

PRACTICAL WORKSHOPS

CUSTOMER SERVICE

Skills based courses that help your front line staff develop ways of working effectively and confidently.

We consider methods of dealing with clients, how to talk to them and move them on. How to identify client needs through listening and careful questioning.

GENERAL & ASSISTANT MANAGER TRAINING

We design and deliver training for General and Assistant Managers in the hospitality industry as well as in other business areas. We also work alongside managers to help them develop recruiting skills, business reviews and development planning as well as time management skills.

INDIVIDUAL AND SPECIAL SUPPORT

We offer coaching that supports the needs of individuals and have trainers who can also help staff who are dyslexic to manage their time and plan their work effectively with strategies that help support them and them to achieve their goals.

NEURO LINGUISTIC PROGRAMMING (NLP) FOR BUSINESS

We run NLP courses with our Associates that introduce and develop NLP techniques at a variety of levels.

MOORE ASSOCIATES HAMPSHIRE LIMITED

mahl

for all your working life

DELIVERING
VALUE BASED & EFFECTIVE
BUSINESS & IT
TRAINING COURSES
SERVING THE SOUTH

If you cannot see the course you want, remember we develop courses to suit your needs. Contact us and let us help you design the course or workshop you want.

CONTACT US

For more information please email:
admin@mooreassociateshampshire.com

T +44 (0)2392 783 388

M +44 (0)7961 740 001

W www.mooreassociateshampshire.com

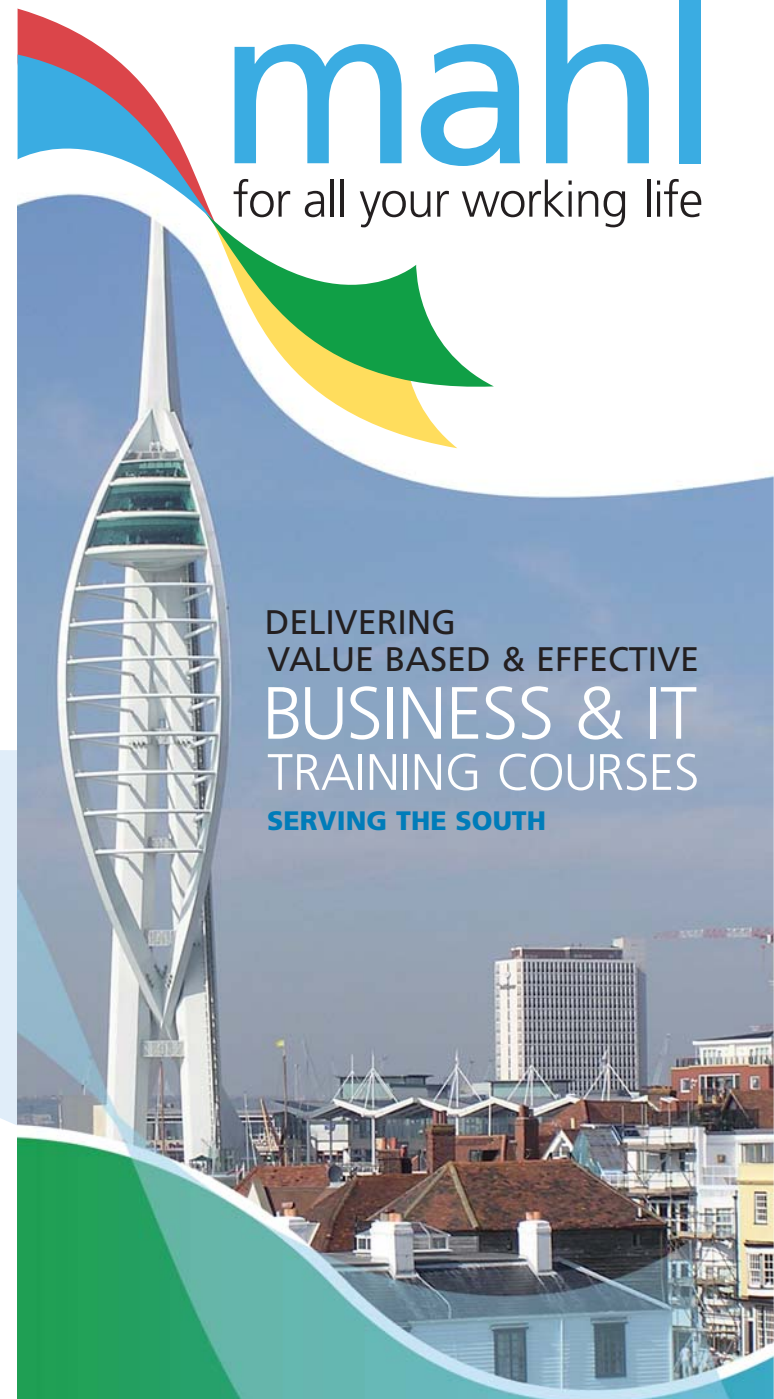
Moore Associates Hampshire Ltd
126 London Road, Cowplain,
Waterlooville, Hants PO8 8EY

MOORE ASSOCIATES HAMPSHIRE LIMITED

mahl

for all your working life

DELIVERING
VALUE BASED & EFFECTIVE
BUSINESS & IT
TRAINING COURSES
SERVING THE SOUTH



www.mooreassociateshampshire.com

TEAM BUILDING COURSES & WORKSHOPS

THE GREAT POTATO RACE

Bring along your team and learn how to use their skills in our **Great Egg Race meets Scrap Heap Challenge** event. You design a vehicle to move your potato, buy in materials, build the vehicle and test it. Prizes acknowledge:

- best aesthetic design,
- best working model,
- furthest distance driven, and
- most frugal working build.

Teams spend the day practising various skills. You learn from and work with each other to achieve common objectives. You develop and build your team's effectiveness!

PRACTICAL SKILLS

Practical Skills to use when building your team. Exercises that help improve and develop:

- communication skills – active listening; saying what you mean;
- management of meetings using parallel thinking;
- developing the team's potential;
- presenting your team positively.

We tailor workshops to suit your company's needs. We have been commissioned to run a fun afternoon and day workshops learning how to use colour more effectively; learning to design and make jewellery and even board-game design, production and sales.

We will help you select and simulate planning an event. We introduce and hone the skills your team feels will develop them into that very special group that helps grow and enhance your business.

EQUINE ASSISTED COACHING

This is a dynamic, challenging and fun approach to leadership and team-building, delivered with our associates **Chrysalis**.



COMMUNICATION SKILLS

To improve the specific skills that individuals require in their particular roles, we provide bespoke courses and workshops.

BECOMING MORE ASSERTIVE empowers staff to deal with challenging behaviour, understand assertiveness in practise, develop and improve personal skills in assertiveness.

HOW TO MOTIVATE YOUR STAFF develops styles and skills that can improve your ability to use motivational interviewing and different communication styles. The interactive workshop enables participants practise the skills taught on the course.

WRITTEN COMMUNICATIONS supports using the written word effectively. This course covers various areas of written communication, helps participants to communicate more effectively in different settings, and the ability to write what they really need to express in plain English.

HOW TO FACILITATE A GROUP workshops help you to understand how groups work, the roles of people in it and ways to move the group on without conflict. We offer such tailored workshops and courses in this area that will best suit your company's needs.

INTERACTING WITH OTHERS – CLIENTS AND COLLEAGUES courses and workshops that introduce and develop speaking and listening skills in a practical way. Courses that can be backed up by on the job support.

WELL-BEING COURSES

GENERATING ENERGY AND BALANCE IN THE WORKPLACE is a course helpful to those who wish to have an opportunity to reflect on their work life and how to improve and develop it.

LOOKING AFTER YOURSELF PHYSICALLY AT WORK explains how to avoid back pain, keep feeling good and be healthy without the gym.

PRESENTING YOURSELF POSITIVELY TO OTHERS shows how to use colour to send a positive message about you and your working environment.

UNDERSTANDING MENTAL HEALTH ISSUES is a course helping you recognise and support colleagues before they have problems with long term sickness. It supports you helping colleagues back into work.

MANAGING STRESS is a workshop designed to help you recognise the signs and symptoms of mental stress. You learn helpful coping strategies.

In addition to relaxation techniques, this workshop offers ways of dealing with stress cognitively, emotionally and physically.

We offer in-house one-to-one support to help colleagues who may benefit from mentoring, coaching or further training.

IT TRAINING

MICROSOFT OFFICE

We can design and provide in-house training on Word, Excel, PowerPoint, Access, and Outlook as well as Adobe InDesign. We deliver ICT training on MS Office products that suit the needs of your staff and work with them to establish their growth, training and knowledge needs and by training to fill gaps in their work skills.