

The DCU Ryan Academy

Personal Development Training Courses 2009

“Confidence within inspires self assurance and the motivation to succeed in all areas of life. Both individuals and organisations benefit when employees are aware of their full potential and can use their interpersonal skills to achieve successful communications in all dealings with other people”.

All courses will take place in:
The DCU Ryan Academy
3013 Lake Drive
Citywest Business Campus
Dublin 24

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F: +353(1) 4133543
E: info@ryanacademy.dcu.ie
W: www.ryanacademy.ie

Personal Development Training 2009 @

Course 1: Time Management Training Course

'Discover the secrets to taking control of your workday and achieve more in less time with less Stress'.

Course Objective:

No matter what position you hold in your organisation, time is one of your most valuable assets. We all have the same amount of time in our day, after all we all have 24 hours in each day and sixty seconds in each minute. Yet there are people who continue to achieve more with their time.

The truth is we can not do anything about time, but we can definitely manage the activities that we have to carry out within that time. This high powered proven course will equip delegates you with all the necessary tools and skills you will need to become effective in managing your time. With the skills you learn you will soon be able to control your workday and achieve more with less stress.

Course Content:

- Understand the key areas of your role
- Spend more time working on your high value goals
- Schedule your work effectively
- Use effective diary control & know the secrets to managing a diary effectively
- Set effective goals
- Prioritise key tasks
- Know the difference between proactive and reactive
- Manage procrastination effectively
- Deal with unwanted guests
- Know the time management principles of important V's urgent
- Know the doable and control the controllable
- Prioritise your day for effective results
- Manage emails effectively
- Use a proven system for maximising your day and results
- Delegate effectively
- Understand prime time and make use of it
- Managing large tasks effectively
- Deal with unexpected events
- Understand the soon as trap
- Identify areas to save and create time
- Deal with all interruptions effectively
- Know the 11 key word to managing your time effectively
- Balance your life
- Control your day and achieve more

Course Delivered by:  **premiertraining**
IRELANDS PREMIER TRAINING PROVIDER

Duration:	Cost:	Venue:	Date:
1 Day 9.00 – 5.00	€320.00 pp	DCU Ryan Academy	Thurs 17 th September

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786

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Course 2: Customer Service Training

'Discover how to retain existing customers, attract new customers and achieve guaranteed results – learn what is best practice and how to use proven and tested skills used by industry leaders'.

Course Objective:

You have probably lost customers many times in the last year without even knowing it.

Over the past 12 months or so the economic climate has changed. This has made it more important than ever for you to retain existing customers and attract new customers.

You are no doubt aware of the various statistics of the financial impact of losing customers versus the cost of acquiring customers, so for each customer you have lost in the past 12 months there is a serious financial implication.

You probably also agree that all other things being equal, if you can exceed the customers expectations and offer a professional service that is better than that of your competitors you are in a stronger position to survive this financial downturn. You can learn these proved and tested skills which will help you and your company retain and attract new customers, to ensure that you lose less and gain more, saving you time money and frustration.

For the past 7 years we have pulled out all the stops to identify best practice skills and techniques in customer service that will make a real difference to you your customers and your company.

We have developed these skills in to highly practical training solutions which you can use in your every day work.

We have also ensured that our trainers are Senior Master trainers who are also FAS registered and not only have the relevant customer service experience but also have the training and coaching skills to help you learn these new skills in an extremely interactive and enjoyable way.

We have spent weeks and months of dedicated time over the past 7 years structuring a course that will ensure you achieve the key results you need in a cost effective way and entirely risk free.

Course Content:

- How to create the right first impression
- How to ensure you create the right perception and image
- How to make it easy for people to do business with you
- How to build on professional relationships
- How to use the 4 step best practice model effectively
- How to make your behaviour help the transaction as opposed to hinder the transaction
- How to manage the customer expectations, so you can exceed them
- How to use the 5 Rs of customer Service to good effect
- How to establish the needs of the customer
- How to deal with demanding customers

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Course 2: Customer Service Training (Continued)

- How to deal with difficult customers
- How to avoid losing customers
- How to build rapport professionally
- How to use effective communication with colleagues
- How to ensure you have satisfied the customer
- How to show and use the 4 step best practice technique for showing empathy
- How to use best practice techniques for calming the customer
- How to let the customer know you are listening and understanding
- How to keep the customer informed
- How to use best practice questioning and listening techniques
- How to use the 3 main forms of communication to great success
- How to establish opportunities for cross selling and up selling
- How to establish what a customer really thinks of your service

Course Delivered by:  **premiertraining**
IRELANDS PREMIER TRAINING PROVIDER

Duration:	Cost:	Venue:	Date:
1 Day 9.00 – 5.00	€320.00 pp	DCU Ryan Academy	24 th September

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786

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Course 3: Performance Appraisal Skills

'Learn how to improve performance with effective appraisals – performance appraisals can either help you or hinder you, depending on your appraisal skills effectiveness'

Course Objective:

As a manager it is vitally important that you can find ways to increase productivity and results of your team. Using our tried and tested methods for carrying out effective performance appraisals you will be well on the way to guaranteeing the results you desire.

Time after time you hear of staff making comments such as 'appraisals are a waste of time' or 'our appraisal system does not work' or the classic that I hate hearing is 'it doesn't matter - it's only a paper exercise.

Well nothing could be further from the truth. This appraisal skills course will equip you with all the necessary skills you need to become an effective appraiser, you will discover the secrets to carrying out effective appraisals and you will have a guaranteed blue print for ensuring you achieve the results you need.

Effective appraisals give the employer the opportunity to discuss and agree objectives, to review performance and be made aware of difficulties. While at the same time it offers the employee the opportunity of discussing their performance, knowing how they are performing and allowing them the opportunity to discuss their role and ideas for achieving agreed objectives.

An appraisal is not a stick to beat some one with, it is not a chance to get even and it is not a paper exercise that management insist is done every December. That does not mean that an appraisal should not highlight development needs and the importance of productivity needing to increase, after all the biggest room in the world is the room for improvement.

An appraisal if done right, is the best opportunity you have to motivate, encourage, coach and improve productivity for the individuals in your team. There is no such thing as a bad appraisal system, but there are definitely managers with poor appraisal skills which can lead the employees to believe that the appraisal system is bad.

On the other hand there are managers who are effective at carrying out performance appraisals and the staff of these managers look forward to the appraisal as an opportunity to discuss their job role and performance in an open and honest fashion.

The bottom line is appraisals are a fabulous tool to manage and increase performance but only if they are in the hands of a manager who has discovered the secrets to carrying out effective appraisals, such as those taught on this course.

If you wish to improve your staff's productivity, gain commitment to objectives and motivate your team, the first place to start is here. Our 365 day no quibble guarantee means you have no risk and nothing to lose by learning these skills now.

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Course 3: Performance Appraisal Skills (continued)

Course Content:

- How to assess your management and leadership style
- How your style impacts on others
- How to plan and prepare for appraisal meetings
- How to structure appraisal meetings
- How to conduct effective meetings
- How to listen and learn actively
- How to assess performance fairly
- How to be fair honest and open
- How to deliver positive feedback
- How to effectively deliver negative feedback
- How to use self appraisal effectively
- How to motivate during the appraisal meeting
- How to deal with poor performance
- How to ensure there are no surprises
- How to assess job performance fairly
- How to avoid personality influences
- How to gain commitment to a plan of action
- How to agree a structure for ongoing feedback meetings (not once a year)
- How to deal with difficult appraisees
- How to get appraisees to open up
- How to deal with appraises who are talkative
- How to control the meeting
- How to gain commitment to objectives
- How to agree ongoing management of objectives
- How to give feedback effectively
- How to receive feedback effectively
- How to agree and gain commitments to performance improvements
- How to produce a plan of action for monitoring performance
- How to avoid pitfalls of appraisals
- How to avoid smoke screens
- How to set and agree goals

Course Delivered by:  **premiertraining**
IRELANDS PREMIER TRAINING PROVIDER

Duration:	Cost:	Venue:	Date:
1 Day 9.00 – 5.00	€320.00 pp	DCU Ryan Academy	1 st October

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786

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Course 4: Learn the Secret to Selling (and have fun doing it..!!)

Course Objective:

If you are a fan of the movie 'Field of Dreams' you will remember the message that Kevin Costner's character received "If you build it, he will come".

So many businesses over the last 10 years felt that "they built it and customers came" and that was all they needed to do, as business flowed in.

More and more business owners and managers are now realising that this is not enough in these more difficult times, Business Development people & Teams need to learn how to sell.

Course Content:

This workshop will give you the tools to sell to new prospects and people who are more senior than you:

- Have your clients tell you how to sell more
- Learn how to get more time in front of your prospects
- Get more appointments leading to more sales
- Develop increased confidence and creativity when pitching for new business
- Use Are - Do - Get - Formula and win more business

Testimonials:

"The Aristo course helped me to develop my confidence when speaking about my business. It helped me to focus on what my core message is and how to convey that message succinctly. In essence it was a sales tool for me, as it means I can now give my pitch to anyone I meet in any situation while coming across in a very natural way. The magic of having a conversation is truly something I learned on the Aristo course and would urge anyone who feels they could do with more clarity in explaining who they are and what they do, to do the Aristo course." **Anne Marie Roche - hip interiors**

"I am definitely more confident when dealing with clients and better able to get my point across in a structured logical fashion. You have completely eradicated my fear of public speaking" **Paula Costello - Managing Director - O'Farrell Cleere Auctioneers Ltd.**



Course Delivered by:

Duration:	Cost:	Venue:	Date:
½ Day 9.00 – 1.00	€190.00 pp	DCU Ryan Academy	Tuesday 13 th October

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786

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Course 5: Problem Solving and Decision Making Skills

Course Objective:

The aim of the course is to deliver the Skills and Knowledge necessary for effective and practical problem solving. Delegates will learn how to use a blue print for problem solving in a way that ensures that decisions are based on a scoring criterion as opposed to opinion.

The delegates will have the opportunity to use the blue print on a practical problem.

Course Content:

By the end of the course delegates will be able to:

- Use a trusted method for problem solving.
- Creatively think of solutions.
- Set objectives for achieving results.
- Brainstorm effectively for solutions.
- Define the problem and its effects.
- Define clear objectives using smart principles.
- Create an action plan to ensure results are achieved.
- Understand the importance of monitoring results.
- Use a criterion for making effective decisions.

The course is designed to be practical, relevant and participative with the emphasis focused on improving Skills, Knowledge and Motivation in a safe relaxed atmosphere.

Training Methods Include:

- Trainer presentation
- Training exercises
- Group discussions
- Syndicate workshops
- Role play / Skill practice

Course Delivered by:



Duration:	Cost:	Venue:	Date:
½ Day 9.00 – 1.00	€190.00 pp	DCU Ryan Academy	Thurs 15 th October

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786

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Course 6: Coaching Skills

Course Objective:

In a climate where it is becoming popular to downsize and have the job roles of redundant staff shared out between other staff members. More and more organisations rely upon experienced staff to provide vital on-the-job training through coaching.

This workshop is designed to provide the necessary skill and understanding to develop the skilled practitioner to become an effective coach. In this workshop delegates will examine the three elements of coaching M.U.D. and learn how these are used to best effect, when developing a coaching session. Delegates will also understand and practice the P.E.S.O.S. method of coaching and will be taught the necessary skills to design and deliver an effective coaching session.

The skills learned will then be tested by skill practice under the supervision of a specialised coaching trainer with feedback and support.

Course Content:

- Coaching Process
- P.E.S.O.S.
- Skills/Task Analysis
- Design and Plan a Coaching Session
- M.U.D.
- Design Workshop
- Do's and Don'ts of Coaching
- Communication and Coaching
- Coaching Workshop

Training Methods & Inclusions:

- Trainer Presentation
- Syndicate Workshops
- Training Exercises
- Skill Practice
- Trainer Feedback
- Course briefings
- Delegate contracting meeting
- Course development
- Course materials
- Workbooks
- Training films

Course Delivered by:



Duration:	Cost:	Venue:	Date:
1 Day 9.00 – 5.00	€320.00 pp	DCU Ryan Academy	Thurs 22 nd October

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786

Personal Development Training 2009 @

Course 7: Presentation Skills

'Discover the secrets to presenting like a professional – learn to create, plan and deliver presentations guaranteed to get you the results you want'.

Course Objective:

If you need to make your business presentations, more engaging, more powerful, more structured, more interesting, more persuasive and more concise whilst at the same time need to make it less fearful for you, then this 2 day course will deliver everything you need.

We have spent the last 7 years tirelessly looking at presentations, interviewing some of the best presenters we have found and working with numerous groups to establish what makes the difference between a poor presentation and an effective presentation.

We have researched all areas of presentations from sales presentations, entertainment presentations, information presentations and technical presentations for a non technical audience.

From our work in these areas we have spent weeks and months designing this 2 day course which will guarantee to equip you with the necessary skills to deliver your presentations like a true professional.

This highly interactive proven and tested course will guarantee you the skills, knowledge and tools to plan, design and deliver effective memorable presentations, time after time.

It will enable you to make your presentations with less fear knowing you have everything under your control and have the skills you need to ensure that you have the audience on your side.

During this course our presentation specialists will work with you on an individual basis to ensure you have the opportunity to plan design and deliver a presentation with their assistance. Our experts will guide you through every step of the process to ensure you are confident and happy with all the skills you have learned.

You will receive individual feedback and help from our highly trained experts in a safe environment and you will practice your new learned skills having the opportunity to have your new presentation recorded on a DVD for you to keep. You will discover all the secrets of **presenting with less fear like a true professional**, with absolutely no risk to you.

Course Content:

- How to plan your presentation
- How to create impact
- How to structure your presentation
- How to simplify the presentation
- How to ensure your audience understand
- How people recall and remember

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Course 7: Presentation Skills (continued)

- How to establish the most important messages
- How to work the audience and stimulate them
- How to make boring technical presentations come to life.
- How to use your voice effectively
- How to manage the power of your voice.
- How to put effective presentations together in 5 easy steps.
- How to deliver effective support material.
- How and when to show up for the presentation
- How to manage stage fright.
- How to free up your body language to create the right impression.
- How to know what you should and should not do in any presentation.
- How to use visual aids correctly.
- How to engage the audience with the power of stories
- How to use analogies and acronyms
- How to eliminate boredom, monotone voice and over killing presentations.
- How to develop your personal presentation style
- How to decide notes or no notes?
- How to write practice and deliver any presentation in 20 minutes
- How to stick to your key messages.
- How to use the 5 stages of successful presentation.
- How to field questions effectively.
- How to control questions and answers and difficult delegates.
- How to create a positive stage presence
- How to use 10 ways to turn the audience on
- How to use 10 ways to turn the audience off

Training Methods Include:

- Trainer presentation
- Training exercises
- Group discussions
- Syndicate workshops
- Training films
- Role play / Skill practice

Course Delivered by:



Duration:	Cost:	Venue:	Date:
2 Day 9.00 – 5.00	€580.00 pp	DCU Ryan Academy	29 th & 30 th October

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786

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Course 8: Train the Trainer Course

'Learn how to design, plan, deliver and evaluate high impact training – that works'.

Course Objective:

Discover the secrets to becoming a Master Trainer

The days of putting some one to sleep with power point are gone. Training is all about the less you do the more your people learn--sounds great doesn't it.

Well the statement is true but that doesn't mean it's easy, you can learn the skills necessary to make your training high impact enjoyable interactive and fun, but still ensuring the transfer of learning has taken place.

You will discover the most up to date best practice transfer of knowledge skills and tips coupled with training and facilitation skills.

You will understand how your people learn and how your people remember and recall. You will discover the various methods of gaining participation and how to design world class courses, following a proven and tested method for course design.

The trainer for the programme is an experienced senior trainer who has achieved the highest level of training design and delivery through the Master Trainer association and is an active member of the training and competency network 'to improve training standards'.

Course Content:

On completion of this course delegates will be able to:

- Understanding the training grid
- Make any course interactive, enjoyable and fun
- Create discussion in groups effectively
- Design an effective training programme
- Know and use ice breakers effectively
- Understand group work and group dynamics
- Carry out skill /task analysis.
- Develop clear training / presentation objectives.
- Use a systematic approach to coaching/training (P.E.S.O.S.).
- Plan and prepare a training session / presentation.
- Know and understand the different learning styles
- Create effective visual Aids
- Know how and when to use visual aids
- Identify relevant delivery / training methods.
- Identify and learn best practice training techniques
- Give effective feedback from role plays
- Know when to use training games
- Understand the walking walls for training
- Design world class training programmes
- Use video and DVD learning effectively
- Use various tools to evaluate the training
- Create clear and effective learning objectives

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Course 8: Train the Trainer Course (Continued)

- Know the difference between facilitating and teaching
- Understand why power point lecturing is not training
- Effective methods for testing the learning process.
- Field and ask questions effectively.

- Develop ice breakers that work
- How to get involvement from everyone
- Know what people remember and why
- Understand the importance of analogies
- Understand why acronyms work for training
- Understand the importance of recall and recap

Course Delivered by:



Duration:	Cost:	Venue:	Date:
2 Day 9.00 – 5.00	€580.00 pp	DCU Ryan Academy	4 th & 5 th November

Registrations can be booked online @ www.ryanacademy.ie or call (01) 7006786