the Pomodoro Technique
- Plan and Schedule in the most effective manner
- Set boundaries and learn how to say “no”.

COURSE OVERVIEW:

Would you like tools to achieve significantly more from your time, despite an ever-increasing workload? This course will help you to identify and banish your unhelpful “Time Robbers”, to set Goals to stay on track, and to master the Tools of Time Management, such as The Prioritisation Grid, the Batching Method and the Pomodoro Technique for boosting productivity. You will also learn how to set boundaries and say “No!”

WORKS WELL WHEN PAIRED WITH: Management Skills

COST AND DURATION: Half-Day £250 plus VAT

LONDON: Monday 20th September, Tuesday 26th October, Thursday 18th November, Thursday 9th December, Monday 24th January 2022, Wednesday 16th February 2022, Friday 18th March 2022, Friday 8th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

“Fantastic tips and tools for boosting productivity. I particularly liked the Prioritisation Grid. Will definitely ensure that I start categorising my tasks and activities into the four quadrant, and will dump unnecessary habitual activities which will free up much needed time. The Pomodoro Technique was also an eye opener!”

John Stovold, Marketing Manager, ITESOFT

MENTORING SKILLS

Become a first class mentor with a thorough grasp of the Guiding Principles that underpin effective Mentoring!

WHO SHOULD ATTEND?

The course is suitable for all those seeking to share their experience with staff within a formal Mentoring Process. It is especially useful for those wishing to understand Mentoring best practice.

YOU WILL LEARN HOW TO:

- Recognize the blockages that may cause someone to need Mentoring
- Determine how Mentoring is different from Coaching
- Set parameters and deal with stressful emotions
- Avoid common pitfalls
- Put in place an effective Mentoring Process

COURSE OVERVIEW:

Would you like to understand the key skills and principles required to become a truly effective Mentor? This half-day course looks at the distinct characteristics of mentoring as opposed to coaching and training. It examines the Guiding Principles of Mentoring to assist you to navigate your journey, and to avoid common pitfalls. The course also addresses a tried-and-tested Six Stage Process for effective mentoring to ensure you stay on track at all times.

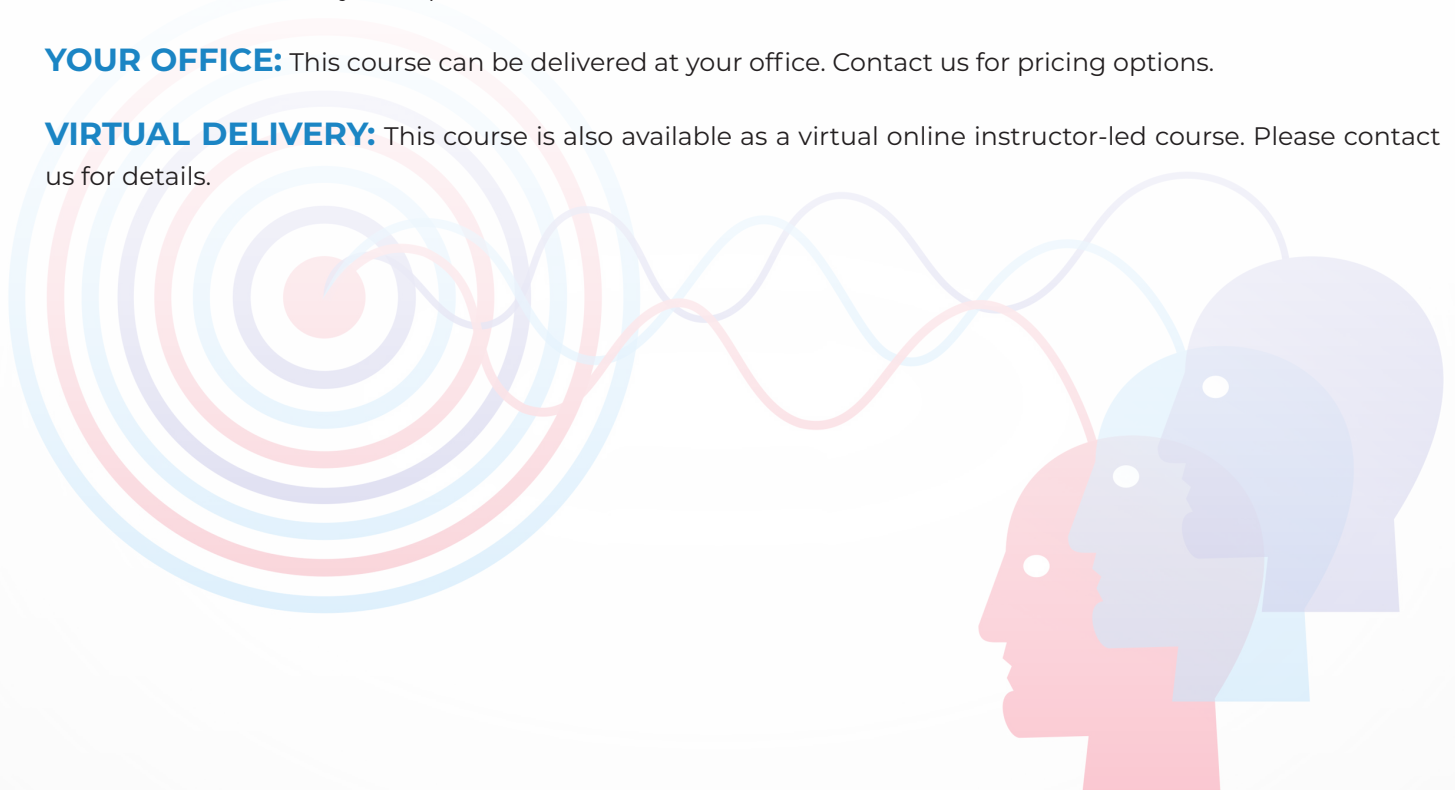
WORKS WELL WHEN PAIRED WITH: Management Skills

COST AND DURATION: Half-Day £250 plus VAT

LONDON: Wednesday 15th September, Friday 15th October, Wednesday 10th November, Tuesday 7th December, Monday 13th December, Wednesday 19th January 2022, Thursday 10th February 2022, Friday 11th March 2022, Wednesday 6th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.



CRITICAL THINKING SKILLS

Learn how to stop, take stock and develop more rational, critical thought before jumping into tasks.

WHO SHOULD ATTEND?

All those who would like to hone their critical thinking skills. The course is suitable for those who are new to the application of critical thinking in the workplace, and who would like to become more self-aware and also those with some degree of knowledge who would like to develop their skills further.

YOU WILL LEARN HOW TO:

- Define the meaning of Critical Thinking and its importance
- Measure yourself against the qualities of a critical thinker
- Develop your Critical Thinking skills
- Free yourself from assumptions that may be impeding your effectiveness
- Break down and clarify business briefs, so you get it right every time
- Use Bloom's Taxonomy to structure thoughts, tasks, and projects for business success

COURSE OVERVIEW:

Would you like to start honing your critical thinking skills to gain greater clarity and efficiency in the completion of workplace tasks? This course will explore the characteristics of truly effective critical thinkers, while providing you with simple tools to enhance your thought process, and to free yourself from assumptions that may be holding you back.

WORKS WELL WHEN PAIRED WITH: Time Management Skills

COST AND DURATION: One-Day £350 plus VAT

LONDON: Tuesday 28th September, Friday 22nd October, Thursday 25th November, Friday 10th December, Friday 21st January 2022, Wednesday 23rd February 2022, Tuesday 29th March 2022, Tuesday 26th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.



DEVELOPING RESILIENCE

Learn the skills to flourish in the face of a myriad of challenges in today's workplace.

WHO SHOULD ATTEND?

All those seeking to grow stronger in the face of set-backs and challenges, and who would like to gain an understanding of how to use rational thinking skills, physical and emotional health and co-worker relationships to support them when times are challenging.

YOU WILL LEARN HOW TO:

- Understand the importance of personal resilience and having a positive focus in the workplace
- Adapt your approach to work, and how to become more optimistic
- Overcome self-limiting beliefs and behaviours to ensure success
- Use tried-and-tested tools to develop your personal resilience
- Develop key tactics to ensure organisational resilience
- Use Emotional Intelligence techniques to improve workplace communication

COURSE OVERVIEW:

Would you like to develop the skills to perpetually grow in the face of challenges and set-backs? In order to make this a reality, a wide number of factors are required including our ability to process information using rational thinking, our mindset and our ability to manage our emotions both with ourselves and our co-workers. This course touches on all these vital factors and much more.

WORKS WELL WHEN PAIRED WITH: Critical Thinking Skills, Time Management Skills

COST AND DURATION: One-Day £350 plus VAT

LONDON: Thursday 30th September, Friday 29th October, Friday 26th November, Wednesday 15th December, Wednesday 26th January 2021, Thursday 24th February 2022, Tuesday 15th March 2022, Thursday 28th April 2022

YOUR OFFICE: This course can be delivered at your office. Contact us for pricing options.

VIRTUAL DELIVERY: This course is also available as a virtual online instructor-led course. Please contact us for details.

POWERCALL GLOBAL TRAINING ACADEMY

Are you a Learning and Development professional seeking to put together a world-class re-skilling and upskilling modular programme for your staff?

If so, PowerCall has experience of working with companies of all sizes from multinationals to SMEs in six continents to fulfil these needs.

WHY MIGHT YOU WANT TO CONSIDER US AS YOUR LEARNING PARTNER?

- We never charge our clients for any tailoring of training content- it is our responsibility to get it right every time!
- We often create courses from scratch to our clients' exact specifications – we never charge for course creation.
- We have international expertise and have worked with learners in the UK and across Europe, North America, Asia, South America, Africa and Australia.
- Our courses are all available in different formats to suit your needs: on-site, virtual and as public courses (held throughout the year in Central London.)
- Attendees have commented favourably on the highly interactive nature of our courses and on the lively and empowering style of delivery – hence our consistently high ratings!

For a free consultation why not get in touch so we can understand your EXACT requirements?"



GET AHEAD WITH OUR AWARD WINNING CURRICULUM OF COURSES!

EASY WAYS TO REGISTER:

Please contact

ANTHONY MADDALENA

Head Trainer

Tel: +44 (0) 7971 959 226

anthony@powercalltraining.com

website: powercalltraining.com



Public Courses from £250 per delegate

Discounts Available!

With discounts available for multiple delegates from the same company.
The second delegate is half price (same course only)
– for further discounts please get in touch.



Delivering excellent customer service

We've been awarded a Customer Outreach Award by Find Courses for delivering a high-standard of customer service.
