

Training Course Conspectus 2010



Young Markets

Effective Business Communications

Effective Business Presentations

- Be more confident when giving a presentation
- Make presentations that change how people think
- Add a WOW! factor to your presentation
- Deliver your message with power and confidence
- Ensure people remember what you say then act on it



Typical Participants:

Anyone who has to give presentations at work, including:

Sales, Marketing, Consultants, Trainers and Managers

Course Dates:

Location	Date in 2009
Reading	18th June, 23rd Sept, 3rd Nov
Guildford	7th Sept, 25th Nov
Oxford	15th July, 12th October
Heathrow	3rd August, 7th December
Slough	8th June,
Camberley	1st July, 19th August
Basingstoke	24th June, 21st October
London	9th July, 1 October, 16th Nov

Objectives:

This one day course is designed to instil confidence and improve your presentation skills.

By attending this training, delegates will:

- Stop worrying about being nervous.
- Know what to do with their hands
- Discover how to give an informative, compelling and entertaining presentation.
- Motivate their audiences.
- Know how to structure an effective presentation



Every delegate receives a copy of my book

“The A to Z of

Effective Business

Presentations”

“Very informative course, relaxed style & good practical sessions”

Dean Stewart, Rogue Wave Software”

“A very good well rounded course”

Steve Mullan, EMEA Sales, Empirix

Very worthwhile. Highly Recommended”

Alex Napier, Proxima Technology

“I really enjoyed the course. I know that I will use the 'hints & tips' in my next presentation”

Lynda Freemantle, Marketing Manager, William Levene

Advanced Presentation Workshop

- Tune your presentation skills
- Enhance your stage presence
- Handle awkward questions
- Transform your audience engagement
- Refine your presentation content

Typical Participants:

Aimed at people who have conquered their fear of presenting and who now want to raise their game to a new level.

It is particularly relevant to people who have an important presentation coming up, which they want to ensure is successful.



Course Dates:

Location	Date
Guildford	TBA
Reading	TBA
Oxford	TBA
Heathrow	TBA

This workshop has a strong practical element of presenting, reviewing, revising and representing, using video feedback.

Rather than having a fixed set of teaching topics the aim of the workshop is to focus on the aspects **of the participants' presentation which they feel** require the most improvement.

No two workshops are ever the same and delegate numbers are strictly limited to only 4 presenters to ensure everyone gets the individual attention they desire.

Objectives:

The objective of this workshop is to fine tune the **presenter's skills and his or her presentation, to** maximise the opportunities provided by its delivery.

By participating in this workshop you will discover:

- The strengths and weaknesses of your presentation style
- How to crystallise your objectives for a presentation
- The affect of a clear objective on a **presentation's content**
- How to structure your presentation for maximum effect
- How to handle awkward questions
- What to do with disruptive elements of the audience
- Ensure you have a positive influence on all your audience
- Diminish the effects of bad habits
- How to design your slides for maximum attention
- Hundreds of trade secrets, hints and tips to ensure your next presentation is a winner

This is your opportunity for personal tuition to improve your own presentation style.

Effective Demonstrations Workshop

- Tune your pre-sales demonstrations
- Have clear objectives for your demos
- Transform your audience engagement
- Bring out the benefits of your application
- Keep your audience engrossed



Course Dates:

Location	Date
Guildford	27th July
Reading	15th September
Oxford	12th November

Most pre-sales staff learn how to demonstrate their technology by watching other people in the company doing it. Very few take the time out to think about the objectives of their demonstrations or consider if there would be a better way to structure the demonstration.

This course gives them that opportunity under the experienced eye of someone who has been there done it and understands the unique environment of a software demonstration.

A demonstration should not be about how the application works but very specifically to prove the benefits it delivers.

Objectives:

This workshop explores the attributes of an effective demo. How to grab people's attention and then keep it while you highlight the real benefits of your application. By participating in this workshop you will discover:

- Why you give demos
- What aspects to focus on
- The importance of showing the results first
- How to layout the room
- How to structure your demos

Bring your laptop as this is a very practical hands-on workshop, where you will be showing off your new found demonstration skills to the rest of the class.

Typical Participants:

Aimed at pre-sales people in technology companies who regularly demonstrate their applications as part of the sales process.

In-House Training

- More economical
- Tailored to the needs of your staff
- Wider variety of topics

In addition to the public courses Young Markets would be happy to quote for running an in-house course.

Running the course in-house frees you from the constraints normally associated with a public course.

You can decide on the length of the course, the location and the exact contents. In addition to Effective Business Presenting, Young Markets can also provide in-house training in leadership skills, finance for the non-financial employee, employment law and Exhibiting at a Trade Show.

In-house Presentation Skills Training

As well as running our standard public course agenda in-house at a cost saving to you of 30% for 6 people

Other variations include running a two day course, which has lots more time dedicated to practise presentations. This enables your staff to become more competent with their new found skills.

Young Markets can also run a course for more experienced presenters which assumes much of the basic knowledge and focuses on enhancing the **presenters' own style**.

Leadership Skills & Teambuilding

Our Leadership Skills programme is designed to better equip the participants with the skills and knowledge required to effectively lead their teams.

It provides a good deal of management expertise, delivered in a readily-understood fashion, through highly participative and interactive sessions. The aim of the programme being to make sense of the theories, so that, you can use the knowledge in your day-to-day work. The programme is eye opening, participative and fun.



The programme takes a minimum of 2 days but can be extended to include 8 or more follow on modules. See pages 5 & 6.

Finance For the Non-Financial

Understand more about financial documents and feel confident with a wider range of financial terminology.

Includes:

- Interpreting a Balance Sheet
- Understanding a Profit & Loss Account
- The meaning of a variety of commonly used terms and conventions

Employment Law for Managers

Understand how Employment Law can offer practical solutions with real business benefits.

Includes:

- Dispelling the myths of Employment Law
- Discrimination in the workplace
- Bullying and Harassment at work
- Grievance, Discipline and Dismissal

Effective Demonstrations

Are your pre-sales demonstrations as effective as they could be? Run in-house this course focuses on your products and your demos to ensure they are targeted at your prospective customers needs.

Leadership, Management & Soft Skills Training

Introduction

A range of soft-skills training events for Managers and their teams.

A good deal of management expertise, delivered in a readily-understood fashion, through highly participative and interactive sessions. The aim of the programme being to make sense of the theories, so that, participants can use the knowledge in your day-to-day work. The programme will be meaningful, eye opening, very participative and fun.

The programme starts with a two-day core programme and then continues with a number of one-day modules which will draw from, and build

upon, the concepts covered in the core programme. Each participant will also have a TMS profile created for them. This is a personal profile that will help participants understand where they can make the best contribution to different teams, and it gives them a greater understanding of how to lead and/or interact more effectively with their colleagues.

Module Title	Content	Why cover this?
<p>Introduction to Management & Leadership</p> <p>Taking the Reins</p>	<p>Understanding ourselves and others</p> <p>Proactivity – getting off the nail</p> <p>The multiple faces of leadership</p> <p>The difference between leadership and management</p> <p>Identifying preferred team roles</p> <p>Building on strengths, mitigating weaknesses</p> <p>Practical exercise in leadership and team work</p> <p>Personal and group action plan</p>	<p>Defines leadership in terms that are relevant to themselves and the environment in which they work. Confirms the leadership qualities they already possess and identify areas for development.</p> <p>Gain insight into team work theory and the TMS team profiling tool. Practical team challenge makes sense of the theory in a hands-on way.</p>
<p>Rounding Square Wheels</p>	<p>The difference between groups and teams</p> <p>Goal setting</p> <p>High-Performance Teamwork restoring and building energy and commitment</p> <p>'Hunters and Farmers'.</p> <p>Building team trust</p> <p>Practical exercise in team work and communication</p> <p>Personal and Group action plan</p>	<p>Takes understanding of 'teamwork' to the next level with an important opportunity for them to get it right themselves as they might well have 'failed' the team challenge.</p>

Optional Modules

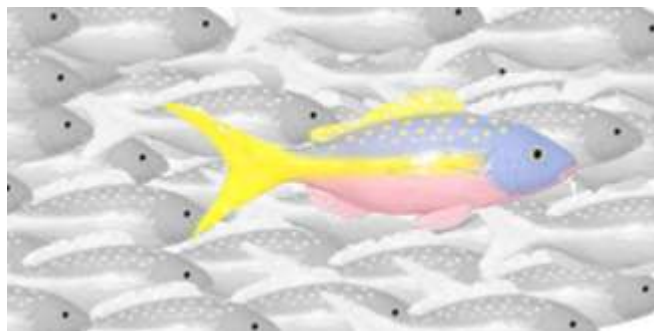
Any or all of the following optional modules can then be added to the core programme to provide a well rounded introduction to leadership and management. These modules are usually either half or full day events with an emphasis on practical activities, self discovery and guided learning activities.

Module Title	Normal Content	Why cover this?
He Said What???	Communication Styles Communication Skills Managing Meetings Influencing Skills	Poor communication wastes time, creates conflict and undermines teamwork.
Right-Brain Thinking	Problem Solving Creativity and Innovation Continuous Improvement	Because there is nearly always a better way. Techniques to help us find it.
Crisis, What Crisis?	Managing Conflict Dealing with Pressure Avoiding Stress for ourselves and our teams.	Conflict can be healthy, change can be positive. High levels of pressure that translate into personal stress, are not good
Grow Your People	Skills Audit Giving Feedback Coaching Skills	So that staff will thank you for spotting their strengths and helping them grow and develop.
So you want to work here?	Interviewing Skills Getting the best from the interviewee Remaining objective, keeping it fair.	Hiring the right staff makes all the difference. Spot the heroes and villains
Customers Can't please them, can't shoot them	Complaints are Good! Getting 'side-by-side' The customers DNA Internal Customers count too	The customer is 'not' always right , despite the popular saying, but they are always the customer. Better relationships with clients mean less conflict and happier teams.
What the numbers mean	Interpreting a Balance Sheet Understanding a P&L Account The meaning of a variety of commonly used terms and conventions	Understand more about financial documents and feel confident with a wider range of financial terminology
The Law at Work	Dispelling the myths of Employment Law Discrimination in the workplace Bullying and harassment at work Grievance, Discipline and Dismissal	Understand how Employment Law can offer practical solutions with real business benefits

Programme Content

The above is a suggested programme, however, this can be tailored to your specific requirements.

Fees and Booking



Stand out from
the crowd, with
skills training from
Young Markets

Course Fees:

Effective Business Presentations public courses £325 (excl VAT) per delegate.

Effective Demonstrations Workshop £325 (ex VAT) per delegate

Fee includes training, lunch, refreshments and course materials.

VAT is charged at the standard rate, currently 17.5%

The cost for an In-house courses depends on the course but usually £1,150 per day.

Discounts are available for sole traders, charities and multiple bookings.

To book:

Call: 01276 502257

Click: www.businesspresentation.biz/book_course.htm

Email: bookings@youngmarkets.co.uk

Locations:

All our public training courses are hosted in modern offices, with good transport links.

Usually, a cold finger buffet is served for lunch with a mixture of different foods to suite every taste.

Water is provided through out and coffee or tea is served during the breaks.

If you have any particular dietary requirements please email bookings@youngmarkets.co.uk and we will do our best to meet your needs.

Active Learning:

Our courses are very interactive, because we believe that the best way to learn something is by doing it.

To quote an old saying by Confucius:

"I hear, I forget.

I see, I remember.

I do, I understand."

Come prepared to participate and you will gain far more from your training investment.

Money back Guarantee:

If you are not fully satisfied with the content or delivery of the course, we will refund 100% of your course fees.

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Effective Business Communications

Terms and Conditions

Payment

The training course fee must be paid, in full, no later than 7 days prior to the start of the training course. Young Markets reserves the right to reallocate the training course place(s) to another delegate if fees are not paid in time.

The course fee covers training, course materials, certificate, lunch and refreshments during the day.

Travel and Accommodation is the responsibility of the delegate and is not included in the price of the course.

Cancelling Training Courses

All cancellations and postponements to bookings must be made 14 days prior to the start of the course. Cancellation Fees apply as follows:

- Over 14 days before the start of the training course - no charge.
- 7 to 14 days notice - 50% of total order value.
- 7 or less days notice - 100% of total order value.

Delegates attending any part of a course will be charged the full amount.

No refund can be issued where clients leave the course early.

Where any bookings are postponed by clients and a new date is not confirmed, a credit note will be issued.

All Credit notes are valid for 12 months after issue date and can be redeemed against any public scheduled course or courses.

Changing Delegate Details

There will be no charge if a substitute person wishes to replace the original delegate. Please inform our office of any change to the original booking.

Cancellation of training course and changes to training course content.

Young Markets' training courses are constantly updated and improved and Young Markets reserves the right to alter any of the courses' content without prior notice.

Young Markets reserves the right to cancel a training course at any time without liability. In these circumstances, delegates will be offered an alternative date, a refund or a credit note. To the fullest extent permitted by law, Young Markets will not be liable to the client in contract, tort, negligence or otherwise for any loss, damage, costs or expenses of any nature whatsoever incurred or suffered by the client as a direct, indirect, special or consequential nature arising from such a cancellation.

Copyright and Liability

It is acknowledged that all intellectual property rights, including copyright, remain the sole property of Young Markets and any copies made of course materials will be an infringement of copyright unless agreed in advance and in writing by Young Markets.

All information provided by Young Markets is given in best faith and Young Markets will not be held responsible for actions taken by the Client, any other individual or organisation as a result of the information provided during the training course.

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www.businesspresentation.biz

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