



Hodos Training  
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# Training Portfolio



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## Content:

<b>About Hodos Training</b>	<b>5</b>
<b>Meet the Lead Trainer</b>	<b>6</b>
<b>Course Duration</b>	<b>7</b>
<b>Staff Training</b>	<b>8</b>
❖ Business Phone and Email Etiquette	9
❖ Cultivating Cultural Awareness	10
❖ Customer Service Conflict Resolution	11
❖ Customer Service Fundamentals	13
❖ Effective Team Communication	14
❖ Equality, Diversity & Inclusion in the Workplace	15
❖ Establishing Boundaries with Customers	16
❖ Grooming Excellence - Elevating Your Professional Image	17
❖ Powerful Presentations	18
❖ Professional Excellence Fundamentals	19
❖ Managing Stress at Work	20
❖ Team Building Workshop	21
❖ Time Management and Personal Productivity	22
<b>Managers Training</b>	<b>23</b>
❖ Advanced Communication Skills	24
❖ Coaching with Impact	26
❖ Delegate to Develop Employees	27
❖ Developing Confidence and Assertiveness	28
❖ Developing Emotional Intelligence	29
❖ HR Skills for non-HR Managers	30
❖ Leadership Essentials for Supervisors	31
❖ Motivating Yourself and Your Team	33
❖ Mastering Productivity: Effective Time Management	34



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<b>Develop &amp; Demonstrate Leadership Programme</b>	<b>35</b>
❖ Information	36
❖ Module 1 - Unleashing Your Potential	38
❖ Module 2 - Mastering Confidence	39
❖ Module 3 - Communicating Effectively	40
❖ Module 4 - Maximising Productivity	41
❖ Module 5 - Empowering Your Team	42
❖ Module 6 - Managing Conflict at Work	43
<b>Bespoke Training Solutions</b>	<b>44</b>
<b>Training and Coaching Investment</b>	<b>45</b>



## About Hodos Training

**Hodos Training** was established in 2020, and our journey began with a passion for empowering people to reach their full potential.

We are committed to fostering **growth, innovation,** and **transformation.**

Whether it's face-to-face or online, our training courses and workshops are meticulously designed to provide **practical, engaging,** and **interactive** experiences that leave lasting impressions, and help you achieve **breakthrough results.**

*"I took part in Sara's Customer Service training and was very impressed by her professionalism, her knowledge and the way she kept the session both interesting and interactive. Following her intervention, some changes were immediately noticeable at the reception: the postures, the positive wording and the smiling faces were the testimony of Sara's good pieces of advice. Sara is dynamic, she is passionate and really able to deliver her messages in a friendly and authentic way.*

*I would recommend her training to any hospitality professional looking to improve or get their team members started with Customer Service."*

**Grégoire, Reservations Manager**

## Meet the Lead Trainer



Sara is a passionate trainer and facilitator with extensive knowledge of communication and soft skills devoted to long-lasting and comprehensive results for every client.

With over 10 years experience in luxury hospitality environments, Sara helps businesses increase the number of loyal customers and referral, keep staff focused and motivated, or solve problems like reducing the number of complaints, or missed sales, through practical and relevant training courses that draw on direct experience and knowledge.

During her years in hospitality working as a leader, she helped develop staff members across all departments, offering tools, classes, training, and assignments to build upon their experience and shape their competencies.

As a trainer and facilitator, she now delivers engaging courses and workshops across the globe and believes that improvement starts with investing in employee training, which empowers individuals to be confident in the workplace and perform at their best.

*“Thank you Sara for the really great leadership training for my UK staff and I can honestly say they have enjoyed and learned loads from you and the course.”*

**Richard, Head of Health Tech**



	DURATION	STAFF TRAINING	MANAGERS TRAINING
Advanced Communication Skills	7.5 hours (3)		X
Business Phone and Email Etiquette	3.5 hours	X	
Coaching with Impact	6 hours (2)		X
Cultivating Cultural Awareness	4.5 hours	X	
Customer Service Conflict Resolution	6 hours (2)	X	
Customer Service Fundamentals	3.5 hours	X	
Delegate to Develop Employees	3.5 hours		X
Develop & Demonstrate Leadership Programme	6 modules		X
Developing Confidence and Assertiveness	6 hours (2)		X
Developing Emotional Intelligence	4 hours		X
Effective Team Communication	3.5 hours	X	
Equality, Diversity & Inclusion in the Workplace	3.5 hours	X	
Establishing Boundaries with Customers	4 hours	X	
Grooming Excellence - Elevating Your Professional Image	2 hours	X	
HR Skills for non-HR Managers	6 hours (2)		X
Leadership Essentials for Supervisors	7.5 hours (3)		X
Managing Stress at Work	6 hours	X	
Motivating Yourself and Your Team	4 hours		X
Mastering Productivity: Effective Time Management	6 hours (2)		X
Powerful Presentations	6 hours	X	
Professional Excellence Fundamentals	3.5 hours	X	
Team Building Workshop	6 hours	X	
Time Management and Personal Productivity	3 hours	X	



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### **Staff Training**

- ❖ Business Phone and Email Etiquette
- ❖ Cultivating Cultural Awareness
- ❖ Customer Service Conflict Resolution
- ❖ Customer Service Fundamentals
- ❖ Effective Team Communication
- ❖ Equality, Diversity & Inclusion in the Workplace
- ❖ Establishing Boundaries with Customers
- ❖ Grooming Excellence - Elevating Your Professional Image
- ❖ Powerful Presentations
- ❖ Professional Excellence Fundamentals
- ❖ Managing Stress at Work
- ❖ Team Building Workshop
- ❖ Time Management and Personal Productivity



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## **Business Phone and Email Etiquette**

This half-day course is designed to equip participants with the essential skills and best practices for professional communication via phone and email. Through interactive exercises, practical tips, and real-world examples, participants will learn how to effectively convey professionalism, build rapport, and leave a positive impression in their everyday business communications.

### **Course objectives:**

- Understand the importance of professional communication in phone and email interactions.
- Learn best practices for answering and making business phone calls.
- Master techniques for writing clear, concise, and professional emails.
- Develop strategies for managing phone and email communication efficiently.
- Learn how to understand customer's needs over the phone.
- Acquire skills to build rapport with customers in phone and email interaction.

### **Course details:**

- The fundamentals of answering and making professional phone calls
- Developing a confident voice and using the right words
- Responding naturally, professionally, and with empathy during phone interactions
- Active listening - engaging individually not automatically
- Asking the right questions to understand customer's needs
- Handling calls transfers effectively - top tips
- Writing clear and concise email subject lines and messages
- Common mistakes to avoid when writing emails
- Best practices for building rapport over the phone and email
- Strategies to deliver excellent customer service through phone and email interactions

### **Course outcomes:**

By the end of this half-day course participants will be able to answer phone calls and emails with confidence and professionalism, using the right words in every situation.

Participants will learn how to engage in active listening to understand customers' needs thoroughly, and how to write concise and effective emails.

Additionally, they will learn strategies to build rapport, and to foster positive relationships with customers over both phone and email communication.

### **Evaluation:**

At the end of the course, participants will undergo a quiz designed to assess their skills and track their development over the duration of the training.





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## Cultivating Cultural Awareness

This one-day course is designed to equip participants with the knowledge, skills, and attitudes necessary to navigate and thrive in diverse cultural environments. Through a combination of theory, practical exercises, and real-world case studies, participants will develop a deeper understanding of cultural diversity, enhance their communication and interpersonal skills, and foster a more inclusive and respectful workplace.

### Course objectives:

- Understand the concept of culture and its impact on behaviour, values, and communication.
- Recognise and appreciate cultural diversity, including differences in customs, beliefs, and worldviews.
- Develop cultural intelligence and sensitivity to effectively interact with people from diverse backgrounds.
- Identify and challenge personal biases and stereotypes.
- Communicate and work respectfully and effectively across cultures.
- Foster an inclusive and supportive environment for diverse perspectives and experiences.

### Course details:

- What is cultural awareness?
- Impact of culture on behaviour and communication
- Understanding and challenging cultural stereotypes and biases
- Working effectively across cultures
- Cultural adaptation and flexibility with colleagues and customers
- Verbal and non-verbal communication across cultures
- Overcoming language barriers and common misunderstandings
- Best practices for communicating with specific cultures and countries
- Handling conflicts and misunderstandings respectfully - top tips
- Putting theory into practice: case studies and real-world scenarios

### Course outcomes:

By the end of this one-day course participants will be able to navigate the complexities of cultural diversity with confidence, empathy, and respect.

Participants will have a better understanding of how culture affects the way they behave and communicate. They'll also gain skills to work well with people from different cultures, adapting to new situations and communicating effectively, both verbally and non-verbally.

### Evaluation:

At the end of the course, participants will undergo a quiz designed to assess their skills and track their development over the duration of the training.

## Customer Service Conflict Resolution

Turning conflict into opportunities for satisfaction and loyalty

### Course objectives:

The objective of this one-day course is to:

1. Provide participants with an understanding of the common causes of customer conflicts.
2. To equip participants with effective communication skills and techniques to diffuse difficult situations with customers.
3. To teach participants how to identify the underlying concerns and needs of customers during a conflict.
4. To empower participants to use empathy and active listening to build rapport and resolve conflicts with customers.
5. To help participants develop practical strategies and tools to handle and resolve customer conflicts in an assertive, professional, and timely manner.

### Course duration:

This one-day course can run over a single session of 6 hours, or over 2 separate sessions of 3 hours each and will include a series of practical activities, which will be tailored towards the individual needs and requirements of the participants.

### Course details:

#### Part 1

- Reflecting on conflict: review of your own past experiences
- Understanding the nature of conflict with customers: its causes, triggers, and impacts
- Managing your emotions and maintaining professionalism when conflict arises
- Active listening - treating challenging customers with empathy
- De-escalation techniques: learning how to calm down tense situations and prevent customer complaints from escalating
- The 5 conflict management styles: how to recognise them and use them effectively

#### Part 2

- Assertive conflict resolution: working toward a win-win outcome in every situation
- Mastering communication with customers - appropriate language, posture and gestures
- Resolving conflict with confidence: common pitfalls to avoid
- Turning the situation around: top tips to transform customers' frustration into satisfaction
- Conflict resolution in action - putting theory into practice in a safe environment

### **Course outcomes:**

By the end of this one-day course participants will be able to:

1. Identify and understand the causes of customer conflicts.
2. Use active listening and empathy to diffuse tensions and improve communication with customers.
3. Apply a range of conflict resolution techniques
4. Maintain a professional attitude and handle difficult customer interactions with confidence.
5. Use both verbal and nonverbal communication effectively in conflict situations
6. Develop a better understanding of customers' needs and concerns, leading to more personalised solutions.
7. Resolve customer conflict more efficiently, decreasing negative feedback and complaints.
8. Analyse conflicts and determine the best approach for resolution.
9. Develop a plan for resolving customer conflicts in a timely manner, reducing customers' frustration and dissatisfaction.

### **Evaluation:**

At the end of the course, participants will go through a series of role-play activities to assess their skills and development throughout the course.

## Customer Service Fundamentals

Creating a Positive and Engaging Customer Experience

### Course objectives:

The objective of this course is to help participants develop the essential customer service skills necessary to deliver an outstanding experience to every guest.

The course will enhance the staff's ability to engage with guests in an open, genuine, and positive way, and will provide practical tools for creating a welcoming environment.

In addition, the training will boost the participants' confidence in carrying out everyday interactions and will empower them to handle difficult conversations with assertiveness.

### Course duration:

The course will run over 3.5 hours and will include a series of step-by-step techniques and practical activities tailored towards the individual needs and requirements of the participants.

### Course details:

- Using voice, body language and words to create a great first impression
- Developing the ability to respond naturally, positively and enthusiastically to guests to create an exceptional experience
- Offering assistance and following up
- Maintaining a positive and outgoing attitude - avoiding the common pitfalls of negativity, automation, lack of confidence and hesitation
- Responding to challenging guest's requests assertively
- A series of tailored roleplays with the participants designed to develop and boost their positivity and confidence

### Course outcomes:

By the end of the course, participants will have:

- Understood how to create a positive first impression with guests
- Adopted a consistent, professional and positive communication style when speaking with guests
- Developed skills in engaging with guests and following up with their enquiries effectively
- Practised how to handle difficult conversations with guests

### Evaluation:

At the end of the course, participants will go through a series of role-play activities to assess their skills and development throughout the course.

## Effective Team Communication

Strengthening Relationships and Improving Performance

### Course objectives:

The objective of this course is to help participants communicate effectively, build trust and collaboration with other team members, and foster a culture of accountability.

The course will also focus on strategies for giving and receiving feedback with assertiveness and empathy.

In addition, the course will boost participants' confidence in everyday interactions with colleagues.

### Course duration:

The course will run over 3.5 hours and will include a series of step by step techniques and practical activities tailored towards the individual needs and requirements of the participants.

### Course details:

- Understanding the characteristics of a high-performing team
- Identifying and overcoming barriers to effective team communication
- Building trust and collaboration: Strategies to strengthen team dynamics
- Group activity
- Techniques for confident and empathetic feedback exchange
- A series of tailored role plays and group activities to practise

### Course outcomes:

By the end of the course, participants will be able to:

- Implement strategies for overcoming common communication barriers and foster trust with other team members
- Communicate with confidence and assertiveness in the workplace
- Deliver genuine and constructive feedback to colleagues
- Receive feedback from others with an open and non-defensive mindset
- Apply new knowledge and skills to real-world scenarios

### Evaluation:

At the end of the course, participants will go through a series of role-play activities to assess their skills and development throughout the course.

## Equality, Diversity & Inclusion in the Workplace

### Course objectives:

The objective of this half day course is to provide participants with an understanding of the importance of Equality, Diversity, and Inclusion in the workplace, and equip them with practical strategies to promote a diverse and inclusive work environment.

The course aims to help participants differentiate between bullying, harassment, and respectful behaviour, and develop skills for effective communication across diverse backgrounds.

### Course details:

- Why Equality, Diversity, and Inclusion matters in the workplace
- Understanding stereotypes, prejudice, and discrimination
- Overview of relevant legislation and regulations
- Bullying and Harassment - recognising the behaviours and understanding the difference
- What are unconscious biases?
- Different types of unconscious biases
- The impact of biases on decision-making and behaviour at work
- How to foster a culture of respect and belonging
- Using inclusive language
- How to communicate effectively and respectfully with colleagues from diverse backgrounds
- Identifying personal and organisational action steps
- Committing to ongoing EDI efforts

### Course outcomes:

By the end of this half-day course, participants will gain a deeper understanding of why EDI is vital in the workplace, and what are the best practices to have respectful interactions. By understanding relevant legislation and regulations, participants will also gain confidence in addressing uncomfortable or inappropriate situations.

### Evaluation:

At the end of the course, participants will undergo a quiz designed to assess their skills and track their development over the duration of the training.

## Establishing Boundaries with Customers

### Course objectives:

The objective of this course is to equip participants with the skills and techniques necessary to establish and maintain healthy boundaries with customers, promoting professionalism and ensuring a positive customer experience.

### Course duration:

The course will run over 4 hours and will include a series of step-by-step techniques and practical activities tailored towards the individual needs and requirements of the participants.

### Course details:

- What are boundaries in a customer service context?
- The importance of setting boundaries to maintain professionalism and customer satisfaction
- Personal space - maintaining appropriate physical and emotional distance
- Identifying and overcoming common challenges when setting boundaries with customers
- How to recognise signs of boundary violations
- Setting clear expectations when managing customer demands
- Assertive communication: Saying 'no' politely and respectfully
- Remaining calm and professional during challenging interactions - top tips
- Respecting other people's boundaries
- Strategies for consistent boundary maintenance in ongoing customer interactions
- Importance of self-care and support mechanisms for maintaining healthy boundaries
- Role-play activity: Practising boundary-setting strategies in simulated scenarios

### Course outcomes:

After completing this course, participants will have a comprehensive understanding of the importance of setting boundaries in customer service interactions. They will gain the skills necessary to maintain professionalism and enhance customer satisfaction by navigating personal space boundaries effectively and recognising signs of boundary violations.

Additionally, participants will be able to confidently manage customer demands whilst remaining calm and composed during challenging interactions.

### Evaluation:

At the end of the course, participants will undergo a quiz designed to assess their skills and track their development over the duration of the training.

## Grooming Excellence

Elevating Your Professional Image

### Course objectives:

Creating a positive first impression is crucial in the field of customer service. This session, building on the principles taught in our '**Customer Service Fundamentals**' and '**Professional Excellence Fundamentals**' courses, aims to provide participants with the necessary knowledge and skills to maintain high grooming standards in professional settings. By cultivating a neat and tidy appearance, participants can enhance professionalism and improve customer satisfaction levels.

### Course duration:

This course will typically be delivered in a single session of 2 hours and will include a series of step-by-step techniques, activities and discussions tailored towards the individual requirements of the participants.

### Course participants:

To maximise the effectiveness of the session and tailor the content to the specific grooming needs of participants, it is recommended to have single-sex groups for this course.

### Course details:

- The importance of grooming in creating a positive first impression
- Taking care of yourself: nails, skincare, and personal hygiene
- Knowing what to wear and how to meet dress-code expectations
- The importance of well-fitted and clean uniforms in projecting professionalism
- Best practices for hair grooming (including hairstyles, hair length, and facial hair)
- Guidelines for minimal and natural-looking makeup - including tips for different skin tones
- Interactive demonstration: Simple makeup and hairstyles techniques
- Guidelines for accessorising appropriately (including jewellery, watches, ties, etc)
- Addressing body art: what to do about tattoos and piercings
- Body language top tips to always convey confidence and professionalism

### Course outcomes:

By the end of this course participants will be equipped with the knowledge and skills necessary to create a positive first impression in customer service settings through excellent grooming practices. They will understand the importance of grooming in customer interactions and will have learned techniques for personal care, attire selection, and grooming maintenance, to be able to consistently present themselves professionally.





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## Powerful Presentations

### Course objectives:

The objective of this one-day course is to equip participants with the knowledge and skills necessary to deliver engaging presentations with confidence. Participants will be able to structure and plan presentations effectively, develop clear objectives for their presentations and be able to overcome objections from the audience.

### Course participants:

This course is designed for all types of speakers, ranging from novice to more experienced presenters. The sessions will guide participants with a range of practical techniques and activities, which will be tailored towards their needs and requirements.

### Course details:

- Overcoming fear of presenting
- Qualities of an effective presenter: Appearance, voice, and body language
- Understanding your audience
- The importance of clear objectives and a structured approach
- 8 key steps for successful planning and structuring
- Having a great opening to capture the audience attention
- Top tips to project confidence whilst presenting
- How to remember your presentation
- Using visual aid to making your presentation interactive
- Engaging your audience - does and don'ts
- Maintaining audience interest during longer presentations
- How to handle difficult questions and unexpected challenges
- Overcoming technical problems
- How to powerfully close your presentation to leave a lasting impression
- Practice session: deliver a prepared presentation

### Course outcomes:

By the end of the course, participants will have acquired the knowledge and skills essential for delivering captivating presentations with confidence. They will be equipped to apply a wide range of techniques and tools to effectively plan and structure clear and engaging presentations. Additionally, participants will learn how to engage with the audience, meet their expectations, and effectively handle objections and difficult situations.

### Evaluation:

At the end of the course, participants will have the opportunity to deliver a presentation on a topic of their choice, to assess their skills and development throughout the course.

## Professional Excellence Fundamentals

### Course objectives:

The objective of this course is to help participants develop essential skills for providing excellent customer service and projecting a professional image.

Throughout the course, participants will learn how to genuinely and positively interact with both internal and external customers, whether in-person or on the phone. They will also receive practical tips to foster a helpful and accountable attitude at work.

In addition, the training will boost participants' confidence in carrying out everyday interactions and empower them to handle difficult conversations with assertiveness.

### Course duration:

The course will run over 3.5 hours and will include a series of step-by-step techniques and practical activities tailored towards the individual needs and requirements of the participants.

### Course details:

- Understanding the benefits of delivering excellent service
- Presenting yourself professionally: using your voice, body language, and the right words
- Responding naturally, positively, and with empathy during face-to-face and phone interactions
- Developing a service attitude and taking responsibility at work
- Assisting internal and external customers effectively and following up on enquiries
- Handling challenging conversations with confidence and assertiveness - top tips
- A series of tailored roleplays with the participants designed to develop their skills and boost their confidence

### Evaluation:

At the end of the course, participants will undergo a quiz designed to assess their skills and track their development over the duration of the training.

## Managing Stress at Work

### Developing Emotional Resilience

#### Course objectives:

The objective of this one-day course is to equip participants with a comprehensive understanding of stress, and its impact on their mental and physical well-being, and on their performance at work.

Participants will develop self-awareness of their stress triggers and patterns, enabling them to proactively recognise and address stress at work.

Additionally, the course aims to provide participants with effective time management techniques and strategies to manage availability at work, fostering a healthy work-life balance and reducing feelings of overwhelm.

#### Course details:

- What is stress: causes, physical and mental impact
- Identifying your stress triggers
- Group activity: stress triggers they face in their daily work lives
- How stress influences your behaviour at work
- How to say 'no' - avoiding overcommitment and burnout
- Prioritisation and task organisation
- Prioritising exercise
- Incorporating mindfulness in your routine
- Top tips for reducing your stress levels at work
- Group discussion: stress-relief techniques and coping strategies
- How to respond more positively to stressful situations
- Recognising signs of stress in others
- Providing support to colleagues
- Activity in pairs
- Developing your own coping strategies to deal with stress effectively

#### Course outcomes:

By the end of this one-day course, participants will have a better understanding of stress and how it affects them.

They will learn to recognise what triggers their stress and how it impacts their behaviour and performance at work. Through practical exercises and discussions, participants will learn practical ways to manage their time better and find a balance between work and personal life.

Additionally, participants will also practise techniques to reduce stress and build resilience.

## Team Building Workshop

### Course objectives:

The objective of this workshop is to enhance team cohesion, communication, and collaboration through experiential activities and discussions, fostering a positive and productive team environment.

### Course duration:

The workshop typically runs over a single session of 6 hours, but this can vary depending on the client's needs and requirements.

### Course participants:

This workshop is designed for both new and existing teams.

### Course details:

- What are the characteristics of effective teams?
- Understanding the stages of team development
- Importance of trust in team dynamics
- Group activity - developing trust within the team
- Recognising individual strengths and roles within the team
- Group activity - what is your role?
- Facilitated discussion: leveraging strengths for team success
- Effective and positive communication strategies for teams
- Group activity - listening to and acknowledging input from others
- Collaborative problem-solving and decision-making
- Group activity - working together towards a solution
- Best practices for managing and resolving conflicts with colleagues
- Building stronger relationships - actionable steps and future commitments

### Course outcomes:

Through this workshop, participants will develop a deeper understanding of effective team dynamics and collaboration. Through activities and discussions, participants will engage in building trust within their team and recognising individual strengths and roles. They will become an effective working team through active listening practice, acknowledging input from others, and learning collaborative problem-solving techniques.

Additionally, participants will gain insights into managing conflicts with colleagues and building stronger relationships.

## **Time Management and Personal Productivity**

### Prioritising & Planning

#### **Course objectives:**

The objective of this course is to help the team develop their time management skills, to create a more effective and productive working style, and to eliminate negative habits.

The sessions will guide the participants on how to identify and prioritise tasks, plan and organise their daily and weekly workload, with a range of practical time management techniques.

In addition, the course will focus on eliminating timewasters, thereby enhancing the participants' ability to manage their time and be more productive.

#### **Course duration:**

This half day course will run over a single session of 3 hours and will include a series of practical activities, which will be tailored towards the individual needs and requirements of the participants.

#### **Course details:**

- Recognising individual barriers to successful time management
- Understanding prioritisation frameworks
- Group activity
- Techniques for managing your time and prioritising effectively
- Productive planning – maximising your time at work
- Breaking the habits that hold you back - overcoming procrastination & perfectionism

#### **Course outcomes:**

By the end of the course, participants will have a wide range of techniques and tools to effectively manage their time and will help them to recognise individual habits that are holding them back. The sessions will provide practical exercises and activities to demonstrate how best to put these into practice in the most effective and productive way.



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## Managers Training

- ❖ Advanced Communication Skills
- ❖ Coaching with Impact
- ❖ Delegate to Develop Employees
- ❖ Developing Confidence and Assertiveness
- ❖ Developing Emotional Intelligence
- ❖ HR Skills for non-HR Managers
- ❖ Leadership Essentials for Supervisors
- ❖ Managing Teams
- ❖ Mastering Productivity: Effective Time Management

## Advanced Communication Skills

### Course objectives:

The objective of this course is to enhance participants' communication skills to a more advanced level, enabling them to effectively convey messages, build rapport, and handle challenging communication situations in various contexts.

### Course duration:

The training course is structured into three modules, each spanning 150 minutes. This allows participants to delve deeply into each topic while maintaining focus and engagement throughout the sessions.

Each module includes various activities that provide participants with opportunities to practise and reinforce their learning. These activities are designed to enhance understanding, foster skill development, and encourage active participation, ensuring that participants can immediately apply what they've learned in their role.

### Leadership Communication

- Enhancing your presence as a leader
- Advanced listening skills
- Strategies for showing empathy in communication
- Recognising different communication styles
- Assertive communication techniques
- Group activity

### Motivation and Team Building

- Understanding motivation
- Motivating yourself as a leader
- Building genuine rapport with your team
- Motivating your team
- Flexibility in communication: adapting to different people
- Interactive exercises



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## **Conflict Resolution and Feedback**

- Identifying the first signs of conflict and taking action accordingly
- Developing competencies and techniques for handling conflict
- Dealing with criticism and feedback from others
- Delivering constructive feedback
- Role-play scenarios

### **Evaluation:**

At the end of the course, participants will go through a series of role-play activities to assess their skills and development throughout the course.





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## Coaching with Impact

Coaching for Performance & Development

### Course objectives:

The objective of this one-day course is to help participants develop effective coaching skills, to better motivate their team, increase employees' autonomy and their sense of mastery in day-to-day operations.

The course will focus on understanding how to inspire employees to take ownership of their work, as opposed to telling them what to do, and on how to make a positive impact on performance and culture through coaching.

### Course duration:

This one-day course can run over a single session of 6 hours, or over 2 separate sessions of 3 hours each and will include a series of practical activities, which will be tailored towards the individual needs and requirements of the participants.

### Course details:

- The true essence of coaching
- Understanding and overcoming personal coaching barriers
- 2 ways of coaching - why you need both in the workplace
- Building your coaching habit
- Asking powerful questions during coaching sessions
- How to become an active listener when coaching
- Challenging your employees for growth
- Taking the next step and building momentum
- Managing your employees accountability
- How to give feedback focused on the future
- Working through employees resistance
- Coaching in action

### Course outcomes:

By the end of this one-day course participants will gain an understanding of how to deliver effective coaching, to both enhance employees' performance and unlock their potential.

Through a series of exercises and activities, they will learn how to ask the right questions when coaching, empower employees to lead the conversation rather than taking control of it, create a stronger connection with their team and how to offer relevant and genuine support in all circumstances.

### Evaluation:

Participants will go through a series of role-play activities specifically designed to assess their skills and development throughout the course.

## **Delegate to Develop Employees**

Motivate & Avoid Abdication

### **Course objectives:**

The objective of this course is to help participants develop effective delegation skills, not only to facilitate their own time management but also to develop and motivate their team.

The course will focus on understanding the correct process when delegating tasks and will guide participants to carry out clear briefing conversations and offer adequate support to their employees when delegating responsibilities.

### **Course duration:**

This half day course will run over a single session of 3.5 hours and will include a series of practical activities, which will be tailored towards the individual needs and requirements of the participants.

### **Course details:**

- Identifying and overcoming the obstacles to effective delegation
- Understanding how much control to keep and how much freedom to give when delegating
- The delegation Matrix: how to select the appropriate style when delegating
- Giving genuine and constructive feedback
- How to drive your employees accountability
- Putting theory into practice: the 8 steps of successful delegation

### **Course outcomes:**

By the end of this course participants will gain an understanding of what stops them personally from delegating, and they will develop effective delegation skills through a proven step by step process.

In addition, they will have the opportunity to practise delegation in a supportive environment and learn how to implement the correct management style in every situation through a series of exercises and activities.

### **Evaluation:**

At the end of the course, participants will go through a series of activities to assess their skills and development throughout the course.

## Developing Confidence and Assertiveness

### Course objectives:

By the end of this one-day course, participants will learn how to communicate confidently in their roles and present themselves effectively as leaders.

The course will help participants become more self-aware and develop assertiveness skills to appear poised and self-assured in their everyday interactions with both guests and colleagues.

It will also focus on identifying personal obstacles that may hinder their progress and provide practical guidance and techniques to overcome these challenges in their role.

Ultimately, participants will be able to perform effectively as leaders, with confidence and presence.

### Course duration:

This course can run over a single session of 6 hours, or over 2 separate sessions of 3 hours each.

### Course outline:

- The importance of confidence and assertiveness in leadership roles
- Identifying personal obstacles to confidence
- Self-awareness exercises: understanding how others perceives you
- Mastering body language to project confidence as a leader
- Overcoming self-doubt and managing inner critic
- Introduction to a range of techniques to enhance your confidence
- Assessing your individual communication style
- Understanding the 4 communication styles
- Developing assertiveness
- Managing emotions: build gravitas by working on your emotional intelligence
- Practice session on assertive conversations
- Navigating new circumstances with confidence - top tips

### Course outcomes:

By the end of this course, participants will acquire the skills and knowledge to have a confident leadership presence. Through activities that boost self-awareness, they will identify what holds them back and learn to be more assertive in their interactions.

Participants will also learn to manage self-doubt and project confidence through their voice and body language. By understanding different communication styles and practising assertive conversations, they will acquire practical tools to lead with confidence and emotional intelligence.

### Evaluation:

Participants will go through a series of activities and group discussions designed to assess their skills and development throughout the course.



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## Developing Emotional Intelligence

### Course objectives:

The objective of this training is to equip managers with the essential skills and knowledge to enhance their emotional intelligence, enabling them to lead effectively, manage teams with empathy, and navigate complex workplace dynamics with confidence.

### Course duration:

This course will run over a single session of 4 hours and will include a series of practical activities, which will be tailored towards the individual needs and requirements of the participants.

### Course details:

- What is Emotional Intelligence (EQ)?
- The key components of EQ: self-awareness, self-management, empathy, relationships, and motivation
- Group discussion - the role of EQ in leadership
- Developing self-awareness: Recognising emotions, strengths, and weaknesses
- Managing stress, impulses, and reactions
- Self-reflection exercises: Enhancing self-awareness and self-regulation skills
- Leading with empathy: Understanding others' perspectives and emotions
- Providing feedback with empathy
- Analysing real-world scenarios
- Resolving conflicts with EQ: How to develop a 'Yes, And' attitude
- Role-play scenarios

### Course outcomes:

By the end of this course, managers will have acquired a deeper understanding of emotional intelligence and its application in leadership roles. They will have developed practical skills to enhance self-awareness, regulate emotions, empathise with others, and navigate interpersonal dynamics effectively. With a focus on group discussions and interactive activities, participants will be equipped to lead with emotional intelligence, foster positive workplace relationships, and drive organisational success.

### Evaluation:

At the end of the course, participants will go through a series of activities to assess their skills and development throughout the course.



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## HR Skills for non-HR Managers

### Course objectives:

The objective of this one-day training course is to equip managers and supervisors with the essential skills and knowledge required to effectively manage employee absence and address performance issues in the workplace.

Participants will learn best practices for handling absence-related matters, understanding different levels of sickness, and implementing a firm yet fair approach to attendance. The course will also cover performance management techniques, including how to address poor performance and engage in a capability process while providing coaching for underperforming employees.

### Course duration:

This course can run over a single session of 6 hours, or over 2 separate sessions of 3 hours each.

### Course details:

- Understanding the importance of effective absence management
- The impact of absence on productivity, morale, and team dynamics
- Defining short-term, long-term, and intermittent sickness
- Recognising genuine sickness from non-genuine cases
- Developing an absence management policy that balances empathy and accountability
- Addressing frequent absence patterns and excessive sick leave
- Strategies for reducing absenteeism and promoting a healthy work environment
- The purpose and benefits of return to work interviews
- Techniques for conducting effective and supportive return to work conversations
- Understanding the role of performance management in achieving organisational goals
- Setting performance expectations and goals
- Identifying signs of poor performance and its impact on the team
- Strategies for addressing performance issues proactively and constructively
- Introduction to the capability process and its purpose
- Effective coaching techniques for supporting underperforming employees
- Building a coaching plan to help employees improve performance
- Role-playing exercises and case studies to practise absence management and performance improvement scenarios
- Creating action plans for implementing the knowledge gained in the workshop

### Course outcomes:

By the end of this training course, managers and supervisors will be equipped with the necessary tools and strategies to manage absence effectively, address performance issues proactively, and foster a positive and productive work environment. Participants will be able to handle delicate situations with confidence and fairness while promoting employee growth and engagement.

## Leadership Essentials for Supervisors

### Course objectives:

The objective of course is to help participants develop the essential leadership skills to lead their team and perform with confidence in their supervisory role.

The course will focus on strengthening relationships with team members and improving everyday communication at work.

The course will enhance the participants ability to give and receive feedback for improved team engagement and performance and will boost their confidence through a series of activities and role plays tailored towards their individual needs and requirements.

### Course duration:

The training course is divided into three modules, each spanning 150 minutes. This allows participants to delve deeply into each topic while maintaining focus and engagement throughout the sessions.

Each module includes various activities that provide participants with opportunities to practise and reinforce their learning. These activities are designed to enhance understanding, foster skill development, and encourage active participation, ensuring that participants can immediately apply what they've learned in their role.

### Course participants:

This course is designed for individuals who currently hold or aspire to hold supervisory, or team leader roles within the organisation. This includes individuals who oversee teams, departments, or projects and are responsible for guiding, motivating, and managing the performance of their team members.

### Course details:

#### Introduction to Leadership

- Key characteristics of effective leadership
- Understanding the role of a supervisor as a leader: responsibilities and expectations
- Being a role model: Inspiring and motivating your team through personal example
- Building rapport with team members

#### Communication Skills

- How communication and trust impact team performance
- How to communicate effectively in 1-2-1 and group interactions
- Active listening practise session
- Establishing clear expectations for team performance
- An introduction to delegation of tasks and responsibilities



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### **Giving and Receiving Feedback**

- Providing constructive feedback to improve performance
- Guidelines for receiving feedback without taking it personally
- Mentoring team members to enhance skills and achieve goals
- Practice session on giving feedback in a professional and constructive way

### **Course outcomes:**

By the end of this course, supervisors and team leaders will have gained essential leadership skills and techniques to effectively lead and manage their teams with confidence. Through interactive activities, role-plays, and discussions, participants will have the opportunity to practise and apply their learning in a supportive environment.

### **Evaluation:**

Participants will go through a series of activities and role-plays specifically designed to assess their skills and development throughout the course.

## Motivating Yourself and Your Team

Engage, Empower, Elevate

### Course objectives:

The objective of this course is to equip leaders with the knowledge and skills necessary to effectively motivate and inspire their teams, fostering a culture of engagement, productivity, and success.

### Course duration:

This course will run over a single session of 4 hours and will include a series of practical activities, which will be tailored towards the individual needs and requirements of the participants.

### Course Details:

- Exploring motivational theories
- Understanding the psychology of motivation
- The importance of motivation in team performance
- Self-awareness and self-motivation as a leader
- Personal development strategies for continuous motivation
- Understanding individual and team motivations
- Is money a motivator?
- How to develop authentic relationships with team members
- Tailoring motivational strategies to meet diverse needs
- Adapting your leadership approach to different personalities
- How to motivate underperforming or struggling employees
- Group activities and role-playing scenarios

### Course outcomes:

By the end of this course, participants will have gained a deep understanding of motivation theories and practical strategies for motivating themselves and their teams. They will be equipped with communication skills to build genuine rapport, adaptability to connect with diverse team members, and practical techniques to inspire and motivate their teams towards success.

### Evaluation:

Participants will go through a series of group discussions and role-plays designed to assess their skills and development throughout the course.



## Mastering Productivity

Effective Time Management - Assertive Delegation

### Course objectives:

The objective of this course is to help the team develop their time management and delegation skills, to create a more effective and productive working style, and to eliminate negative habits.

The sessions will guide the participants on how to identify and prioritise tasks, with a range of practical time management techniques. In addition, the course will focus on overcoming procrastination and eliminating timewasters, thereby enhancing the participants' ability to manage their time and delegate successfully.

### Course duration:

The course will normally run over 2 linked sessions, with a total of 5 hours of training. The second session will include a series of practical activities, which will be tailored towards the individual needs and requirements of the participants.

### Course details:

- Recognising individual barriers to successful time management
- Understanding the Priority Quadrants Matrix
- Techniques for managing your time and prioritising effectively
- Productive planning – maximising your time in practice
- Establish solutions to reduce the impact of 'time wasters'
  
- Assertive Delegation – what is holding you back?
- The benefits of delegation (for you and your team)
- The Management Continuum – the key stages to true delegation
- Putting theory into practice – 8 easy steps
- Overcoming procrastination and perfectionism– what really works for me?

### Course outcomes:

By the end of the course, participants will have a wide range of techniques and tools to effectively manage their time and will help them to recognise individual habits that are holding them back.

In addition, the sessions will provide practical exercises and activities to demonstrate how best to put these into practice in the most effective and productive way.

Finally, participants will understand the importance of delegation, and how this can be undertaken in a series of simple and gradual steps, to ensure their team truly understands the task they have been given and are empowered to deliver on their delegated responsibilities.



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## **Develop & Demonstrate Leadership Programme**

- ❖ Information
- ❖ Module 1 - Unleashing Your Potential
- ❖ Module 2 - Mastering Confidence
- ❖ Module 3 - Communicating Effectively
- ❖ Module 4 - Maximising Productivity
- ❖ Module 5 - Empowering Your Team
- ❖ Module 6 - Managing Conflict at Work

## Information

**Develop & Demonstrate** is our high value, highly impactful 6-month programme - showing, supporting, and guiding you to get consistent success and growth in your leadership role.

*“I had some staff that were not confident in their roles and wanted some extra training in staff management. I had previously been trained by Sara and immediately thought she would be great to teach my team because I learnt a lot from our sessions.*

*Sara really helped explain every eventuality and scenario to help me understand how to overcome certain problems and gain confidence in my own self-awareness and I truly believe that I have become a better manager because of this. Sara explained everything in a very clear and easy to understand way and gave many examples which helps put yourself in the situation.*

*I would use Sara again and again and would 100% recommend her to anyone that needs any extra training or new skills as she has the ability to connect with people and make them feel comfortable and at ease. We had all face-to-face training sessions which made a big difference and had only positive feedback from the team.”*

**Laura, Finance Manager**

### **These are the transformational outcomes we'll get together:**

- Build on your strengths and reduce your weaknesses
- Project confidence, and develop 'Presence' as a Leader
- Manage your time and delegate effectively
- Motivate, mentor and positively drive your team
- Communicate and resolve conflict assertively in a diverse workplace

### **What we will work on:**

- Define your goals and objectives
- Understand and overcome the roadblocks that are stopping you from being truly successful in your leadership role
- Develop a tailor made step by step action plan
- Practical actions and techniques to achieve your goals tailored to your skills and experience



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### What is included:

- Proven practical techniques that you can action immediately
- Training material
- Monthly group training sessions
- Monthly group coaching sessions
- Email support, mentoring and guidance from the trainer



## MODULE 1 - UNLEASHING YOUR POTENTIAL

### Leadership Styles & Goal Setting

#### Module objectives:

The objective of this module is to provide participants with a comprehensive understanding of leadership and equip them with the necessary skills to excel in their roles.

Participants will understand how leadership skills complement managerial skills, and gain clarity on the expectations placed on leaders, including making effective decisions, strategic thinking, and team management.

In this module participants will also learn how to effectively communicate and align the organisational vision with both their work and their team's work.

Moreover, the course will guide participants in identifying their strengths and areas for improvement, setting goals, and creating an action plan for their professional growth.

#### Module outline:

- Introduction to leadership and its significance in organisations
- Qualities of effective Leaders
- Manager or Leader?
- Understanding key responsibilities and expectations of leaders
- The 3 key areas a Leader should focus on
- Making the business vision 'live' for yourself and your team
  
- Identifying personal strengths and areas for improvement
- What's your leadership style?
- Understanding the 4 leadership styles and the key differences between them
- The impact of different leadership styles on team dynamics and performance
- Setting goals for yourself and your team
- Creating an action plan for self-development

## MODULE 2 - MASTERING CONFIDENCE

### Imposter Syndrome & Assertiveness

#### Module objectives:

By the end of this module, participants will learn how to communicate confidently in their roles and present themselves effectively as leaders.

The course will help participants become more self-aware and develop assertiveness skills to appear poised and self-assured in their everyday interactions with both guests and colleagues.

It will also focus on identifying personal obstacles that may hinder their progress and provide practical guidance and techniques to overcome these challenges in their role.

Ultimately, participants will be able to perform effectively as leaders, with confidence and presence.

#### Module outline:

- The importance of confidence and assertiveness in leadership roles
- Identifying personal obstacles to confidence
- Self-awareness exercises: understanding how others perceives you
- Overcoming self-doubt and managing inner critic
- Mastering body language to project confidence as a leader
- Introduction to a range of techniques to enhance your confidence
  
- Assessing your individual communication style
- Understanding the 4 communication styles
- Developing assertiveness
- Managing emotions: build gravitas by working on your emotional intelligence
- Practice session on assertive conversations

## MODULE 3 - COMMUNICATING EFFECTIVELY

### Communication Styles & Feedback

#### Module objectives:

The objective of this module is to help participants develop the effective communication skills to perform with confidence in their leadership role.

The course will focus on improving everyday communication at work, developing assertiveness, verbal and nonverbal communication and active listening, and will also enhance the participants ability to give and receive feedback for improved team engagement and performance.

In addition, the training will boost the participants' confidence and learning through a series of activities and role plays tailored towards their individual needs and requirements.

#### Module outline:

- How poor communication impacts the team's performance
- What is effective communication?
- 4 types of communication and how to excel in all of them
- Effective 1-2-1 and group communication
- The importance of giving feedback to staff to improve engagement and performance
- What to do before giving feedback to employees
- Guidelines and strategies for giving effective feedback
  
- Balanced feedback: the good and the bad cycle
- How to give difficult feedback - the right words to use in difficult situations
- Practice session on giving feedback in a professional and constructive way
- Challenges when receiving feedback from others
- How to ask for feedback from your team and upper management
- Criticism at work: how to receive feedback without sounding defensive

## MODULE 4 - MAXIMISING PRODUCTIVITY

### Time Management & Delegation

#### Module objectives:

The objective of this module is to help participants develop their time management and delegation skills, to create a more effective and productive working style, and to eliminate negative habits.

The sessions will guide the participants on how to identify and prioritise tasks, with a range of practical time management techniques.

In addition, the course will focus on overcoming procrastination and eliminating timewasters, thereby enhancing their ability to manage their time and delegate successfully.

#### Module outline:

- Recognising individual barriers to successful time management
- Urgent vs. important: the priority quadrants principles
- Techniques for managing your time and prioritising effectively
- Productive planning – maximising your time in practice
- Establish solutions to reduce the impact of 'time wasters'
  
- Assertive delegation: recognising what is holding you back
- The benefits of delegation for you and your team
- Management Continuum – the key stages to true delegation
- How to delegate effectively: what to say, and how to say it
- Delegation practise session
- Overcoming perfectionism: learning to let go - top tips



## MODULE 5 - EMPOWERING YOUR TEAM

### Coaching & Mentoring

#### Module objectives:

The objective of this module is to help participants build a coaching habit and develop effective coaching skills through a series of proven strategies, to better motivate their team, increase employees' autonomy and their sense of mastery in day-to-day operations.

The course will focus on understanding how to inspire employees to take ownership of their work, as opposed to telling them what to do, and on how to make a positive impact on performance and culture through coaching.

#### Module outline:

- The true essence of coaching
- Understanding and overcoming personal coaching barriers
- 2 ways of coaching - why you need both in the workplace
- Building your coaching habit
- Asking powerful questions
- How to become an active listener when coaching
  
- Challenging and motivating your employees
- How to building momentum and develop employees effectively
- Managing your employees accountability
- How to give future-focused feedback
- Working through employees resistance
- Coaching in action - practice session

## MODULE 6 - MANAGING CONFLICT

### Conflict Resolution & Team Building

#### Module objectives:

By the end of this module, participants will gain a deep understanding of the common causes of conflicts and develop effective techniques to manage and resolve conflicts in the workplace.

They will acquire strategies to navigate challenges and overcome obstacles associated with conflict management while maintaining professionalism and composure for constructive resolutions.

The course will empower participants to handle conflicts assertively, professionally, and in a timely manner, with a strong emphasis on achieving win-win outcomes in each conflict situation.

Moreover, participants will be equipped with the skills to build stronger rapport with employees with empathy and active listening. They will learn how to understand others' perspectives and actively engage in listening to foster better relationships and more effective conflict resolution.

#### Module outline:

- Reflecting on conflict: review of your own past experiences
- Understanding the nature of conflict: its causes, triggers, and impacts
- What are the challenges and obstacles when dealing with conflict?
- Managing your emotions and maintaining professionalism when conflict arises
- Active listening - treating challenging employees with empathy
- De-escalation techniques: learning how to calm down tense situations and prevent conflict from escalating
  
- The 5 conflict management styles: how to recognise them and use them effectively
- Mastering communication during conflict - appropriate language, posture and gestures
- Resolving conflict with confidence: common pitfalls to avoid
- Resolving conflict between others
- Working toward a win-win outcome in every situation
- Conflict resolution in action - putting theory into practice in a safe environment



## **Bespoke Training Solutions**

At Hodos Training, we understand that every organisation has unique training needs. That's why we also offer bespoke training solutions, tailored to meet your specific requirements.

Whether it's adapting existing courses or designing entirely new modules from scratch, we work closely with you to develop a training strategy that aligns perfectly with your goals and objectives.

With our bespoke training solutions, you can be confident that your team receives the targeted education and skills development they need to be successful.

## Training and Coaching Investment

- Half-day training courses start at £630 + VAT for up to 15 participants.
- One-day training courses start at £1175 + VAT for up to 15 participants.
- Individual coaching sessions start at £195 + VAT per hour.
- Group coaching sessions start at £330 + VAT per hour for up to 10 participants.
- For longer courses and programmes, please contact us directly for pricing enquiries.

Reasonable expenses will be charged for travel and overnight costs.

*“Outstanding training. We are grateful for the time and effort you took to share your thoughts and experiences with us. The feedback of the session was great & the team loved every bit of it.”*

**Charles, Head of Marketing**



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