


9/1/2015



**YOUR TRAINING
PARTNER**

WELCOME TO TAYLOR MASON TRAINING



Innovative Training Solutions | In-House & Open Delivery

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Introduction

A little bit about us



Taylor Mason Training delivers professional and accredited training & development solutions to a wide range of organisations across the spectrum, encompassing FTSE 100 companies, Public sector organisations through to SMEs.

Our core strength is understanding our clients and their challenges/nuances in respect to the development of their teams and organisations. Our approach to this is centred on researching and understanding individual business/team needs and creating a training intervention designed to meet these challenges through addressing either skills or knowledge or ability gaps, we often find these interventions link to our awarding bodies (ILM, OCN).

As well as tailoring courses for clients to be delivered in-house, we also provide a wide range of public courses which are accessed by individuals that have taken the initiative to up skill and develop themselves. To meet the needs of these individuals and often our clients too, we have 7 training centres available across the UK.

What makes us different?

We listen - Each of our dedicated and experienced team listen to you and the challenges you are looking to overcome, whether that be our trainers, our friendly account management team or even our finance team!

We deliver - Over the last 7 years we are pleased to say that our satisfaction scores for our training delivery/solutions have consistently exceeded 92%

We are accredited - Over the last few years we have recognised the importance of quality and standards within our market, to this end we have invested heavily in ensuring you receive this level of standards and to support this our business has been recognised by awarding bodies including ILM (Institute of Leadership & Management), OCN Credit4Learning (Open College Network). We are continuing to pursue our accredited status with the expectation that we are to become accredited by CMI and IIP in the near future.

We are competitive - We understand that training is key to the success of any organisation and we wish to make our training accessible to as many organisations as possible therefore we have set our pricing strategy to represent the best possible value within today's market.

Delivery Techniques

Our approach and style

Our workshops adopt a mixture of facilitated learning using accelerated learning techniques to cater for different learning styles, plenary group discussion, real life examples, interactive exercises and of course, engaging and passionate experienced trainers picked to match the culture of the organisation and of the delegates.

- ✓ Highly facilitated workshops using Accelerated Learning Techniques
- ✓ Expert and experienced, culture fit trainers
- ✓ Real life examples used
- ✓ Practical exercises
- ✓ Plenary group discussion
- ✓ Share best practice
- ✓ Fun
- ✓ Conducive to learning environment – we know how to stop you yawning!

Although we are able to deliver the course using a variety of mediums – virtual, eCourse and blended this particular set of sessions is suited to face to face classroom style learning with our trainer, due to the interactivity required.

Delivery Logistics

When, how and how long?

Usually our courses are delivered over 1 day, with some expanding to 5. Timings for delivery are 9.30am to 4.30pm with group sizes up to 12-15 delegates catered for.

Lead times for the courses allowing us to prepare and finalise our content and materials are usually 2-4 weeks.

Review and Feedback

Informative and useful

We are able to provide feedback directly to the stakeholders, interested parties on the sessions and the individuals if requested. Often this feedback can highlight potential over/under achievers and offer some advice/guidance in possible additional support/development requirements.

During our time with the organisation we consistently appraise and review the programme and our delivery approach with the aim of making any necessary adjustments to improve and enhance the programme for both the learners and the organisation, making sure our programme meets the objectives and needs of the delegates.

Evaluation Process

Kirkpatrick Level 1

Evaluation will be measured by:

- ✓ Kirkpatrick Level 1 Evaluation Forms, completed by each attending learner.

Training Materials

Immediate and future referencing

Taylor Mason materials are quality controlled and produced to either the client or their own house style. Taylor Mason house style consists of:

Comb binder style Programme Materials/ Work Book provided to cover any pre-course work, workshop materials, post course work and assessment, often including:

- ✓ Delegate take away resources for further study and reference
- ✓ Reference lists
- ✓ Tools & techniques
- ✓ Personal action plans & review notes
- ✓ Competence checklists as assessment tools
- ✓ Personal learning outcomes and developmental needs

Certificate

Each learner receives a certificate of attendance from Taylor Mason with each course equating to 1 CPD point as indicated on the certificate



Who are our clients?

Our portfolio includes some well-known names!

- ✓ **Kent County Council**
- ✓ **OFSTED**
- ✓ **Siemens Medical**
- ✓ **MAN Erf**
- ✓ **DHL**
- ✓ **Paragon Electronics Group**
- ✓ **Bank of America**
- ✓ **Business Link**
- ✓ **Cambridge Manufacturing**
- ✓ **BWM Manufacturing UK**
- ✓ **Virgin**
- ✓ **O2**
- ✓ **NHS North East**
- ✓ **Merton Borough Council**
- ✓ **East Midlands Health Authority**
- ✓ **Hertfordshire Constabulary**
- ✓ **York NHS**
- ✓ **Nissan**
- ✓ **Shell International Ltd**
- ✓ **BP**
- ✓ **The Tower Mint Ltd**
- ✓ **DWP Purley Job Centre Plus**
- ✓ **Age Concern England**
- ✓ **British Airways Pension Investment Management Ltd**
- ✓ **Westminster Kingsway College**
- ✓ **John Lewis Partnership**
- ✓ **NFU Mutual**

Training Courses

How We Support You

Our Course Selections

With over 130 professional courses available plus a full tailoring solution for most courses through our CTP (customised training programmes) service.

Categories of courses available to you:

- ✓ Leadership
- ✓ Senior Managers
- ✓ Line Management
- ✓ Supervisor
- ✓ Project Management
- ✓ Personal Development
- ✓ Communication
- ✓ Sales & Marketing
- ✓ Microsoft & IT
- ✓ Human Resources
- ✓ Finance
- ✓ Health & Safety
- ✓ Internet Marketing

Course Categories

Senior Management

Our management courses are delivered to the highest standards by our lead trainers who all have real world senior manager experience which brings an 'experience' element to the training courses we deliver. This ensures our trainers understand the challenges faced and can relate to our learners from a ground level up. To further support the training we have invested in accreditation of our courses through recognised awarding bodies such as the **ILM** and **OCN**. These courses provide an accredited certificate for each attending learner. Equally we offer tailored management programmes designed specifically around your key development areas ensuring a linked and relevant solution.



We also provided Accredited Sales and Marketing qualifications awarded via the Institute of Sales and Marketing Management (ISMM), which is the professional membership body for salespeople. Our mission is to promote standards of excellence in sales and enhance the status of sales as a profession.

A selection of our Senior and line management training courses are outlined below, they are available at your office or from our 7 UK training venues. We are based in Berkshire and well placed to support, London and South/South East England. Simply click the course link to view the content or alternatively if you have a specific request contact one of our friendly and informed team who are able to create and design a fully tailored management training course.

Courses available –

Senior Management Courses

Advanced Management Skills Training Level 4	5 days
Coaching For Managers	1 Day
Balanced Scorecard Training	1 day
Strategic Marketing	1 Day
Key Account Management	1 Day
Creating and Managing a Corporate Brand	1 Day
Negotiating for Results	1 Day
Bespoke Senior Development Programmes	

Management Courses

Essential Management Skills (ILM Endorsed)	1 day
Management Skills Training	2 days
Accredited Management Training Level 3	4 Days
Delegation Skills Training	1 day
Performance Appraisal Training	1 day
Budget Management Course	1 day
Finance for Non Financial Managers	1 Day

For full course content please contact us and we will send content by return 0843 289 1717 or visit the website – taylorsontraining.co.uk

Supervisor

Supervisors have many different levels of responsibility, answering to both teams and management is often challenging, especially if you are new to the supervisor role or have recently been promoted. Taking on the responsibility for the development and activities of your team, leading by example and providing reporting back to your peers is not as easy as most of us think.



Having the understanding, knowledge and skills to meet the daily challenges of this supervisor role helps you become effective, trusted and balanced in your approach to tasks, strategies and development. One of the hardest moves to accomplish is the transition from being a team member to that of a team leader or supervisor. Someone in a supervisory role is no longer on equal terms with their peers and has to earn their respect, show authority and leadership, often having to make unpopular, difficult decisions.

Our supervisor course has been developed over a period of time to ensure that after attending, our learners have a successful supervisor toolkit; fit for purpose. During the supervisor course we ensure that all learning is linked back to the reality of the role and the day to day challenges that are faced in being an effective and trusted supervisor.

Courses Available

New Supervisor Training	1 day
Accredited Supervisor Training Level 3	1 day
Leadership Skills for Supervisors	1 day
Accounting Skills for Supervisors	2 days
The ABC`s of Supervising Others	2 days
The Professional Supervisor	3 days
Business Leadership	3 days

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Project Management

Project Management training is now used in every business sector in the UK. The expectations of customers, shareholders and business partners increase all the time, and effective project management is the key to improving quality and delivery in every significant area of a competitive business.

The Key Benefits of attending one of our project management courses include:

- ✓ Better up-front estimating, planning, and project definition
- ✓ Faster execution by using common processes and templates
- ✓ Fewer “surprises” as problems are pre-empted or discovered early due to active project management monitoring
- ✓ Improved project management communication leading to better decision making
- ✓ Greater client satisfaction as a result of reduced rework and improved first round quality.



Courses available

Project Management Training – Introduction	1 day
Project Management Training – Intermediate	1 day
Project Management Training – Advanced	1 day
Effective Planning and Scheduling Course	2 days
Understanding Project Management - Course	3 days

For full course content please contact us and we will send content by return 0843 289 1717 or visit the website – taylorsontraining.co.uk

Personal Development

Our range of **personal development courses** empower you to maximise your potential in interpersonal areas while enhancing your ability to deal with the day-to-day issues that can arise in today's workplace. Improve your personal efficiency and communication skills to develop yourself and your career. Interact more competently and positively with others in the workplace to reduce stress levels and enrich your working life.

This selection of courses will provide a positive impact going forward into every aspect of your career and organisation as well as affecting all your professional relationships



Courses available

Assertiveness and Confidence Building	1 day
Time Management Training	1 day
Minute Taking Meetings	1 day
Mind Mapping Training	1 day
Secretarial Skills	5 days
Secretary / PA Development	2 days
Touch Typing	1 day
Introduction to Neuro Linguistics Programming	1 day
Public Speaking – Presentation Survival School	1 day
Skills for the Admin Assistant	1 day
Train the Trainer – a One day primer	1 day
The Practical Trainer	3 days
Advanced Skills for the New Trainer	3 days
Using Activities to Make Training Fun	1 day
Developing Your Training Program	2 days
Survival Skills for the New Trainer	1 day

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Finance Courses

“Finance” is a broad term that describes two related activities: the study of how money is managed and the actual process of acquiring needed funds. Because individuals, businesses and government entities all need funding to operate, the field is often separated into three sub-categories: personal finance, corporate finance and public finance.



All three categories are concerned with activities such as pursuing sound investments, obtaining low-cost credit, allocating funds for liabilities, and banking.

The need for financial expertise extends into every area of decision making within an organisation and its successful mastery and implementation mean the difference between success and failure in today’s increasingly competitive business environment. Effective management of accounts and finance requires an understanding of financial concepts, techniques and how to apply them. By improving your financial skills through attending one of **finance courses**, you will become more effective in meeting both your department’s and your company’s needs.

All of our finance courses are delivered by financial experts. They’ll help you improve your skills and give you the knowledge you need to make an impact back at work.

Courses available

Business Plan Writing	1 day
Payroll Course	2 days
Payroll Training – Advanced	1 day
Finance for Non Financial Managers	1 day

For full course content please contact us and we will send content by return 0843 289 1717 or visit the website – taylormasontraining.co.uk

Communication Courses

Although this is a simple definition, when we think about how we may communicate the subject becomes a lot more complex. There are various categories of communication and more than one may occur at any time. Communication is the process of sharing information, thoughts and feelings between people through speaking, writing or body language.



Effective communication extends the concept to require that transmitted content is received and understood by someone in the way it was intended. The goals of effective communication include creating a common perception, changing behaviours and acquiring information.

Improve your personal efficiency and communication skills to develop yourself and your career through our selection of communication courses. Interact more competently and positively with others in the workplace to reduce stress levels and enrich your working life.

Courses available

Business Writing Training	1 day
Telephone Training	1 or 1/2 day
Telephone Techniques	1 day
Communication Strategies Training	1 day
Communication Strategies Course	2 days
Facilitation Skills	2 days
Motivation Training – Motivating your Workforce	1 day
Presentation Skills	2 days
Report Writing Course	1 day
Chairing Meetings	1 day

For full course content please contact us and we will send content by return 0843 289 1717 or visit the website – taylormasontraining.co.uk

Sales and Marketing

Increase your focus on sales, and the development of business with new and existing customers and you will see a quantum leap in profitability! If you want to improve your sales performance you can get the skills you need right here by taking part in one of our sales training courses.

All of our sales courses will help you win more business, get ahead of your targets and impress your customers. Competition is at an all-time high as companies do whatever they can to win every deal and attract the most customers. Our courses are practical and delivered by proven sales experts, so any salesperson will leave with the skills they need to close more deals and exceed their targets.



Courses available

Introduction to Marketing	1 day
Strategic Marketing	1 day
Key account management	1 day
Dynamite Sales Presentations	1 day
Critical Elements of Customer Service	2 days
Customer Service Training	1 day
Call Centre Agents	1 day
Core Negotiation Skills	1 day
Creating and Managing a Corporate Brand	2 days
Event Management Training	2 days
Writing Reports and Proposals	1 day
Telemarketing – Using the Telephone as a Sales Tools	1 day
Negotiating for Results	2 days

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Microsoft and IT Courses

Our Microsoft & IT courses can help individuals get the most from popular business software like Microsoft Excel and Microsoft Word through to more specialist software such as Crystal Reports, Business Objects and Sage accounts. They'll help anyone save time and work more efficiently. With a variety of levels available we can take you from a complete beginner through to an advanced user across a range of applications.

Using our unique skill check document for Microsoft Office we can help you decide which level is right for you, alternatively allow us to build a fully bespoke course so you don't waste time learning parts of the applications you already know how to use.

Course available



Access Training for New Users	2 days
Access Training for Advanced Users	1 day
Excel 2007-2010 Introduction	1 day
Excel 2007-2010 Intermediate	1 day
Excel 2007-2010 Advanced	1 day
Excel 2003 Introduction	1 day
Excel 2003 Intermediate	1 day
Excel 2003 Advanced	1 day
Microsoft Word for New Users	1 day
Microsoft Word for Intermediate Users	1 day
Microsoft Word for Advanced Users	1 day
PowerPoint Training for New Users	1 day
PowerPoint Training for Advanced Users	1 day
Introduction to Microsoft Office Environment	2 days
Crystal Reports Training – Introduction	2 days
Crystal Reports Course – Bespoke	1 day
Sage 50 Accounts Training	1 day
Sage Payroll Course – Introduction	2 days
Sage Payroll Training – Introduction	1 day

Health & Safety

All workers are entitled to work in environments where risks to their health and safety are properly controlled. Under health and safety law, the primary responsibility for this is down to employers. To ensure that you and your employees get the essential skills needed for health and safety simply choose one of our specially designed health and safety **courses**.



Each one of our health and safety **courses** provide approved and recognised guidance on the latest best practice and legislation, ensuring everyone stays safe at work.

Our course selections are designed to meet most areas of health and safety requirements, however we are able to offer a wide selection of H&S training so if you can't see the course you are looking please contact us.

Courses available

CIEH Health & Safety Level 2	1 day
CIEH Health & Safety Level 3	3 days
CIEH Training Skills and Practice Level 3	3 days
Emergency First Aid (EFAW)	1 day
Fire Marshal Training	1 day
BSC Level 1 Award in Health and Safety at Work	1 day
First Aid at Work (FAW)	3 days
IOSH Managing Safely	4 days

For full course content please contact us and we will send content by return 0843 289 1717 or visit the website – taylormasontraining.co.uk

Human Resources

Human Resources develop, advise on and implement policies relating to the effective use of personnel within an organisation. Their aim is to ensure that the organisation employs the right balance of staff in terms of skills and experience, and that training and development opportunities are available to employees to enhance their performance and achieve the employer's business aims.



Human Resource Management (HRM)

Our Human Resources and Training courses encompass all of the essential elements of HR and training and will provide valuable guidance on effective performance and people management for anyone in a modern HR or training department. Get the essential skills and knowledge to gain, train and retain the best people.

Courses available

Anger Management	1 day
Performance Review Training Course	1 day
Conflict Resolution – a One Day Primer	1 day
Conflict Resolution – Dealing with difficult people	1 day
Conflict Resolution – Getting Along in the Workplace	2 days
Discipline and Grievance Training Course	1 day
Employment Law Course	1 day
Headhunting Course	1 day
Interview Skills and CV Writing Course	1 day
Recruitment and Selection Training	1 day
Stress Management Training Course	1 day
Working Positively with Diversity	1 day
The Diverse Manager Training Course	1 day
Workplace Harassment	2 days
Diversity in the Workplace	1 day
HR for non HR manager	3 days
Equality Impact Assessment Course	1 day

Public Courses

UK Training Centres

We have a selection of public training centres located up and down the UK including:

- ✓ Scotland
- ✓ North East
- ✓ North West
- ✓ Midlands
- ✓ South West
- ✓ South East

For more information about our public course schedules please either visit our website

www.taylormasontraininguk.co.uk/public-courses.html

or contact us on 0843 289 1713

Financials

Making training accessible

Our training course have been priced as an all in fee, mitigating against an increasing cost as you add more delegates.

- ✓ Our soft skills courses are priced at £875.00 per day for groups up to 12-15 learners
- ✓ Whilst our IT courses are priced at £625.00 per day for groups of 10
- ✓ Alternatively you can attend our courses at our 12 training centres located around the UK with usual prices of £225.00 per delegate.

All prices our ex vat and our in-house courses also require travel fees.

Contact

More information

Further information about any of our courses, public course locations please feel free to contact us

E – enquiries@taylor-mason.co.uk

T – 0843 289 1713