



Capital Training Ltd, Campbell Park, Fernhurst Road, Milland, GU30 7LU  
E-Mail: [info@capitaltraining.com](mailto:info@capitaltraining.com) • Website: [www.capitaltraining.com](http://www.capitaltraining.com)  
01428 741482

## **SUMMARY OF COURSES AVAILABLE**

### **Appraisal Skills**

- Appraisal Interviewing 1 – Introduction To Competencies & Performance Review
- Appraisal Interviewing 2 – Interviewing
- Assessing Training Effectiveness
- Improving Personal Effectiveness
- Performance Management
- Performance Measurement
- Personal Effectiveness in Management
- Personal Effectiveness at Work
- Recruitment and Selection

### **Communication Skills**

- Assertiveness Techniques
- Becoming a Powerful Communicator
- Effective Communication Skills
- Influencing People
- Interpersonal Skills
- Effective Telephone Techniques
- Handling Challenging Calls

### **Customer Services / Customer Care**

- Dealing with Difficult Customers
- Customer Services and Telephone Techniques
- Reception Skills

### **Financial Skills**

- Budgeting for Non-Financial Managers
- Finance for Non-Financial Managers
- Managing Cash Flow
- Managing Budgets

### **HR / Personnel**

- Recruitment & Selection
- Disciplinary Skills
- Improving Personal Effectiveness
- Influencing People
- Interviewing Skills (Appraisal)
- Interviewing Skills (Recruitment)

- Managing Disruptive Behaviour

- Motivating Others
- Negotiation Skills
- Train the Trainer
- Equality, Diversity & Inclusion
- Unconscious Bias
- Disability Awareness
- Mental Health Awareness

### **Literacy & Writing Skills**

- Business Writing Skills
- Report Writing
- Writing with Perfect Grammar

### **Management and Leadership Skills**

- Introduction to Management
- Leadership Skills
- Managing Stress
- Managing People
- Personal Effectiveness in Management
- Report Writing
- Team Building and Effective Leadership
- Effective Meetings
- Motivating Others
- Negotiation Skills
- Handling Difficult People
- Time Management

### **NLP**

- Neuro Linguistic Programming

### **Personal Effectiveness Skills**

- Assertiveness Training
- Disciplinary Skills
- Improving Personal Effectiveness
- Influencing People
- Interpersonal Skills
- Managing Disruptive Behaviour
- Motivating Others

- ❑ Negotiation Skills
- ❑ Performance Management
- ❑ Presentation Skills
- ❑ Time Management
- ❑ Sleep Optimisation
- ❑ Emotional Intelligence

### **Project Management**

- ❑ Introduction to Project Management  
Theory and Project Planning
- ❑ The Successful Planning and  
Management of Projects
- ❑ People Skills in Project Management
- ❑ Effective Project Cost Management
- ❑ Risk Management
- ❑ Leadership and People Skills In Project  
Management

### **Sales Skills**

- ❑ Basic Selling Skills
- ❑ Selling Skills
- ❑ Report Writing
- ❑ Negotiation Skills
- ❑ Tele-Sales Techniques

### **Secretarial/Administrative**

- ❑ The Effective Secretary
- ❑ Effective Meetings
- ❑ Personal Effectiveness at Work
- ❑ Presentation Skills
- ❑ Reception Skills
- ❑ Report Writing
- ❑ Supervisory Development
- ❑ Minute Taking
- ❑ Time Management

### **Stress Management**

- ❑ Managing Stress

### **Training and Coaching Skills**

- ❑ Assessing Training Effectiveness
- ❑ Coaching Skills
- ❑ Course Development
- ❑ Delivering Skills Refresher
- ❑ Help Desk Excellence
- ❑ IT Trainer Development
- ❑ Mentoring and Coaching Skills
- ❑ Train the Trainer

### **Media**

- ❑ Handling the Media

### **Psychometric Testing**

- ❑ Belbin
- ❑ Myers Briggs

*Please note that this summary is not exhaustive. Other courses are available, including alternative outlines for the above titles and bespoke courses written specifically for individual clients.*