

General Physics (UK) Ltd

**Professional and Personal
Development
Service Catalogue
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Leading the World to Better Performance



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GP Ref *Course Title* *Duration*

Leadership

102	Creating & Managing Great Meetings	1 day
073	Effective Meeting Techniques for Managers	2 days
107	Extraordinary Supervisors: Creating Dynamic Working	2 days
091	Leadership Development	2 days
027	Leadership Tools and Techniques	3 days
087	Leading Effective Meetings	1 day
036	Managing Change	0.5 days
092	Managing Change	3 days
054	Managing Effective Change	2 days
031	Planning and Leading Small Group Meetings	1 day
100	Successful Workload Management	1 days
122	The Assertive Manager	2 days
072	The Manager's Essential Toolkit	3 days

Project Management

128	Finance for Project Managers	2 days
015	Project Management Tools and Techniques	2 days
123	Project Management for Financial Managers	3 days
101	Project Management Foundations	2 days



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Team Working

094	Effective Team Working	2 days
121	Team Development	2 days
023-WORK1	Team Workshop 1 – Team Talk (Informal Performance Management)	0.5 days
023-WORK2	Team Workshop 2 – Team Talk (How Am I Doing? Tips and Techniques for Conducting Positive Performance Reviews)	0.5 days
023-WORK3	Team Workshop 3 – Accelerated Team Development	1 day

Personal Development

103	Advanced Time Management	1 day
026	Empowering Self and Others	2 days
099	Handling Emotion under Pressure	1 day
109	Influencing in a Matrix Organisation	1 day
098v1	Influencing with Integrity	1 day
098v2	Influencing with Integrity	2 days
096	Managing Time & Priorities	1 day
081	Managing Your Time Effectively	2 days
093	Problem Solving & Decision Making	1 day
115	Time Management	1 day
097	Working Globally	1 day



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Communication

079	Assertiveness & Confidence Building	1 day
079	Assertiveness & Confidence Building	2 days
117	Communication Skills	1 day
088	Effective Communication	1 day
026	Empowering Self and Others	2 days
109	Influencing in a matrix organisation	1 day
113	Letter Writing using Plain English	1 day
077	Negotiation Techniques	1 day
089	Presentation Skills	2 days
114	Report Writing using Plain English	1 day
090	Win Win Negotiations	2 days

Performance Reporting, Monitoring and Management

041	Basic Leadership Skills for New Supervisors	3 days
124	Communication	1 day
086	Getting the best from your team: Supervision Workshop	2 days
078	Managing a Flexible Workforce	1 day
036	Managing Change	0.5 days
119	Managing Conflict	1 day
120	Minute Taking	1 day
029	Performance Management	0.5 days



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Performance Reporting, Monitoring and Management (cont.)

030	Performance Review	0.5 days
085	Planning & Building Motivation	1 day
083	Stylish Reporting	1 or 2 days
045	Team Development Basics	1 day
023-WORK2	Team Workshop 2 - Team Talk (How Am I Doing? Tips and Techniques for Conducting Positive Performance Reviews)	0.5 days

Sales and Customer Services

048	Building the Business through Successful Selling	2 days
110	Dealing with Difficult Situations	1 day
051	Essentials of Call Handling	3 days
050	Exceptional Customer Service	2 days
014-MOD5	Exceptional Customer Service – Effective Writing Techniques	0.5 days
014-MOD3	Exceptional Customer Service – Managing Stress	0.5 days
014-MOD6	Exceptional Customer Service – Problem Call Handling	0.5 days
014-MOD4	Exceptional Customer Service – Problem Solving Techniques	0.5 days
014-MOD7	Exceptional Customer Service – Time Management	0.5 days
118	Influencing Skills	1 day
104	Managing Difficult Callers	0.5 - 1 days
111	Telephone Techniques	1 day



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Recruitment

065	How am I doing? Performance Appraisal Briefing	2 hours
064	How am I doing? Performance Appraisal Workshop for Managers	1 day
062	Interview Skills	1 day
080-ATM01	Star Attraction – Managing Professional Recruitment	1 day
080-MOD2	Systematic Interviewing for Effective Recruitment – experienced level	0.5 days
080-MOD1	Systematic Interviewing for Effective Recruitment – inexperienced level	0.5 days

Train the Trainer

024v2-02	Effective On-The-Job Training (OJT)	2 days
043	Instructional Design and Development Basics (ISD training)	2 days
018	Instructional Tools and Techniques (train the trainer)	3 days
076	Interpersonal Communication Skills for the Coach	3 days
024v2-01	On the Job Training (OJT)	2 days
063	Productive Presentations	2 days
024v1	Trainer Masterclass Programme (Train the Trainer)	3 days



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Finance

129	Advanced Business Finance	2 days
132	Business Planning for Results	2 days
130	Business Strategy and Implementation	2 days
135	Commercial Awareness	2 days
127	Finance for Non-Financial Managers	2 days
128	Finance for Project Managers	2 days
133	Financial Appreciation and Coaching	2 days
131	Financial Strategy	2 days
134	How to increase your profits - Legally!	1 day

Health and Safety

106	Health and Safety Awareness	1 day
105	Manual Handling	0.5 days