



The interactive learning channel from Brightwave

Session planner: Autumn 2011

w/c 12.09	Mon 12	Tue 13	Wed 14	Thu 15	Fri 16
9.30am	How to stop running out of time (BT2)	Reading People (1) - identifying (MU1)	How to improve your writing (CW1)	Understanding and using RACI matrices (BP-M4)	Introduction to coaching (MM6)
12.30pm	Fundamentals of finance (BF1)	Introduction to project management (BP-M1)	Project roles & responsibilities (BP-M3)	Make a better impact in meetings (BM2)	Understanding and using GANTT charts (BP-M5)
4.30pm	How to be more assertive (CC5)	Project planning (BP-M2)	Leaders, born or made? (ML1)	Assertiveness styles (CC6)	A simple approach to leading teams (ML2)
w/c 19.09	Mon 19	Tue 20	Wed 21	Thu 22	Fri 23
9.30am	Introduction to customer service (BC1)	Handling difficult staff (MM4)	Presenting finance & numbers (BF8)	How to approach negotiations (CN2)	Problem-solving: identifying the problem (BP1)
12.30pm	Customer Service essentials (1) (BC2)	Developing your people (MM5)	How to improve your writing (CW1)	Negotiating from a position of weakness (CN3)	Problem solving: creative thinking (BP2)
4.30pm	Customer service essentials (2) (BC3)	Lightening your workload (delegating) (BT5)	Negotiating. Before you even start (CN1)	Handling the three types of negotiator (CN4)	Problem solving: decision-making (BP3)



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w/c 26.09	Mon 26	Tue 27	Wed 28	Thu 29	Fri 30
9.30 am	Effective use of your voice (CC1) [CI]	Preparing appraisals (for appraisers) (MA1)	Running meetings (BM1)	Writing persuasively (CW2)	Making an impact at interview (BI3)
12.30pm	How to come across confidently (CC2)	Managing difficult appraisals (MA2)	Minute-taking for meetings (BM5)	Improve your grammar (CW3)	Handling difficult interview questions (BI4)
4.30pm	Improving your phone technique (CC3)	Make the most of YOUR appraisal (MA4)	Setting objectives that work (MM1)	Punctuation & style (CW4)	Winning interview technique (BI5)
w/c 03.10	Mon 03	Tue 04	Wed 05	Thu 06	Fri 07
9.30am	Net present value and project investment (BF6)	Project roles & responsibilities (BP-M3)	Understanding discrimination 1 (BE1)	Leaders, born or made? (ML1)	Maximise your impact at work (CP-I1)
12.30pm	5 tips to make your Financial Director happy (BF7)	Delegating project work (BP-M6)	Understanding discrimination 2 (BE2)	Introduction to sales (BS1)	How to come across better (CP-I2)
4.30pm	Presenting finance & numbers (BF8)	Monitoring and change (BP-M7)	Understanding harassment and bullying (BE3)	Plan your time (BT1)	Network planning (CP-I3)



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w/c 10.10	Mon 10	Tue 11	Wed 12	Thu 13	Fri 14
9.30am	Reading people (1) - identifying types (MU1)	Introduction to sales (BS1)	Punctuation & style (CW4)	Making the most of your CV (2)	Fundamentals of finance (BF1)
12.30pm	Belbin team roles (1) (MU7)	How to be more assertive (CC5)	Developing sales (BS2)	Handling difficult customers (1) (BC4)	Deciphering financial terminology (BF2)
4.30pm	Belbin team roles (2) (MU8)	Be a better listener (CP-S2)	Making the most of your CV (1)	Handling difficult customers (2) (BC4)	How to read P&L statements (BF3)
w/c 17.10	Mon 17	Tue 18	Wed 19	Thu 20	Fri 21
9.30am	System Maintenance	Developing your people (MM5)	Developing sales (BS2)	Techniques for persuading people (CI1)	Second/final interviews (BI6)
12.30pm	System Maintenance	Developing coaching technique (MM7)	How to approach negotiations (CN2)	Influencing essentials (CI2)	Using the sales cycle (BS3)
4.30pm	System Maintenance	Chairing meetings (BM3)	Negotiating from a position of weakness (CN3)	Influencing people above you (CI3)	Building self esteem & assertiveness (CC7)



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w/c 24.10	Mon 24	Tue 25	Wed 26	Thu 27	Fri 28
9.30am	Making presentations make sense (CP1)	Using the sales cycle (BS3)	A simple approach to leading teams (ML2)	Questioning techniques (CP-S1)	Reading people (1) - identifying types(MU1)
12.30pm	Delivering excellent presentations (CP2)	How to stop running out of time (BT2)	What people want from a leader (ML3)	Managing clients (BS4)	Handling 'driver' types (MU2)
4.30pm	Handling questions during presentations (CP3)	Structuring your work time (BT3)	Leading in times of change (ML4)	Motivating your people (ML5)	Handling 'amiable' types (MU3)
w/c 31.10	Mon 31	Tue 01	Wed 02	Thu 03	Fri 04
9.30am	Setting objectives that work (MM1)	Problem solving: identifying the problem (BP1)	Presenting to large groups (CP4)	Effective use of your voice (CC1)	Managing clients (BS4)
12.30pm	Giving feedback (MM2)	Problem solving: creative thinking (BP2)	Advanced presentations (CP8)	Handling the three types of negotiator (CN4)	Belbin team roles (1) (MU7)
4.30pm	Negative feedback that works (MM3)	Problem solving: decision-making (BP3)	Understanding harassment and bullying (BE3)	Reaching agreement in negotiations(CN5)	Belbin team roles (2) (MU8)



The interactive learning channel from Brightwave

w/c 07.11	Mon 07	Tue 08	Wed 09	Thu 10	Fri 11
9.30am	Introduction to project management (BP-M1)	Handling 'analytical' types (MU4)	Advanced presentations (CP8)	Negotiating. Before you even start (CN1)	What people want from a leader (ML3)
12.30pm	Project planning (BP-M2)	Handling 'expressive' types (MU5)	Assertiveness styles (CC6)	Report writing (CW5)	Leading in times of change(ML4)
4.30pm	Project roles & responsibilities (BP-M3)	Managing all four types (MU6)	Building self-esteem and assertiveness (CC7)	Running meetings (BM1)	Motivating your people (ML5)
w/c 14.11	Mon 14	Tue 15	Wed 16	Thu 17	Fri 18
9.30am	Make a better impact in meetings (BM2)	Managing time stealers (BT4)	How to read a balance sheet (BF4)	Net present value & project investment (BF6)	5 tips to make your Financial Director happy (BF7)
12.30pm	Chairing meetings (BM3)	Lightening your workload (delegating) (BT5)	How to understand cash-flow (BF5)	Improve your grammar (CW3)	Understanding empathy (CP-S4)
4.30pm	Reaching agreements in meetings(BM4)	Report writing (CW5)	Writing persuasively (CW2)	Punctuation & style (CW4)	Minute-taking for meetings (BM5)



The interactive learning channel from Brightwave

w/c 21.11	Mon 21	Tue 22	Wed 23	Thu 24	Fri 25
9.30am	Plan your time (BT1)	Delivering excellent presentations (CP2)	Be a better listener (CP-S2)	Effective use of your voice (CC1)	Advanced presentations (CP8)
12.30pm	Understanding empathy (CP-S4)	Handling questions during presentations (CP3)	Handling conflict (CC9)	How to come across confidently (CC2)	Customer Service essentials (1) (BC2)
4.30pm	Structuring your work time (BT3)	Presenting to large groups (CP4)	Handling 'analytical' types (MU4)	Improving your phone technique (CC3)	Customer service essentials (2) (BC3)
w/c 28.11	Mon 28	Tue 29	Wed 30	Thu 01	Fri 02
9.30am	Report writing (CW5)	Influencing essentials (CI2)	Maximise your impact at work (CP-I1)	Handling 'driver' types (MU2)	Understanding and using RACI Matrices (BP-M4)
12.30pm	Making the most of your CV (1) (BI1)	Influencing people above you (CI3)	How to come across better (CP-I2)	Presentation skills: How to manage nerves (CP7)	Understanding and using GANTT charts (BP-M5)
4.30pm	Making the most of your CV (2) (BI2)	Handling conflict (CC9)	Network planning (CP-I3)	Handling difficult customers (1) (BC4)	Delegating project work (BP-M6)



The interactive learning channel from Brightwave

w/c 05.12	Mon 05	Tue 06	Wed 07	Thu 08	Fri 09
9.30am	System Maintenance	Introduction to sales (BS1)	Understanding empathy (CP-S4)	Managing clients (BS4)	Using body language when presenting (CP5)
12.30pm	System Maintenance	Developing sales (BS2)	Presentation skills: How to manage nerves (CP7)	Using body language when presenting (CP5)	Monitoring projects & managing change (BP-M7)
4.30pm	System Maintenance	Using the sales cycle (BS3)	Handling 'amiable' types (MU3)	Handling conflict (CC9)	Handling difficult customers (2) (BC5)
w/c 12.12	Mon 12	Tue 13	Wed 14	Thu 15	Fri 16
9.30am	Introduction to coaching (MM6)	Making an impact at interview (BI3)	First-time videoconference meetings (BM6)	Preparing appraisals (for appraisers) (MA1)	Presentation skills: Tips on using your voice (CP6)
12.30pm	Developing coaching technique (MM7)	Handling difficult interview questions (BI4)	Presentation skills: Tips on using your voice (CP6)	Managing difficult appraisals (MA2)	Understanding discrimination 1 (BE1)
4.30pm	Using body language when presenting (CP5)	Winning interview technique (BI5)	Presentation skills: How to manage nerves (CP7)	Make the most of YOUR appraisal (MA4)	Understanding discrimination 2 (BE2)

	Management and Leadership skills		Business and organisational skills		Communication and interpersonal skills
	Appraisals		Customer service		Communicating
	Leadership		Equality & Diversity		Influencing and persuading
	Managing people		Finance for non-financial managers		Negotiating
	Recruitment and inductions		Interview skills		People skills
	Understanding people		Meetings		Personal impact
			Problem-solving		Presentation skills
			Project management		Writing skills
			Selling		
			Time management		

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