

Professional Skills Training & Short Workshops



NEW LINKS
TRAINING SOLUTIONS

Linking People, Ideas, Networks

Quality Assured Professional Skills Training

Welcome.....	3	Recruitment/Interviewing.....	24
Quality Assurance.....	4	Train the Trainer (in-house).....	25
Train the Trainer.....	5-6	Graduate Development.....	26
EQI Assessment.....	7	Critical Thinking/Problem-Solving..	27
Supervisory Management....	8	Careers Centre.....	28
Coaching for Performance...9		Our Clients.....	29
Conflict Management.....	10	Retail Courses.....	30
Short Workshops.....	12	Customer Service.....	31
Workplace Communication..13		Contact us.....	32
Leadership Series.....	14-22		



Welcome to New Links Training Solutions

Established 2009

Experts In Management, Leadership, Learning And Development Training.

“Your Success is our Priority”

Our blueprint for success is simple:

➔ **Two-way consultation** to establish your training needs – this communication is essential to the overall success of your learning & development project.

➔ **We partner with our clients** before, during and after training to ensure that the brief is met to the highest standards and that all the agreed deliverables are achieved.

➔ **We achieve results** by supporting our clients at every stage of the learning journey – whether they are studying a short workshop or a longer accredited course the experience of the learner is centre staged.

➔ **Success is measured** – we don't just rely on hearsay or anecdotal feedback – our sophisticated Learning Management System ensures that our clients receive quality feedback on the outcome of a training event.



What We Offer:

Our employee training courses are led by industry experts who are highly skilled in their subject area and who will provide engaging and innovative ways for employees to learn.

We have a wide range of quality assured public, in-house and open training courses that support team and individual development across a range of sectors including manufacturing, pharma, financial services, agri-food, IT, Retail/Customer Service and healthcare.

We pride ourselves on delivering a quality product that is relevant, cost-effective and focused on tangible outcomes. All courses are tailored to your specific business needs to ensure improved job performance, employee motivation and increased job satisfaction – a win-win for you and your organisation!

Our courses are designed to challenge, stimulate, and promote the personal and professional development of participants with a focus on encouraging people to reach their full potential and competency

QQI Quality Assured Training



QQI AWARD

Our QQI Re-engagement Journey

In September 2019 we celebrated the official confirmation from QQI that our application for re-engagement had been successful. This was a significant milestone for our business and for our clients. As a legacy FETAC provider, we enjoyed a longstanding relationship with QQI and the wider Further Education (FET) Community. The re-engagement process which was triggered by the Qualifications and Quality Assurance (Education and Training) Act 2012 places mandatory obligations on all FET and HET providers to benchmark their operating standards against the standards as set out in the QQI Core Guidelines.

We were very pleased to be amongst the front running FET Providers who achieved QQI reengagement status in 2019. We worked extremely hard to ensure that our Quality Assurance was thorough, fit for purpose and robust in its functionality (not just a tick the box exercise). As of November 2019, there were six FET only providers Nationally that have achieved this quality standard.



Excerpt From the Panel Site Visit Report: “Multiple examples of good practice in teaching and learning were provided by management and training staff during the meeting and site visit with the provider. The provider’s teaching staff outlined practices that were indicative of learner-centered pedagogy. The passion of management and training staff in terms of supporting the development of their learners and facilitating progression really shone through in the discussions. The provider uses platforms such as SharePoint to compile and share teaching and learning resources and there is a tutor handbook” **July 2019 Page 22**

Train the Trainer QQI

The Train the Trainer model is recognised as an industry standard for professionals who train others in the workplace or in a range of further education settings. The skillset needed to deliver effective training interventions is complex and diverse requiring trainers to think critically, interact positively with clients and manage complex group dynamics. The learning and development landscape is constantly evolving, and trainers need to upskill and reskill to maintain their edge in competitive markets. Our Train the Trainer (Special Purpose Award in Training and Development, 6S3372) and related courses ensure that the knowledge and skills gained on our programmes conform to the most up to date developments in training in Ireland. Our experienced, qualified and hands-on trainers will take participants through an interactive, challenging and motivational experience towards gaining a qualification in training and development. Our train the trainer courses cover a wide range of topics including theoretical frameworks, best practice interventions, management of complex scenarios and group dynamics.

We offer Train the Trainer courses Nationwide – courses can be delivered internally (in-house) or externally depending on the facilities available/required – see the Locations menu for info on our upcoming programmes.

OPTIONS AVAILABLE:

QQI Level 6: 6S3372 Special Purpose Award in Training & Development (2 Modules - 6 days)

Or modules can be taken separately as follows:

- 1. QQI Level 6: 6N3325 Training Needs Identification & Design** – 15 Credits (1 Module - 2 Days)
- 2. QQI Level 6: 6N3326 Training Delivery and Evaluation** – 15 Credits (1 Module - 4 Days)



Customized Workshops/Bespoke training available for your sector

Client Feedback

“It is just the perfect example of teaching. The environment was so relaxed and accommodating and I would do the whole thing again. Very positive and just wonderful”

Please see over for more information on the courses above

Visit www.newlinkstraining.com for full course information

Train the Trainer – Full Award QQI

Leading to QQI Special Purpose Award in Training and Development - 6S3372 (6 Days)

Modules Included:

- Training Delivery and Evaluation 6N3326
- Training Needs Identification and Design 6N3325

This programme will ensure that members of your training team have the most up-to-date training qualification available. Participants will develop the tools, skills, and ability to design, deliver and evaluate effective quality-assured training programmes. Trainees are given the opportunity to practice their skills through the use of proven techniques which include experiential exercises, case studies, group work, interactive media and learning theories. Participants will explore a diverse range of situations, offering them a greater insight into their work as a trainer.

Training Delivery and Evaluation (6N3326)

On completion of this course trainees will:

- Compare concepts and theories underpinning the development & delivery of training
- Identify issues that are likely to impact the effectiveness of a training session for example group dynamics, learning environment, engagement, teaching methods, etc
- Increase their awareness of a range of issues to include equality, diversity, and disability in the context of current legislation with regard to training diverse groups
- Select appropriate training materials and aids to support training content
- Appraise a range of evaluation models, approaches, tools and techniques used in the evaluation and monitoring of a training and development intervention and provide constructive feedback to participants.
- Design effective evaluation tools suited to a training session: these tools should enable the trainer to determine whether or not training needs were met and the learning outcomes achieved.
- Provide effective strength-based feedback to course participants
- Evaluate the overall effectiveness of the training using the evaluation tools selected
- Develop a self-improvement action plan

Training Needs Identification & Design (6N3325)

On completion of this course trainees will:

- Outline the benefits of training needs analysis at the organisation and individual level.
- Assess a range of approaches and techniques to conduct a training needs analysis.
- Outline the stages of and conduct a targeted training needs analysis
- Devise a training plan based on systematic training needs to include user suitability, content, resources, and cost-benefit analysis
- Examine the impact of an organisation's strategy, policy, vision, and mission on the development of suitable training
- Apply a range of performance management approaches in the context of training and development needs
- Carry out a Gap analysis of knowledge, skills, and attitudes as part of the overall TNA
- Design a specific training intervention, incorporating a range of design factors grounded in adult learning theory and technical know-how

Visit www.newlinkstraining.com for full course information

Emotional Intelligence Assessments (EQI)



Truly effective leaders are often characterised as having a high degree of emotional intelligence or EQ which includes soft skills such as self-awareness, self-expression, stress management, interpersonal skills, and decision making. According to Daniel Goleman (2002), a leading influencer in the field of EI “70% of employees perception of the organizational climate is associated with the emotional intelligence of the leader”.

A leader with a high degree of emotional intelligence tends to be empathetic, communicates effectively, responds well to change, and has the ability to inspire others. The good news is that EQ is a skill that can be improved over time (unlike IQ which remains fixed once we enter adulthood). An EQI assessment is a valuable development tool for anyone in a leadership role. The EQ-i 2.0 self-assessment helps leaders to determine which elements of emotional intelligence they have mastered and to select items from the results that they may need to strengthen.



How does the EQ-i 2.0 Assessment Work?

The Emotional Quotient Inventory (EQ-i 2.0) is the world’s leading assessment tool used for assessing emotional intelligence. The EQ-i 2.0 also offers a specific assessment for leaders which allows them to explore and develop specific competencies that are associated with top-line leaders throughout the world. The EQ-i 2.0 provides clients with a detailed analysis of how they operate emotionally, how they interact with others and identifies areas of strength and potential areas for development.

How long will it take?:

The assessment is delivered online and typically takes about twenty minutes to complete. Once completed the EQ-i report will be generated and clients will receive comprehensive and confidential feedback on the results. A typical feedback session will take 60 – 90 minutes.

OTHER WORKSHOPS/ASSESSMENTS AVAILABLE:

- EQ-i 360 assessments
- EQ-i Workplace Reports (for Employees)
- Interviewing and recruitment skills
- EQ-i group reports

Client Feedback

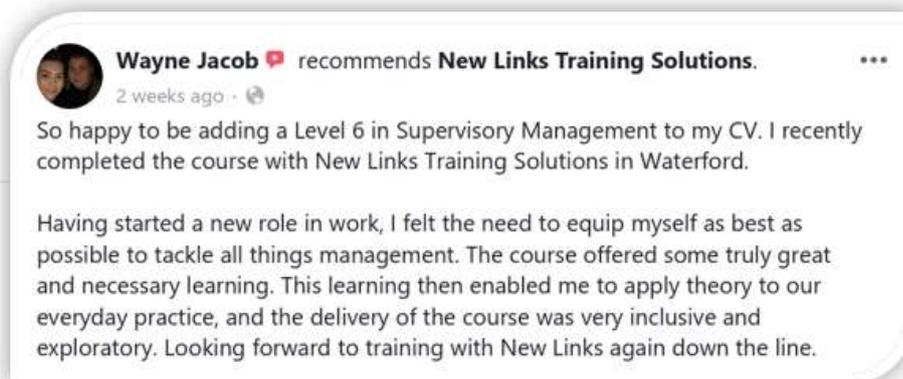
“I did the EQI test and had a coaching session with Janet afterwards, which focused on my leadership capabilities. I found the test and coaching to be very useful. It helped me to identify some of my strengths that I can utilise better in my business and also some areas for improvement. I felt the test gave an accurate assessment. The best part was that I was given very practical actions to take to utilise my strengths and to improve on certain areas. I would recommend this for anyone interested in improving their leadership skills”

Supervisory Management QQI

QQI Level 6: 6N4239 Supervisory Management (5 Days)

Also available in bespoke format

Our Supervisory Management programme provides participants with the opportunity to gain the knowledge and expertise required to excel in a managerial role. Participants will develop a range of supervisory and management skills, as well as improving interpersonal and communication skills. On completion, participants will be equipped with the required skills to manage, supervise and systematically lead their team, or project, using proven communication and teamwork skills. The programme combines both theoretical and practical elements of supervisory management. This course will appeal to professionals who have recently stepped up into a supervisory role, those seeking to expand their existing leadership skills and employees who plan on progressing to a supervisory role.



On completion of this course, participants will:

- Explore the key concepts/principles of Supervisory Management & assess their own management style
- Improve interpersonal and workplace communication skills; utilise company tools and practices to the supervisory role as appropriate – e.g. Lean Mindset
- Evaluate the challenges and demands of stepping up to a supervisory role
- Employ a range of team leadership skills to include Negotiation, Delegation, Motivate and Problem Solving
- Apply up-to-date industry standards, guidelines and recommended practices in supervisory management
- Manage departmental budgets, create and evaluate effective work plans & demonstrate a systematic approach to operational planning
- Recognise the necessary precautions for safeguarding information and data
- Evaluate staff recruitment procedures & complete a range of staff supervision activities
- Assess staff training needs and implement basic training processes

Visit www.newlinkstraining.com for full course information

Coaching for Performance QCI

QCI Level 6: 6N3087 Coaching Models of Practice (5 Days)

Excellent coaches will improve the quality of work-life for employees and work colleagues; creating a positive, supportive and proactive work culture. Positive leadership and healthy interpersonal relationships are critical components of employee engagement, retention and company growth. Employees will often turn to a trusted colleague when trying something new or when problems arise. A skilled coaching intervention will increase employee satisfaction, workplace harmony, and staff retention.

This Coaching skills programme is designed for supervisors, managers, team leads, caseworkers, mediators and other professionals who have responsibility for developing and improving the team and individual performance.

On completion of this course participants will:

- Improve employee performance through individual coaching and/or use of coaching tools
- Explore and apply a range of coaching models & interventions to their current/future work with employees.
- Develop and use powerful questions to re-frame situations and challenge employees
- Utilize a range of effective questioning techniques to empower clients/employees to re-format opinions and develop alternative solutions
- Appreciate the unique nature of the coaching relationship to ensure individual accountability
- Identify and manage boundary management parameters
- Ensure safe and confidential conditions for coaching effectiveness in line with company mission/vision
- Explore the basic principles of Neuro-Linguistic Programming (NLP)
- Identify roadblocks and respond to/ overcome objections and other barriers to performance
- Develop and implement a performance coaching plan

“Thank you for putting so much of your own knowledge and experience into the training. It was very worthwhile. The coaching toolkit is an excellent takeaway especially useful in my role as a team leader”

IWA Course Participant Kilkenny 2019

Visit www.newlinkstraining.com for full course information



Conflict Management QQI

QQI Level 6: 6N2775 Conflict Management (5 Days)

New Links Training Solutions offers a QQI Level 6 Conflict Management programme designed to enable participants to develop a greater awareness of their personal style of dealing with conflict in the workplace and in their personal lives.

Participants will appreciate the role of effective conflict management in a group and organisational life. Participants will be encouraged to develop an analytical framework for understanding and managing conflict in their workplace through the use of interactive case studies, role play and videos.

On completion of this QQI Level 6 Conflict Management programme participants will:

- Recognise the role, function, and forms of expression associated with conflict.
- Explore a variety of theoretical frameworks.
- Develop a detailed strategy for managing problems to include solving, negotiation and mediation.
- Apply a variety of conflict management styles.
- Develop increased confidence when dealing with conflict situations.



- Demonstrate awareness of the link between the personal style of managing conflict and managing conflict in their organisation.
- Distinguish between conflict management and conflict resolution.
- Critically analyse the strengths and weaknesses associated with their personal (typical) conflict management response.

What our Clients say: *"The course gives a good introduction into the main concepts and principles of conflict management. Also, the structure of the course over a number of weeks allows time to reflect on work and complete the assignments"*

Visit www.newlinkstraining.com for full course information

Leadership QQI

QQI Level 6: 6N2191 Leadership (5 days)

This continuous professional development (CPD) programme is aimed at professionals who wish to develop their leadership skills. Participants will gain an understanding of leadership roles and they will develop their skills and knowledge to lead, supervise and to manage resources effectively to achieve organisational and personal goals. Participants will evaluate different



leadership styles and roles and how they would be applied in different settings.

This course aims to enhance your ability to lead other people effectively in order to achieve work or organisational goals. In order to make the programme more effective, participants have the option of using real work situations or case studies in their assignments.

This (CDP) programme is aimed at professionals of all levels who would like to improve their leadership skills and for organisations who wish to develop talent from within.

On completion of this course, participants will:

- Communicate effectively using a range of skills e.g. interpersonal, appraisal, negotiation, and facilitation.
- Draw up a personal leadership plan for a task, project or job.
- Demonstrate problem-solving skills to include strategic analysis and action plans.
- Develop leadership skills to improve the performance of individuals and teams.
- Be able to critically evaluate a range of leadership styles.
- Work more effectively as a team leader.
- Understand the types of teams and their functions.
- Make decisions appropriately e.g. independently, in consultation with others.
- Demonstrate effective team-building skills.
- Deliver a briefing to team members.

Client Feedback: *“Thanks, Martina, for an excellent opportunity to learn over the last 5 weeks”*

Visit www.newlinkstraining.com for full course information

Short Workshops

Our professional skills workshops are designed for individuals or staff teams who require specific upskilling in a discipline related to their role. These workshops are shorter in duration than the accredited programmes so that candidates can receive the training/upskilling that they require in an efficient timeframe. The following consultation workshops will be customised to suit the needs of individuals, teams or organisations. The programmes in this



section are a sample from a broad range of workshops which are offered – please contact us to speak to a training advisor who will assist you in identifying cost-effective training to meet your specific needs in line with the vision of your business. We also develop and deliver bespoke programmes for organisations based on consultation and training needs analysis.

Workplace Communications

Workshops with a range of interchangeable modules to choose from:

1 day option or half day (3 hour) session

2 day option

Certificate of Attendance

Good communication practices are at the core of every successful business. Communication serves a variety of essential functions; most importantly it ensures that clear and essential channels are used to disseminate information amongst employees. Good workplace communication also helps to build relationships of trust and commitment which ensure that the core work of the business gets done efficiently. Workplace communication is the lifeblood of any business and its ability to be productive and operate effectively. Current research indicates that effective individual and team communication is guaranteed to improve overall company performance. Workplace communication can increase employee job satisfaction and can also have a positive effect on absenteeism and turnover rates saving companies money and time. **Choose your selected modules from the menu below or contact our training advisor to create your customised workshop.** We also develop bespoke modules as required.

1 Team Coaching Toolkit	2 Effective Email Communication	3 Problem Solving/Critical Thinking
4 Conflict Management	5 Influencing Skills	6 Change Management
7 Teamwork/Collaboration/ Innovation	8 Conversational Intelligence	9 Managing Your Multi- generational Workforce
10 Time Management	11 Facilitating Diversity	12 Strategic Planning
13 Stress Management	14 Stepping Up (Team Leadership Skills)	15 Interviewing Skills
16 EQI Assessment/Executive Coaching	17 Managing Difficult Conversations	18 Wellness Toolkit
19 Understanding Organisational Culture	20 Customer Service (internal and external)	21 Leading with Emotional Intelligence



Leadership Series

Further Information on our Leadership modules be accessed on our website www.newlinkstraining.com or via email at info@newlinkstraining.com



NEW LINKS
TRAINING SOLUTIONS
Leading People. Saving Companies.

CHOOSE MODULE(S) AND DELIVERY SCHEDULE TO SUIT YOUR BUSINESS

- Team Leadership
- Leading With Emotional Intelligence
- Meeting Skills
- Leadership Coaching
- Team Building
- Influencing Skills
- Workplace Wellbeing
- Conflict Management
- Time Management
- Presenter Masterclass
- EQI 2.0 & 360 Assessment



Leadership Workshops Series
Flexible Training Modules
○○○○○

Customised Staff Training
○○○○○

Self-Selection Course Format
○○○○○

Blended Learning
○○○○○

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EQ-i 2.0[®]
assess. predict. perform.

Flexible Modular Workshops

Through popular demand, we have created a range of interactive training modules to assist organisations and staff to build leadership capacity and develop/up-skill existing employees. The following workshop profiles are designed to give you an overview of our offerings. Workshops are delivered to the highest standards by our qualified experts who understand the complexities and challenges of the modern workplace. To this end, there is a strong emphasis on skill building, emotional intelligence and the creation of collaborative, resilient and sustainable relationships. Clients can choose a single module option or alternatively through consultation and analysis of your specific training requirement we can create a training package that will be delivered to your staff in line with company workflows and employee schedules.

The following workshops have been designed specifically with a leadership focus:

- Team Leadership
- Leading With Emotional Intelligence
- Meeting Skills
- Leadership Coaching
- Team Building
- Influencing Skills
- Workplace Wellbeing & Mindfulness
- Conflict Management
- Time Management
- Presenter Masterclass

Format:

Each workshop is a stand-alone module but where multiple workshops are selected our training experts emphasise the linked learning aspects of each module.

Duration:

All of the workshops are delivered in one day however customised versions are also available.

Certification:

Participants will receive a certificate of attendance for each module completed.

Blended Learning:

Selected modules have a blended learning element where activities and resources are shared online through our LMS.

Consultation & Customisation:

It is highly recommended that you consult with our expert training consultants before embarking on a programme of employee training. 1-hour consultation is free of charge and may save you valuable time and money. Following a consultation we will compile a training proposal that is customised to your specific needs and this proposal will form the foundation for your customised training package.

What our clients have to say:

“I would strongly recommend the course because I found it so relevant and having been given this space to discuss my practice and approach to work. I feel I am more present in the moment when working”(Coaching Models of Practice)

Team Leadership – 1 Day Workshop

Participants will explore theories and practices from contemporary leaders to explore the key differences between traditional and modern leadership. Participants will be encouraged to take a critical look at their own approach to leadership and consider how effective leadership contributes to the development of long-term sustainable relationships in the workplace.



By the end of this workshop participants will be able to:

- Distinguish between traditional and modern approaches to leadership
- Draw from the work of contemporary influencers in the field to inform their practice of building and nurturing their team
- Understand the function and practice of team dynamics recognizing key behaviors including team formation and lifespan, team dynamics and team roles
- Adopt a continuous improvement mindset Identify and work collaboratively
- Focus on objectives and assist the team through problem solving and prioritization
- Demonstrate thorough and consistent communication with their team
- Hold team members accountable for agreed actions (leader & team members)
- Act as a role model and positive influence on the team and the company
- Increase productivity and team effectiveness by focusing on what matters
- Lead their team effectively by adopting a best practice framework

Leading with Emotional Intelligence

1-day workshops or events

Or Bespoke training to suit a specific target audience

Non- Accredited - Certificate of Attendance

The Programme:

Emotional intelligence can be viewed as a model of well-being and high performance because it is based on knowing yourself, connecting with others, handling stressful situations and making more effective decisions. Emotional intelligence (EI) is key to progressing in your career and developing your leadership skills because EQ is about how you handle yourself and others to optimise output and reach high-performance levels. The company also gains the benefit of having invested in the development of emotionally intelligent staff. By honing emotional intelligence skills, work-life becomes easier. Training in EI is aimed at leaders at every level of the business. It offers a range of fundamental tools and techniques that transform how you understand yourself, engage with others and increase your effectiveness. Authentic leadership reduces experience of stress, creates more cohesion within the team, increases your capacity to influence and enhances decision making and creativity.



By the end of this programme learners will be able to:

- Summarise the key aspects of EI
- Outline the benefits of EI for themselves and for the company
- Create a brief EI profile and complete a brief professional audit
- Plan further steps on the EI path
- Incorporate EI communication skills in workplace communications
- Use EI to manage difficult conversations



Effective Meeting Skills – 1 Day Workshop



Good communication practices are at the core of every successful business. Business communication serves a variety of essential functions; most importantly it ensures that clear and essential channels are used to disseminate information amongst employees. Good workplace communication also helps to build relationships of trust and commitment which ensure that the core work of the business gets done efficiently. Current research indicates that effective

individual and team communication is guaranteed to improve employee advancement opportunities and overall company performance.

By the end of this one day workshop Participants will be able to:

- Harness their creative thinking skills and fine-tune meeting communications and interpersonal skills
- Systematically plan, organise and conduct productive and dynamic meetings
- Identify a range of effective and ineffective meeting communication styles
- Apply practical time management principles to schedule and manage meetings
- Learn how to handle disruptive and inappropriate behavior at meetings
- Develop and promote professional boundaries before during and after meetings
- Identify and respond to a range of issues that influence group dynamics – participation, motivation, conflict, conscious/unconscious actions etc.
- Accurately record meeting minutes and agreed on action items and ensure accountability
- Ensure that meeting records comply with legislative requirements – data protection, GDPR
-

Time Management – 1 Day Workshop



Time is a valuable resource to both employers and employees. By engaging in this time management module participants will enhance their appreciation and use of time as a resource and become more proactive and tuned in to their use of time in the workplace. Participants will explore their own personal approach to time management (and time wasting) and create an

action plan that ensures better use of their time and the time of others.

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

- Explore the time management/priority matrix - self-assessment time management tool
- Manage their work time according to the company's priorities
- Distinguish the difference between efficiency and effectiveness – doing the right things vs doing things right
- Establish healthy work-life boundaries
- Develop strategies to communicate challenges with a supervisor, team lead or line manager
- Manage their personal time and focus their attention on non-work activities to recharge
- Know when to relax and switch off – introduction to techniques such as meditation, deep breathing exercises and mindfulness
- Identify their conflict management style and learn how to manage conflict in your day to day work

Leadership Coaching – 1 Day Workshop



Excellent coaches (and leaders) improve the quality of work life for employees and work colleagues; creating a positive, supportive and proactive work culture. Positive leadership and healthy interpersonal relationships are critical components of employee engagement, retention and company

growth. A skilled coaching intervention by a person in a leadership role will increase employee satisfaction, workplace harmony, and staff retention.

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

- Explore and apply a range of coaching models & interventions to their work with employees.
- Understand that effective coaching will enhance workplace practices e.g. operational planning, problem-solving, staff appraisals etc
- Identify a range of coaching styles and explore their personal approach to coaching others
- Develop and apply a range of active listening techniques to enhance workplace conversations and maximize results
- Improve employee performance through individual coaching and/or use of coaching tools e.g. GROW Model
- Develop and use powerful questions to re-frame situations and challenge employees
- Utilize a range of effective questioning techniques to empower employees
- Hold employees accountable for actions/tasks/projects and avoid micromanaging
- Explore the basic principles and practical use of Neuro-Linguistic Programming (NLP)
- Identify roadblocks and respond to/ overcome objections and other barriers to performance
- Use our coaching toolkit to support key interactions with employees

Influencing Skills for Leaders – 1 Day Workshop



The ability to motivate and influence others to take action is a fundamental component of leadership. The best leaders can successfully influence employees and colleagues at all levels. Influencing behavior is a continuous process which is dependent on keen emotional intelligence, excellent communication, and people skills. Judith Glasser's conversational intelligence model which compliments Daniel Goleman's EI model will be center-stage during this workshop.

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

- Define and review the understanding of leadership, influencing and clean communications
- Understand the hierarchy of roles; exploring the leader as influencer and the importance of business acumen and commercial insight in the influencing process
- Appreciate a variety of leadership styles and understand the impact of positive leadership
- Define and review their understanding of negotiation, delegation and staff motivation
- Manage difficult conversations with ease and be able to find common ground
- Explore the situational leadership framework – benefits and best practices
- Explore Behavioural Economics research to understand the effects of psychological, cognitive, emotional, cultural and social factors on the decision-making process
- Communicate key messages to ensure employee understands of what is expected

Conflict Management – 1 Day Workshop



This workshop is designed to enable those in a leadership role to develop a greater awareness of their personal style of dealing with conflict in the workplace and in their personal lives. Participants will be encouraged to develop an analytical framework for preventing and managing conflict in their workplace through the use of interactive case studies, role play and discussions.

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

- Review their understanding of and the ability to manage conflict effectively
- Implement a range of preventative strategies that foster and promote harmonious working relationships
- Explore the theoretical foundations for conflict management & conflict resolution and explain the role, function, and forms of expression of conflict in the workplace
- Demonstrate good practice in managing conflict using the Thomas & Kilmann model
- Identify the conflict continuum and the value of early intervention
- Apply a range of practical interventions in common conflict scenarios in personal, group and/or organizational settings
- Explore a range of case studies and present an analytical framework for diagnosing and responding to presenting conflicts
- Evaluate the benefits of reflective practice in identifying and improving their personal response to conflict

Workplace Wellbeing – 1 Day Workshop



Our model of workplace well-being is both experiential and educational. The underpinning philosophy is to empower individuals to better manage their minds and their bodies to achieve peak personal and professional performance. The programme uses age-old eastern techniques from

the wisdom traditions alongside western cutting-edge practices informed by recent developments in neuroscience. Participants will learn tools and techniques that help prevent illness, reduce stress and achieve optimum functioning. **By the end of this one day workshop participants will be able to:**

- Identify the psychological, physical and social aspects of workplace wellness
- Appreciate the workplace wellness hierarchy: healthy employee, team, company
- Define wellness and identify a range of factors that cause ill health in the workplace
- Develop and model a wellness mindset across the company and contribute to the ongoing education of staff and colleagues
- Develop a range of stress reduction techniques to enhance day to day self-management
- Explore the concept of mindfulness and learn how mindful work practices can alleviate otherwise difficult or stressful workplace situations
- Learn how to maximize energy levels through the correct nutritional intake
- Build a simple exercise programme for the working day
- Explore and assess the approach to nutrition and exercise and create an action plan
- Assign a value to self-assessment and improvement of self-care habits

Presenter Masterclass – 1 Day Workshop



This presenter masterclass workshop is both practical and experiential – learn how to develop high energy presentations capable of showcasing a range of first-class presenting skills. Participants will enhance their presenting skills through interactive exercises, expert direction and structured feedback on their performance style.

Participants will learn how to make their presentations more powerful, structured, engaging and interesting to large and small audiences. This training programme provides the opportunity to sharpen and refine public speaking and presentation skills that will benefit both participants and their audience.

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

- Demonstrate the ability to deliver highly impactful presentations
- Practice techniques to eliminate anxiety and increase personal effectiveness
- Plan and develop content that will ensure that your presentation is outcome focused, dynamic and memorable
- Identify issues that are likely to impact the effectiveness of a presentation
- Select appropriate presentation materials and aids to support a presentation to a large or a small audience
- Manage questions from the floor and provide considered response/feedback
- Design effective evaluation tools to evaluate the success of your meeting/presentation
- Deliver a professional, powerful and engaging presentation using proven techniques and interactive technologies

Mindfulness in the Workplace - 1 Day Workshop



Six out of ten employees, according to Irish studies on work-based research, report they are more likely to stay long-term with an employer that shows concern for them. A Mindfulness programme improves brain functioning and this improvement impacts business success. Harvard business review studied businesses that invested in mindfulness and found that employees demonstrated increased focus and attention, a moderated stress response, better working memory, higher levels of engagement, reduction in health and safety incidents,

better compliance with regulations, and a reduction in conflict and absenteeism. Therefore, our training programmes directly address these issues by blending class-based sessions on stress reduction, conflict management, breath-work and mindfulness along with physical practices of yoga, meditation and a mixed modality model of movement.

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

- Identify the benefits of mindful practices in both their personal and professional lives
- Link the impact of ongoing mindfulness practices to successful business outcomes
- Cite evidence from neuroscientific research that supports ancient mindful practices
- Experience the benefits of mindfulness through breathwork, meditation, and movement

EQ-i 2.0 Leadership Assessment - 1 Day Workshop



Truly effective leaders are often characterised as having a high degree of emotional intelligence or EQ which includes soft skills such as self-awareness, self-expression, stress management, interpersonal skills, and decision making. According to Daniel Goleman (2002), a leading influencer in the field of EI “70% of employees perception of the organizational climate is associated with the emotional intelligence of the leader”.

A leader with a high degree of emotional intelligence tends to be empathetic, communicates effectively, responds well to change, and has the ability to inspire others. The good news is that EQ is a skill that can be improved over time (unlike IQ which remains fixed once we enter adulthood). An EQI assessment is a valuable development tool for anyone in a leadership role. The EQ-i 2.0 self-assessment helps leaders to determine which elements of emotional intelligence they have mastered and to select items from the results that they may need to strengthen.



How does the EQ-i 2.0 Assessment Work?

The Emotional Quotient Inventory (EQ-i 2.0) is the world’s leading assessment tool used for assessing emotional intelligence. The EQ-i 2.0 also offers a specific assessment for leaders which allows them to explore and develop specific competencies that are associated with top-line leaders throughout the world. The EQ-i 2.0 provides clients with a detailed analysis of how they operate emotionally, how they interact with others and identifies areas of strength and potential areas for development.

How long will it take?:

The assessment is delivered online and typically takes about twenty minutes to complete. Once completed the EQ-i report will be generated and clients will receive comprehensive and confidential feedback on the results. A typical feedback session will take 60 – 90 minutes.

Client Feedback

*“ I did a survey with my group after our recent attendance at the **Presenter Masterclass**. It got glowing reviews for Martina as the trainer, with the addition of the mindfulness and the yoga being called out as some of the highlights. The fact that there was very little pressure when it came to the presentations and that we could do any topic we wanted really made it. Martina’s examples of bringing your tribe and that everyone wants you to succeed really helped, particularly in a recent event we had onsite here where most of us from the group had to present to a massive external audience! - Thanks for setting this up for us.”*

Manager – Sun Life Financial

Teamwork

One day Workshop: Team Work Skills (Stepping up)

Certificate of Attendance

This workshop is designed to equip team leaders and newly appointed managers with the skills and tools needed to improve their teamwork/leadership skills. Good teamwork helps to build cooperation within teams, therefore, enhancing team performance and organisational goals, and overall team morale. In taking this course, team leads/managers will broaden their understanding of how to utilise, engage and effectively lead their teams to success. With support from industry experts and additional course materials, you will improve and enhance your team engagement skills to lead your team with confidence, purpose, and efficiency.

By attending this course participants will:

- Define the components of a high performing team.
- Identify roles within teams and explore the importance of recognizing complementary strengths and skills within a team.
- Develop clear and effective team communication strategies.
- Overcome challenges and develop problem-solving solutions within teams.
- Collaborate effectively with team members for team success.
- Ensure team and individual accountability for assigned tasks.
- Develop increased confidence as an effective leader.
- Utilise techniques to gain team consensus, commitment, and create a clear vision for a team.
- Engage effectively with conflict resolution techniques.



Recruitment & Interviewer Skills

One day Workshop

Certificate of Attendance

Customized/Bespoke training available for your sector.

Participants who undertake this course will gain experience in how to conduct a successful interview campaign. Selecting the right candidate for a role is critical to the success of your business. The programme is designed to guide you through the stages of the interviewing and selection process providing you with the range of skills necessary to select the best people for your business or project. You will feel more confident in eliciting information from the interviewee through skillful questions questioning, probing and listening techniques. Participants who undertake this course will learn how to score and evaluate potential candidates and make more informed and confident recruitment decisions. This course is designed for anyone who is conducting interviews

On completion of this course participants will be able to:

- Be able to develop your own individual Interview Toolkit, with potential interview questions, job specifications, shortlisting criteria, etc.
- Develop a full job description / person specification.
- Research the methods and resources best suited to advertise your position.
- Critically review CVs and cover letters for shortlisting purposes.
- Design an interview plan to suit the position on offer.
- Complete a mock interview from a recruiter's perspective.
- Apply a competency-based approach to recruitment interviewing.
- Objectively measure and record the candidate's performance at the interview.
- Recognise legal obligations.
- Develop a procedure for gathering reference and any other necessary information.



“ Until I completed this course I never knew how much I didn't know about interviewing especially from a legal standpoint. The course is practical & the tutor gave us the opportunity to share our experiences which really helped with getting to grips with the subjects. I can now confidently recruit new staff using my interviewing pack.”

-Alita, Recruitment & Interviewer Skills Participant 2017

Train the Trainer – 4 Days (Short)

Workshop – 4 days Non- Accredited - Certificate of Attendance

Customized/Bespoke training available for your sector.

This 4-day Train the Trainer Workshop can be customised to the specific requirements of the organisation. This programme will help both experienced and new trainers to improve the development, delivery, and evaluation of training activities within their organisation. Trainees will research, design and deliver effective and impactful training programmes based on best practice techniques and strategies. Trainees will develop a dynamic presentation using a variety of activities, methods, and resources selected from our online trainee resource pack.

By attending this course trainees will gain a clear understanding of the learning styles and other key factors that influence the learning environment. Employees will be encouraged to reflect on their skills development using work-based learning logs. This provides opportunities for trainees to gain insight into their practice and develop personal improvement strategies. On completion, trainees will understand and be able to apply a systematic approach to training and development in their workplace.



By the end of this 4-day training programme trainees will:

- Deepen their understanding of their role as a trainer within the context of their organization.
- Develop a systematic, structured approach to training and development activities within their department or team.
- Enhance their own knowledge and competencies by implementing and experimenting with new theories, strategies, and approaches.
- Consider a range of influencing factors before developing and/or delivering training.
- Fine-tune their own communication style in the context of staff training.
- Devise a continuous improvement plan to support the ongoing development of best practices in training and development.
- Identify innovative training methods and use innovative technologies to incorporate new ideas and update training plans.
- Differentiate between 'soft skills' and 'technical skills' training.
- Maximise the benefits of in-house training and training output for the company and staff.
- Consider the different ways that people approach tasks and ensure that the development of training content supports this diversity.
- Reflect on functional and dysfunctional conflict, explore what conflict management means and develop good practice strategies for managing conflict in the context of training.
- Understand and apply key concepts of training needs analysis in their work as a trainer.

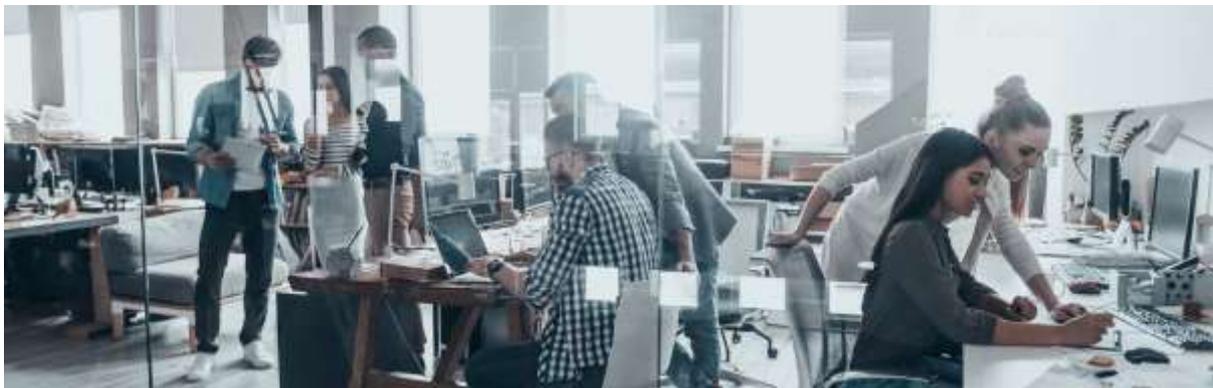
Graduate Development

Non- Accredited - Certificate of Attendance

Workshops Overview:

1. **Effective Meetings – 1 Day Workshop**
2. **Presentation skills – 1 Day Workshop**
3. **Goal Setting – 1 Day Workshop**
4. **Time Management – 1 Day Workshop**

Good communication practices are at the core of every successful business. Business communication serves a variety of essential functions; most importantly it ensures that clear and essential channels are used to disseminate information amongst employees. Good workplace communication also helps to build relationships of trust and commitment which ensure that the core work of the business gets done efficiently. Workplace communication is the lifeblood of any business and its ability to be productive and operate effectively. Current research indicates that effective individual and team communication is guaranteed to improve employee advancement opportunities and overall company performance. The following workshops are customised to support graduates who are committed to professional development and who are seeking to excel in their current and future roles.



Customised Training - Graduates:

Graduate in-company employment is an unbeatable opportunity to accelerate your career and progress within your chosen industry and/or company. With visible growth in the economy, you have the opportunity now to set your sights on progression to higher-level positions in a relatively short period of time – assuming that you have developed the required business and interpersonal skills. Our customised graduate workshops have been specifically designed to enhance your confidence, communications and self-management skills in line with current and predicted future work practices.

Critical Thinking & Problem Solving

1 Day Workshop

Certificate of Attendance

Mastering critical thinking and problem-solving skills unlocks the key to better decision making; these skills are viewed as essential competencies in the modern workplace. Critical thinking helps you to explore and improve thought processes by asking crucial questions, challenging embedded assumptions and adopting a growth mindset. Critical thinking is vital to organisational growth because it enables individuals and teams to effectively diagnose problems and identify a range of possible solutions using best practice tools and personal initiative. Critical thinking is an essential component for managing conflicts as critical thinkers can adapt more easily to challenging and unfamiliar situations. Critical thinkers are naturally good problem solvers because they are able to consider a range of possible approaches to solving a problem rather than relying on bias or instant judgments; more often this systematic approach to problem-solving results in a 'Win-Win' outcome for all involved. This workshop will demonstrate how critical thinking, problem-solving and decision-making work together, and will provide hands-on practice with tools that you can apply in your day to day work.



By the end of this workshop you will be able to:

- Define your critical thinking skills and identify your personal critical thinking style
- Explore the critical thinking process and be able to assess diverse viewpoints/contributions
- Improve key critical thinking skills, including active listening and questioning
- Systematically analyse context and information to clearly understand and identify a problem
- Use a range of problem-solving tools to solve complex problems in a range of familiar and unfamiliar workplace contexts
- Use critical thinking and problem-solving tools to overcome obstacles and objections
- Select the best technique for making decisions
- Learn how to avoid individual and collective decision making pitfalls

Careers Centre

One-to-One Career Coaching

Our One-to-One Confidential Career Coaching Service will ensure that your CV and cover letter speak loudly to highlight the skills and attributes that make you the perfect candidate for the job you are applying for.

CV & Cover Letter - 2 hours One-to-One Confidential Service

During this session, together with your career coach, you will compose an industry/sector appropriate CV and cover letter that will enable you to feel more confident in your job-seeking activities.

CV Preparation - 1-hour One-to-One Confidential Service

Make your CV **stand out from the crowd** and ensure that every statement sells you to employers out there! Your Career Coach will work with you to **ensure that your CV matches the criteria for the type of job** you are looking for. Book your appointment today with one of our Career Coaches.

CV & Cover Letter & Interview Preparation - 3 hours One-to-One Confidential Service

This one to one session covers your job-seeking from initial CV preparation through to the interview.

- Showcase your professional skills and demonstrate that you are a standout candidate for the role that you are applying for.
- Complete all aspects of your job-seeking journey with your designated career coach.



- Receive structured feedback which will enable you to 'ace' the real-life job application.
- Learn how to address difficult questions – industry and role-specific.
- Provide clear, compelling and focused answers during your interview.

Our Clients



Sun Life Financial



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Retail Courses – QQI

Retail Display - QQI Level 5: 5N1861 (5 days)

Our QQI Level 5 Retail Display Programme is ideal for those who are currently working within the retail sector or those who would like to enter into this sector. It is also useful to trainees or job seekers who wish to up-skill in order to prepare for future employment.

On completion of this course participants will be able to:

- Identify the specific areas for a retail display
- Understand the benefits of merchandising
- Recognise the effect of background on a display
- Understand the effective use and impact of color in merchandising and display
- Distinguish different types of displays.
- Use accessories, fittings and available material for displaying goods and merchandising.
- Compose thematic displays.
- Mount displays with due regard for Health and Safety.



Retail Selling - QQI Level 5: 5N1619 (5 days)

A comprehensive training programme developed to prepare participants for employment in the retail sector. This course will benefit those who wish to progress towards retail sales, the management or related disciplines. This course is aimed at people who are currently working or who would like to enter into the retail sector.

On completion of this course participants will be able to:

- Identify the features and benefits of a product or service
- Open and close sales using proven selling techniques
- Demonstrate comprehensive product knowledge & deliver a winning sales pitch
- Develop excellent communication channels with a customer and apply relationship selling techniques
- Overcome customer objections during the sales process
- Outline the legal and moral responsibilities of a retailer towards consumers
- Process refunds, voids, and vouchers using EPOS systems
- Manage challenges and deal effectively with customer complaints



Visit www.newlinkstraining.com for full course information

Customer Service – QQI

QQI Level 5: 5N0972 Customer Service (5 days)

This dynamic and interactive training course will provide participants with practical, usable and current customer service skills, help them to develop confidence in dealing with consumers and enable participants to tackle challenging situations or problems with ease. Our industry experts provide effective and professional customer service training that will enhance and improve any participant's or organisation's customer relations profile. This course is aimed at professionals currently working in a customer-focused environment, for those seeking employment in any service industry, or for individuals interested in improving or enhancing their customer service skills.



On completion of this course, participants will:

- Identify key features of good customer service, including making a good first impression and meeting the customer's needs.
- Recognize the rating systems applied by Regulatory bodies in a range of service industries.
- Comprehend customers' perception & identify how it can affect a business.
- Apply the personal skills, qualities and attitude needed to deliver the first-class service.
- Effectively select and use appropriate communication technologies.
- Utilise written and verbal skills to include appropriate style, language, and tone when interacting with customers.
- Effectively handle a range of correspondence and records when providing services to customers e.g. invoices, payments, and correspondence.
- Demonstrate team or group appreciation in providing customer care.
- Handle a range of challenging situations to include late and unexpected arrivals, customer errors and difficult customers.
- Apply effective listening skills to deal with customers & showcase your dedication to solving their problems
- Expertly handle customer complaints to successfully avoid or solve a conflict
- Be able to provide effective communication skills via email, telephone or one to one
- Maintain positive relationships with customers & provide clear relevant information

Visit www.newlinkstraining.com for full course information

Contact Us

We have built a strong reputation for maintaining confidential but personal communication with our clients and customers. We want to hear from you so if you reach out to us we will respond promptly. Here's how you can reach us:

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We are also active on all the major social media channels:

