

# Access Short Courses

Effective training and development results in a skilled and motivated workforce, leading to enhanced organisational performance.

The current economic climate makes it even more important to develop staff. Industry research has shown that organisations that invest in the development of their workforce during a recession make a more rapid recovery than their counterparts.

Access offers a range of professional short courses in a variety of business areas. Each course is designed to enhance skills so that the training has an immediate impact on the delegate and their employer's business.



Courses are delivered in the form of a practical workshop therefore participants are actively involved in their learning. Participants develop individual Action Plans for implementation on return to the workplace to maximise the on-going effectiveness of the training.

**ACCESS SHORT COURSES** (£150 per delegate including a light lunch, refreshments, handouts and certification)

The following is a selection from our short course menu which can be delivered on site or from our premises at the Skills Academy. For further details, information about alternative courses or to arrange bespoke training provision please contact us.

- **Techniques in Assertiveness:** This course equips participants with the techniques for developing their self confidence and increasing their assertiveness in the workplace.
- **Coaching for Performance:** This practical course introduces the basics of performance coaching to those who would like to use coaching as a method of performance management in their workplace.
- **Dealing with Conflict:** This course raises awareness of conflict in the workplace. Participants will learn how to deal with conflict and difficult behaviour in the workplace to reach effective solutions.
- **Customer Service:** This course provides participants with the knowledge and skills necessary to deliver effective customer service. Participants will return to the workplace able to build good relationships with customers and handle customer queries and problems effectively.
- **Professional Selling Skills:** This course introduces participants to a structured sales process and equips them with the skills required to become a sales professional.
- **Leading a Team:** This course provides the necessary people-management and self-awareness skills for a first-line manager. Participants will gain tools and techniques for managing people and performance.

**Business Solutions**  
**Apprenticeships**  
**Training**

#### CONTACT US:

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