

# TOUCHPOINT CHANGE!



## Training events and workshops

Without learning there can be no improvement.

Or put another way, new levels of performance need new knowledge. Hence any change or improvement project needs to include plans to develop skills, introduce new knowledge and embrace new tools and techniques. Delivering change is much easier if the right skills are in place to shape and lead it.

We offer a range of different learning approaches that are appropriate for different situations and the learning styles of the delegates involved. This includes:

- Classroom training (which can be highly interactive),
- Action learning (learning by doing),
- Bump and jump (short sharp input followed by on-the-job support),
- Facilitated workshops (structured, informal, off-site or outdoor) and
- Coaching (1-to-1 or as a team).

Some of our training areas are noted below. Most events can be tailored to your organisation or needs, and we can also create stimulating events from scratch if you let us know the audience and the outcomes you would like to achieve.

**Project management** - a badly run project costs twice as much and takes twice as long. Project, Programme & Commercial Management skills are critical to delivery & accreditation is a welcome recognition.

**Business change management** - areas include leading change, performance management, organisation design, Lean and Systems Thinking, 6-Sigma, IT project business readiness & partnership working.

**Customer service skills** - critical to good customer experience are inbound and outbound sales/service skills and process training. We also offer complaint handling, team management and PC courses.

**Business process mapping and re-engineering** - better process flows equals faster and less costly service. We offer training in QMAP and other tools, together with process analysis and BPR skills.

**Creativity and facilitation** - when done well these can make a huge impact. Training and hands-on workshops help learn the thinking behind them and introduce powerful tools and techniques.

**MBA modules** - our MBA For A Day series introduces the ten key business disciplines in typical MBA courses, from strategy through to operations. See the separate brochure for further details.

**Leadership development** - whether a new team leader or a seasoned manager, new situations and new people always keep you on your toes. We offer courses and coaching that develop the skills, knowledge and impact of leaders at all levels.

Training courses can be run in-house or on a public basis - contact us for availability. We use our own training consultants, who have run events on a huge range of subjects, as well as those of specialist providers. Some offer recognised formal accreditations.

We can move quickly to make a difference to you - contact us now to get started.

**0845 1301 357**

**Info@TouchpointChange.co.uk**

... helping your people transform your business ...  
... delivering the benefits of change ...