

When you go ahead with Government funded coaching from Mantis, you have the option of 2 packages. You can choose our Business Coaching package, which at a cost of £500 will be fully funded by the Government and won't cost you a penny (please note if you are not VAT registered you will be liable for the VAT element of the course cost).

Alternatively, if you want to contribute to the cost of your training you can receive our Business Coaching Plus package which will cost £1,500, the Government will contribute £1,000 towards the cost and you will need to pay £500 + VAT.

Regardless of which package you choose, your Mantis consultant will support you through your selection process. Here is an overview of what you get with each of the packages:

Business Coaching Package

- 2 hours face to face coaching delivered by one of our expert CIPD qualified coaches either at your business premises, a suitable location of your choice, or at our training rooms in Peterborough;
- Access to the Learner Lounge, our e-learning platform containing training courses, podcasts and webinars so that you can learn at your own pace. We provide you with 30 credits that allows you to study a further 3 subject areas online;
- Up to 1.5 hours telephone support and mentoring following your coaching.

Course Cost: £500 + VAT

Government Funding: £500

End Cost to you: £ Zero (see our 'how it works' booklet to find out more)

Business Coaching Plus Package

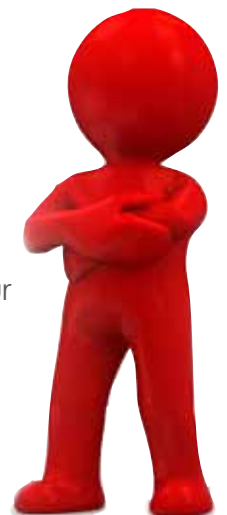
- 6 hours face to face coaching delivered by one of our expert CIPD qualified coaches either at your business premises, a suitable location of your choice, or at our training rooms in Peterborough. This can be delivered on either one or two visits and is designed to fit around your busy schedule;
- Access to the Learner Lounge, our e-learning platform containing training courses, podcasts and webinars so that you can learn at your own pace. We provide you with 60 credits allowing you to study a further 6 subject areas online;
- Up to 1.5 hours telephone support and mentoring following your coaching.

Course Cost: £1,500 + VAT

Government Funding: £1,000

End Cost to you: £ 500 + VAT (see our 'how it works' booklet to find out more)

For further information about the coaching topics you can receive (both during your on-site coaching and via your included Learner Lounge account online) please see our coaching topics list overleaf.



Business Awareness

Equip yourself with the vital tools and knowledge required to increase business productivity and improve work growth and performance. Determine key factors affecting business and find ones which will drive the business forward. Learn vital Business Analysis Theories and Techniques and recognise barriers to innovation.

Change

Develop your understanding of Change in a business context and recognise the emotions generated by it. Learn the key tools and models that will enable you to manage Change effectively. Identify key areas to consider when planning Change and understand its whole process. Learn to implement strategic change and use stakeholder management strategies.

Coaching Skills

Ensure you have the "know how" to coach your staff to develop greater awareness, improve business skills and take on additional responsibilities. Be able to recognise the benefits of coaching and identify behavioural skills needed for effective coaching. Understand and know when to apply the key skills, processes and models required by a coach, enabling you to unlock the potential of your staff and maximise their performance.

Consultancy Skills

Develop the key skills required of a consultant. Increase your awareness of what you bring personally to consulting situations. Explore your interpersonal skills and influencing behaviours. Demonstrate the ability and skills to introduce and manage complex change interventions in organisations. Assess and increase readiness for change and understand the importance of active listening and evaluating change itself whilst demonstrating the ability to balance "head" and "heart" issues during diagnosis and assessment.

Core Communication Skills

Make your everyday communications more effective. Understand the basics of communicating, the Four Filters, and the importance of active listening. Explore body language, building rapport and general rules for giving and receiving feedback. Understand that beliefs, morals and values play a part in communication. Enhance your interpersonal skills and precision questioning to ensure that you are communicating with the right words, in the right tone and with the most impact.

Creative Problem Solving

Learn how to identify a problem and different techniques used in creative problem solving. Understand how the mind can be used to expand creative possibilities. Equip yourself with the tools and knowledge that aid the creative process. Develop new problem solving strategies for use in the workplace and learn how to think "outside the box" to improve your own individual effectiveness and performance.

Creative Team Ideas

Learn how to get people thinking in different ways - laterally, divergently and generatively. Encourage groups to think "outside the box" and consider the basic steps involved in generating new ideas. Learn new tools such as "low hanging" that will aid the creative process and develop new creative team strategies for use in the workplace.

Customer Service Skills

Learn how to give excellent customer service every time in a professional and confident manner. Find out who your customers are, understand moments of truth and the impact of positive and negative words. Use questioning effectively to gather information, listen not just hear and find out how you can deliver on your promises. Deal with complaints, turning them into compliments and understand how to calm an upset customer.



Delegating Skills

A foundation for the delegation process, decide what and whom to delegate to. Learn how to overcome delegation barriers and assess your own delegation skills. Increase your understanding of delegation and the associated skills needed to be effective. By equipping yourself with the tools, knowledge and ability to delegate more effectively, you will help your business to perform successfully and accomplish goals as a work unit, not just as individuals.

Effective Marketing

Develop your marketing skills, whether this relates to your company's products or services, a change in responsibilities or career progression. Understand marketing and the need to make it work effectively for you. Learn how to plan strategically, produce marketing objectives and SWOT analysis. Evaluate market research and produce a marketing plan, and learn how to make advertising tips work for you.

Effective Meetings

Learn the art of conducting meetings that are relevant, effective and productive. Use a structured approach to outline the purpose of the meeting to ensure that it achieves its objectives. Understand why meetings fail and avoid ineffective meetings by selecting the right attendees. Learn and employ techniques to manage dominant and reluctant attendees, and keep the meeting energised and motivated throughout.

Finance for Non-Financial Managers

Cover the basics of finance for non-financial managers. Realise the importance of planning, controlling and decision making within your organisation. Understand and be able to explain terms such as cost, budgetary control and methods of budgeting. Learn about the practical ins and outs of finance in terms of the hands-on, day to day running of your business.

Handling Difficult People

Find out how to deal effectively with unproductive employee behaviour or conflicting views. Develop the tools and skills needed to identify and resolve conflict situations whilst maintaining productive working relationships. Learn how to appreciate the causes of conflict and how to address the behaviour and situation rather than the personalities to result in a win:win situation. Gain confidence in correcting persistent unacceptable behaviour and know how to manage your own reactions in conflict situations.

HR Process, Legislation and Audit

A comprehensive HR Audit process will enable you to assess how compliant your organisation is with the latest HR legislation, where you can save money and where you can apply best practice. We will work with you to assess your current HR documentation, records and procedures. Following our review we will provide feedback with an Audit Report.

Interpersonal Skills

Understand what is meant by interpersonal skills. Recognise the benefits of improving your own preferences and skills whilst understanding those of others. Identify and implement improvements in listening and questioning skills, rapport building, the use of empathy and assertiveness skills. Adapt your personal style of communicating and create an action plan to improve / enhance your development areas.



Leadership Development

The ability of leaders is vital to business success. Explore general leadership issues in today's business environment. Increase your understanding of what a leader is, identify key characteristics of effective leaders and know the critical leadership activities to display when going through change.

Learn to differentiate between leadership styles, allowing you to select and adopt the most appropriate style to suit different situations and people. Maximise your leadership capabilities to motivate individuals and get the most from your team.

Mentoring

Understand the concept of mentoring and its use as a vital management development tool in today's business environment. Differentiate between coaching and mentoring. Identify the benefits of mentoring and learn the key skills, models and approaches required as a mentor. Be able to assess and enhance your own mentoring skills, and identify your strengths and development areas. Take on a mentoring role with confidence and establish the mentoring process.

Motivating and Delegating

Develop your ability to motivate and delegate more efficiently. Define motivation and understand the motivational drivers of individuals and groups. Understand the skills and behaviours needed to motivate others effectively whilst identifying and addressing de-motivating factors. Determine when and how to delegate. Learn and equip yourself with the tools and knowledge required to achieve better relations with your team through motivation and delegation.

Negotiation Skills

Learn the key skills and techniques necessary for effective negotiation. Understand the benefits of negotiation and distinguish between the different types of negotiation situations. Learn the four phases in negotiating, and the skills which accompany each phase. Enhance your communication skills and rapport building, and recognise the roles that influencing and assertiveness play in negotiation. Work through the Negotiator's Checklist to achieve a win:win situation and close the deal effectively.

Performance Appraisal Skills

A foundation to the appraisal process. Understand the aim, purpose and benefits of performance appraisals. Acquire the knowledge and confidence to implement and maintain a performance management structure. Gain a comprehensive grasp on agreeing SMART objectives, precision questions and behaviours in 1:2:1 discussions. Learn to create rapport, give feedback, deal with conflict and identify the key stages in the Performance Appraisal Cycle.

Presentation Skills

Develop your presentation skills and understand the principles behind presentations. Ensure that your presentations impart the key messages you want them to. Learn how to produce an effective presentation and gain the associated skills needed to implement it effectively. Develop your competence and confidence in order to reach your full potential as a credible presenter.

Project Management Skills

Gain the knowledge, skills and confidence to work effectively as a Project Manager or as a member of a project team. Understand the project environment and your role within it. Enhance your awareness of project management tools including the project lifecycle, scope, objectives and benefit realisation. Identify the behavioural strategies that the Project Manager should adopt to engage with key stakeholders in the project. Be able to define products, deliverables and outputs that your project aims to deliver and conduct post implementation reviews.



Recruitment Skills

Be confident that you are recruiting for the right reasons, with the right processes, the right person for the job. Learn the crucial recruitment skills and methods required in your role as a recruiter. Find out how to attract the appropriate prospects with the most effective method of recruitment. Deal with responses and employ the relevant interviewing techniques to select the right candidate for the role. Conduct post interview procedures and ensure that you are complying with legislation throughout the process.

Report Writing Skills

Learn how to produce readable, persuasive and informative reports. Understand each section of a report and its purpose. Develop your report writing skills by knowing your audience, the features of an effective report and how to structure it. Be aware of the impact that format and graphics within a report have on its content and select a style appropriate for the report's objectives. Identify ambiguity and points of confusion to allow you to make clear and well supported recommendations.

Sales Skills

Keep ahead of the competition by understanding the key behaviours which underpin 21st Century selling. Learn how to plan, prospect and qualify your clients. Be able to fact-find and understand the different stages of account development and setting targets. Realise the importance of building customer rapport, making the right first impression and how to handle objections.

Stress Management

Deal with stress by defining and identifying it in its various forms. Be able to assess your own stress levels and recognise symptoms in yourself and others. Realise how we respond to stress, the effects it can have on an organisation and identify and implement appropriate strategies to handle stress positively. Develop your own stress management plan to allow you to manage stress in the workplace.

Team Development

Various elements affect how well individuals work together and what a team is capable of achieving. Analyse team performance and identify gaps in your team's performance. Select and use material relevant to your team's development needs. Learn how to prepare and deliver a team building activity to resolve development needs that have been identified and evaluate post event the effectiveness of the chosen solution.

Time Management

Learn how to manage your time more effectively and productively. Identify the effects of poor time management, prioritise objectives and workloads whilst dealing with interruptions. Improve your performance by overcoming time management issues, creating a more acceptable work/life balance. Identify where your time is going and ensure you gain more control of this precious resource.

Train the Trainer

Equip yourself with the key skills and tools required to be an effective trainer. Obtain flexibility in your own delivery and awareness of delegate's needs and learning styles. Understand key issues in analysis, design and delivery of training, and the importance of post event evaluation. Become fully competent in the use of visual aids, support materials and equipment, demonstrate rapport building, questioning and listening skills, enabling you to become a more effective and competent trainer.

