



The interactive learning channel from Brightwave

Session planner: Spring 2012

w/c 09.01	Mon 09	Tue 10	Wed 11	Thu 12	Fri 13
9.30am	Setting objectives that work (MM1)	Introduction to project management (BP-M1)	Negative feedback that works (MM2)	How to come across better (CP-12)	Project planning (BP-M2)
12.30pm	Making presentations make sense (CP1)	Understanding discrimination 1 (BE1)	Understanding discrimination 2 (BE2)	Make a better impact in meetings (BM2)	Understanding harassment and bullying (BE3)
4.30pm	Giving feedback (MM2)	Reading People (1) - identifying (MU1)	Maximise your impact at work (CP-11)	How to be more assertive (CC5)	Developing your people (MM5)
w/c 16.01	Mon 16	Tue 17	Wed 18	Thu 19	Fri 20
9.30am	Problem-solving: identifying the problem (BP1)	Introduction to coaching (MM6)	Delivering excellent presentations (CP2)	How to approach negotiations (CN2)	Negotiating from a position of weakness (CN3)
12.30pm	Managing problems and victimisation (BE4)	Developing coaching technique (MM7)	How to improve your writing (CW1)	Building self-esteem and assertiveness (CC7)	Understanding empathy (CP-S4)
4.30pm	Problem solving: creative thinking (BP2)	Assertiveness styles (CC6)	Negotiating. Before you even start (CN1)	Problem solving: decision-making (BP3)	Handling the three types of negotiator (CN4)



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w/c 23.01	Mon 23	Tue 24	Wed 25	Thu 26	Fri 27
9.30 am	Effective use of your voice (CC1) [CI]	Preparing appraisals (for appraisers) (MA1)	Running meetings (BM1)	Writing persuasively (CW2)	Making the most of your CV (1)
12.30pm	How to come across confidently (CC2)	Managing difficult appraisals (MA2)	Minute-taking for meetings (BM5)	Improve your grammar (CW3)	Making the most of your CV (2)
4.30pm	Improving your phone technique (CC3)	Make the most of YOUR appraisal (MA4)	Project roles and responsibilities (BP-M3)	Punctuation & style (CW4)	Understanding empathy (CP-S4)
w/c 30.01	Mon 30	Tue 31	Wed 01	Thu 02	Fri 03
9.30am	Fundamentals of finance (BF1)	Understanding and using GANTT charts (BP-M5)	How to read a balance sheet (BF4)	Leaders, born or made? (ML1)	Maximise your impact at work (CP-I1)
12.30pm	Understanding and using RACI Matrices (BP-M4)	How to read P&L statements (BF3)	Introduction to recruiting (MR1)	Monitoring projects & managing change (BP-M7)	How to come across better (CP-I2)
4.30pm	Deciphering financial terminology (BF2)	Delegating project work (BP-M6)	How to understand cash-flow (BF5)	Plan your time (BT1)	Network planning (CP-I3)



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w/c 06.02	Mon 06	Tue 07	Wed 08	Thu 09	Fri 10
9.30am	Reaching agreement in negotiations (CN5)	Introduction to sales (BS1)	Making an impact at interview (BI3)	Winning interview technique (BI5)	Customer service essentials (1) (BC2)
12.30pm	Report writing (CW5)	Being assertive with managers (CC8)	Developing sales (BS2)	Introduction to customer service (BC1)	5 tips to make your Financial Director happy (BF7)
4.30pm	Handling tough negotiators (CN6)	Questioning techniques (CP-S1)	Handling difficult interview questions (BI4)	Net present value and project investment (BF6)	Presenting finance & numbers (BF8)
w/c 13.02	Mon 13	Tue 14	Wed 15	Thu 16	Fri 17
9.30am	System Maintenance	Developing your people (MM5)	Using the sales cycle (BS3)	Techniques for persuading people (CI1)	Be a better listener (CP-S2)
12.30pm	System Maintenance	Developing coaching technique (MM7)	Recruitment interviewing (1) (MR2)	Influencing essentials (CI2)	Managing clients (BS4)
4.30pm	System Maintenance	Chairing meetings (BM3)	Customer service essentials (2) (BC3)	Influencing people above you (CI3)	Recruitment interviewing (2) (MR3)



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w/c 20.02	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24
9.30am	Handling difficult customers (1) (BC4)	Handling difficult customers (2) (BC4)	A simple approach to leading teams (ML2)	Reaching agreement in meetings (BM4)	Reading people (1) - identifying types(MU1)
12.30pm	Handling questions during presentations (CP3)	How to stop running out of time (BT2)	What people want from a leader (ML3)	Using body language when presenting (CP5)	Handling 'driver' types (MU2)
4.30pm	Presenting to large groups (CP4)	Structuring your work time (BT3)	Leading in times of change (ML4)	Motivating your people (ML5)	Handling 'amiable' types (MU3)
w/c 27.02	Mon 27	Tue 28	Wed 29	Thu 01	Fri 02
9.30am	Presentation skills: Tips on using your voice (CP6)	Setting objectives that work (MM1)	Preparing appraisals (for appraisers) (MA1)	Making people feel good (CP-S3)	Managing difficult appraisals (MA2)
12.30pm	Building better teams – Belbin 1 (MU7)	Understanding empathy (CP-S4)	Presentation skills: How to manage nerves (CP7)	How to approach negotiations (CN2)	Advanced presentations (CP8)
4.30pm	Building better teams – Belbin 2 (MU8)	Understanding and using RACI Matrices (BP-M4)	Understanding harassment and bullying (BE3)	Reaching agreement in negotiations(CN5)	How to understand cash-flow (BF5)



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w/c 05.03	Mon 05	Tue 06	Wed 07	Thu 08	Fri 09
9.30am	Techniques for persuading people (CI1)	Handling 'analytical' types (MU4)	Structuring your work time (BT3)	Negotiating. Before you even start (CN1)	What people want from a leader (ML3)
12.30pm	How to be more assertive (CC5)	Handling 'expressive' types (MU5)	Assertiveness styles (CC6)	How to improve your writing (CW1)	First-time videoconference meetings (BM6)
4.30pm	Influencing essentials (CI2)	Managing all four types (MU6)	Building self-esteem and assertiveness (CC7)	Chairing meetings (BM3)	Giving feedback (MM2)
w/c 12.03	Mon 12	Tue 13	Wed 14	Thu 15	Fri 16
9.30am	Make a better impact in meetings (BM2)	Managing time stealers (BT4)	Improve your grammar (CW3)	Negative feedback that works (MM2)	Handling difficult staff (MM4)
12.30pm	Chairing meetings (BM3)	Lightening your workload (delegating) (BT5)	Running successful inductions (MR4)	Punctuation & style (CW4)	Negotiating from a position of weakness (CN3)
4.30pm	Reaching agreements in meetings (BM4)	Writing persuasively (CW2)	Making presentations make sense (CP1)	Making people feel good (CP-S3)	Minute-taking for meetings (BM5)



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w/c 19.03	Mon 19	Tue 20	Wed 21	Thu 22	Fri 23
9.30am	Plan your time (BT1)	Managing all four types (MU6)	Be a better listener (CP-S2)	Effective use of your voice (CC1)	How to stop running out of time (BT2)
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)	What people want from a leader (ML3)	Customer service essentials (2) (BC3)
w/c 26.03	Mon 26	Tue 27	Wed 28	Thu 29	Fri 30
9.30am	Introduction to recruiting (MR1)	Influencing essentials (CI2)	Maximise your impact at work (CP-I1)	Handling 'driver' types (MU2)	Questioning techniques (CP-S1)
12.30pm	Recruitment interviewing (1) (MR2)	Influencing people above you (CI3)	Running successful inductions (MR4)	Making inductions more interesting (MR5)	Network planning (CP-I3)
4.30pm	Recruitment interviewing (2) (MR3)	Managing time stealers (BT4)	How to come across better (CP-I2)	Motivating your people (ML5)	Net present value and project investment (BF6)



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	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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