



## IN-HOUSE AND PUBLIC COURSES

**Full Training Curriculum 2026**

15 courses to boost your effectiveness



# WELCOME TO POWERCALL'S CURRICULUM 2026

We're delighted to present a programme designed to help professionals build confidence, capability, and real-world effectiveness in a rapidly changing environment in which organisations continue to adapt to new expectations, new ways of working, and new opportunities for growth. Our aim is to deliver learning that is practical, engaging, and truly impactful—reflected in the consistently positive feedback and excellent ratings we receive from our clients across the UK and beyond.

## HYBRID AND VIRTUAL TRAINING AT THE HEART OF MODERN LEARNING

Hybrid work is now a permanent feature of the business landscape, and with it comes the need for flexible, accessible development options. Our virtual and blended programmes are crafted to be interactive, energising, and highly relevant, ensuring every participant gains immediate, applicable value.

## RESILIENT, EMOTIONALLY INTELLIGENT LEADERSHIP

Leaders today must navigate constant change while maintaining empathy, clarity, and resilience. Our Management Skills Training helps leaders strengthen these essential qualities, enabling them to guide their teams with confidence in fast-moving environments.

## DIGITAL-FIRST SELLING AND ONLINE CLIENT ENGAGEMENT

As client journeys become increasingly digital, sales professionals must excel at engaging and influencing online. Our CPD accredited LinkedIn Selling and Social Media Sales courses support teams in building a credible digital presence, generating opportunities, and developing modern consultative selling skills suited to today's buyer.

## THE MANAGER-AS-COACH: A MODERN LEADERSHIP ESSENTIAL

Coaching-led leadership continues to rise as a key organisational priority. Our programmes help managers develop coaching and mentoring techniques that build trust, encourage autonomy, and empower their teams. Our dedicated CPD accredited mentor and mentee workshops further support organisations seeking to strengthen developmental cultures.

## HUMAN-CENTRIC COMMUNICATION AND EXECUTIVE PRESENCE

More than ever, professionals are seeking to communicate with impact. Our Communication and Executive Presence programmes—help participants develop authority, gravitas, and confidence in every interaction.

## COURSES BEST REFLECTING 2026 TRENDS:

- Management Skills Training
- Remote Team Leadership
- LinkedIn Selling
- Social Media Sales
- Mentoring Skills for Managers
- Communication & Executive Presence

Join us on this journey of growth and transformation in 2026. Let's thrive together.

If you would like to know more about how we can help you achieve your learning objectives for 2026, why not get in touch?

### Anthony Maddalena

*CEO and Head Trainer*

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[www.powercalltraining.com](http://www.powercalltraining.com)

## IN SUMMARY

In the brand-new post-Pandemic environment certain skillsets have undoubtedly been in greater demand than ever before (whether on-site, at public courses, or virtually.) Among them:

- Presentation Skills (as learners build confidence on returning to the face-to-face world)
- Communication Skills (to remove barriers and to facilitate team-working)
- Social Media Sales skills (to take advantage of the new digital landscape)
- Cold Calling with Confidence (as the human element in selling has by no means disappeared, and continues to be crucial)
- Time Management skills (to make hybrid workplaces ever more productive)
- Negotiation Skills (to achieve higher margins amidst tough competition, and threatened budgets)
- Consultative Selling Skills: (to create more value and to accelerate trust with prospects)

## WHY CHOOSE POWERCALL GLOBAL TRAINING?

PowerCall Global Training was founded in 2013 and is a leading international provider of sales, personal development 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 the City of London, not far from Bank tube.
- 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.



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# 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:** Half-day £350 plus VAT

**LONDON:** Wednesday 8<sup>th</sup> July 2026, Tuesday 4<sup>th</sup> August 2026, Wednesday 9<sup>th</sup> September 2026, Thursday 8<sup>th</sup> October 2026, Friday 6<sup>th</sup> November 2026, Monday 7<sup>th</sup> December 2026.

**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

**PUBLIC COURSE COST AND DURATION:** Half-Day £350 plus VAT

**LONDON:** Monday 6<sup>th</sup> July 2026, Tuesday 11<sup>th</sup> August 2026, Wednesday 2<sup>nd</sup> September 2026, Thursday 15<sup>th</sup> October 2026, Friday 13<sup>th</sup> November 2026, Monday 14<sup>th</sup> December 2026.

**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 £499 plus VAT

**LONDON:** Monday 20<sup>th</sup> July 2026, Tuesday 18<sup>th</sup> August 2026, Wednesday 30<sup>th</sup> September 2026, Thursday 22<sup>nd</sup> October 2026, Friday 20<sup>th</sup> November 2026, Monday 21<sup>st</sup> December 2026.

**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 £499 plus VAT

**LONDON:** Wednesday 15<sup>th</sup> July 2026, Thursday 20<sup>th</sup> August 2026, Friday 4<sup>th</sup> September 2026, Monday 12<sup>th</sup> October 2026, Wednesday 4<sup>th</sup> November 2026, Thursday 10<sup>th</sup> December 2026.

**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**

# ACCOUNT MANAGEMENT SKILLS

Learn customer - focused skills and tactics for prioritising and growing accounts.

## WHO SHOULD ATTEND?

Anyone looking to gain better results from their account management activities, by adopting skills and processes for prioritising and growing accounts in the most efficient manner, including Account Managers, Key account Managers, Customer Success Managers, Relationship Managers.

## YOU WILL LEARN HOW TO:

- Recognise the key skills of an ultra-successful Account Manager
- Use customer-focused tactics for account development
- Identify and Prioritise Account Management tasks
- Understand different personality types to build effective relationships
- Deliver an influential strategy proposition to customers
- Conduct Stakeholder analysis and management

## COURSE OVERVIEW:

Would you like to conduct your account management activities in a more time-efficient manner and with a greater margin of success? This course will provide you with tried-and-tested- techniques for prioritising and planning your interactions with customers, and for using influencing skills to build more mutually profitable relationships.

**WORKS WELL WHEN PAIRED WITH:** Consultative Selling Skills, Time Management

**COST AND DURATION:** One-Day £499 plus VAT

**LONDON:** Wednesday 22<sup>nd</sup> July 2026, Thursday 27<sup>th</sup> August 2026, Friday 25<sup>th</sup> September 2026, Monday 5<sup>th</sup> October 2026, Tuesday 3<sup>rd</sup> November 2026, Wednesday 9<sup>th</sup> December 2026.

**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.

*"Understanding what my goals and objectives should be as an account manager was useful, as were the account planning tools. Persuasion and communication styles sections were very interesting."*

**Allie Kelly, Senior Account Executive, Automation Consultants**

*"Facilitator was helpful and everything was explained well. I feel all the topics were discussed thoroughly and was given plenty of time to share my thoughts! All amazing! Thank you."*

**Chardae Yates, Operations Assistant, Total Negotiation Group**

# 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 £499 plus VAT

**LONDON:** Monday 27<sup>th</sup> July 2026, Wednesday 12<sup>th</sup> August 2026, Thursday 24<sup>th</sup> September 2026, Friday 16<sup>th</sup> October 2026, Monday 16<sup>th</sup> November 2026, Tuesday 1<sup>st</sup> December 2026.

**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

**PUBLIC COURSE COST AND DURATION:** Half Day £350 plus VAT

**LONDON:** Thursday 30<sup>th</sup> July 2026, Friday 14<sup>th</sup> August 2026, Monday 21<sup>st</sup> September 2026, Tuesday 27<sup>th</sup> October 2026, Thursday 12<sup>th</sup> November 2026, Friday 18<sup>th</sup> December 2026.

**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 £499 plus VAT

**LONDON:** Friday 17<sup>th</sup> July 2026, Monday 24<sup>th</sup> August 2026, Tuesday 22<sup>nd</sup> September 2026, Wednesday 14<sup>th</sup> October 2026, Thursday 19<sup>th</sup> November 2026, Friday 11<sup>th</sup> December 2026.

**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 £499 plus VAT

**LONDON:** Thursday 16<sup>th</sup> July 2026, Thursday 13<sup>th</sup> August 2026, Monday 14<sup>th</sup> September 2026, Tuesday 6<sup>th</sup> October 2026, Wednesday 18<sup>th</sup> November 2026, Thursday 3<sup>rd</sup> December 2026.

**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 £499 plus VAT

**LONDON:** Wednesday 1<sup>st</sup> July 2026, Friday 7<sup>th</sup> August 2026, Tuesday 15<sup>th</sup> September 2026, Tuesday 13<sup>th</sup> October 2026, Thursday 5<sup>th</sup> November 2026, Tuesday 8<sup>th</sup> December 2026.

**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 £499 plus VAT

**LONDON:** Please contact us for dates

**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

**PUBLIC COURSE COST AND DURATION:** Half-Day £350 plus VAT

**LONDON:** Friday 31<sup>st</sup> July 2026, Wednesday 19<sup>th</sup> August 2026, Thursday 3<sup>rd</sup> September 2026, Monday 19<sup>th</sup> October 2026, Tuesday 24<sup>th</sup> November 2026, Wednesday 2<sup>nd</sup> December 2026.

**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**

*“ Good to know how you can get rid of time robbers, and use the techniques such as the pomodoro technique to make your working day as effective and productive as it can be!”*

**Meghan Dumpreys, Account Executive, Accounting4Contractors**

# 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

**PUBLIC COURSE COST AND DURATION:** One-Day £499 plus VAT

**LONDON:** Monday 13<sup>th</sup> July 2026, Tuesday 25<sup>th</sup> August 2026, Friday 18<sup>th</sup> September 2026, Wednesday 28<sup>th</sup> October 2026, Monday 23<sup>rd</sup> November 2026, Thursday 17<sup>th</sup> December 2026.

**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.

*"I learned a lot, first and foremost, about what mentoring is and also how to go about being a mentor. This was very helpful as my previous impression was quite different and it was great to understanding the boundaries of the mentor/mentee relationship. I had a mentee meeting the very next day and applied a lot of these principles."*

**Laura Berger, Director - Head of European Liquid Fuels & Chemicals, HC Group**

*"Clear endorsement of what a mentor does and why. Excellent- heard of GROW before but our discussions helped to contextualise through examples."*

**Andy Tookey, Managing Partner – Baily Garner LLP**

# 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.

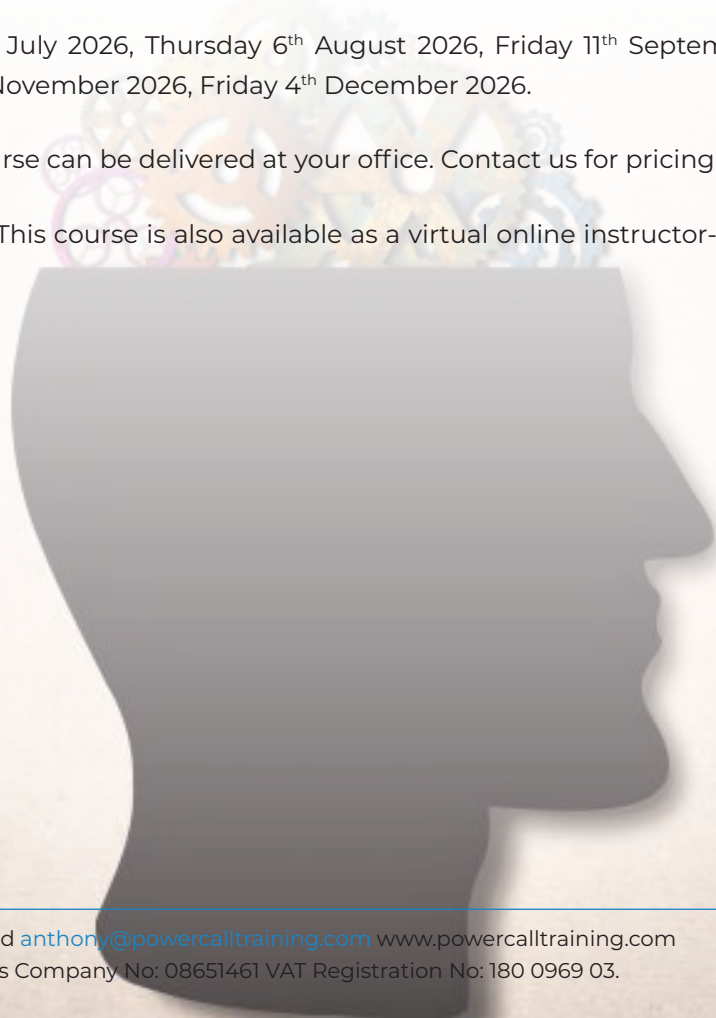
**WORKS WELL WHEN PAIRED WITH:** Time Management Skills

**COST AND DURATION:** One-Day £499 plus VAT

**LONDON:** Thursday 23<sup>rd</sup> July 2026, Thursday 6<sup>th</sup> August 2026, Friday 11<sup>th</sup> September 2026, Wednesday 7<sup>th</sup> October 2026, Monday 9<sup>th</sup> November 2026, Friday 4<sup>th</sup> December 2026.

**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 £499 plus VAT

**LONDON:** Please contact us for dates

**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.

# EXECUTIVE AND LIFE COACHING PROGRAMMES

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PowerCall is proud to have assisted professionals with our world-class results-focused executive and life coaching programmes. These are conducted virtually with coachees all around the world.

## EXECUTIVE COACHING

Our Executive Coaching programmes are designed to provide leaders with a much-needed space for reflection and enhanced self-awareness, in the face of increasingly complex challenges in the work place.

**The approach we adopt ensures the most thorough and sustainable benefits to our coachees. These include:**

- Greater self-awareness and ability to influence change
- A more effective approach to driving change and positive behaviours
- Improved crisis management, and ability leading in a tough market
- Understanding how to win new clients and boost sales in an economic downturn
- Enhanced understanding of the interplay of psychological and emotional factors in team performance
- A greater ability to manage uncertainty and the anxiety that sometimes comes from change
- An optimised capacity for harnessing the learning value from their experience

Are you a professional seeking to put in place concrete goals, and a winning strategy to achieve the very best results in the year ahead? Then why not get in touch, so that we can discuss your exact coaching requirements?

## LIFE COACHING

Our life coaching programmes are designed to provide individuals with the tools to define priorities in their professional and personal spheres, to set life goals, to achieve a healthier work-life balance, and to achieve better communication in their personal and professional relationships.

Our Life Coaching programmes also assist those dealing with life transitions, including struggling with choosing a career or switching to a new path, and those wishing to realize a lifelong dream such as starting their own business.

We break up the big picture into manageable pieces and help our clients to craft realistic game plans to find their sweet spots in life.

Are you seeking to make a major career transition in the year ahead start a business, or perhaps you desire a healthier work-life balance? Work with us to put in place a measurable game plan for success. Get in touch, so that we can discuss your exact coaching requirements.

## OUR COACHING PROCESS

Our Executive and Life Coaching Programmes normally comprise of an agreed number of one-hour sessions (usually up to six) conducted on a monthly basis. Each session will have an agreed topic, and Action Points will be agreed at the end of each, and these will then be reviewed at the beginning of the next session to monitor progress/developments.

Coaching Sessions are always confidential (unless it is felt that it would be beneficial to share insights within your wider organisation), clients are regularly given feedback, and progress is reviewed on an on-going basis to ensure fullest achievement of pre-agreed goals and objectives. Meetings are conducted either on our own video platform or our clients' preferred platform.

# POWERCALL GLOBAL TRAINING ACADEMY

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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!

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## EASY WAYS TO REGISTER:

Please contact

**ANTHONY MADDALENA**  
Head Trainer

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anthony@powercalltraining.com  
website: powercalltraining.com



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