

# Short Courses

## Management and Staff Development

### Managing within the Law (1 Day)

#### Overview

A perfect course for all people managers - at any level. Increase productivity, motivation and retention (and avoid tribunals!).

#### Session Outlines

- Recruitment & Selection process
- Importance of probation period - setting objectives
- Performance Management and Review - giving appropriate feedback
- Disciplinary and grievance procedures
- Process of termination of employment
- Importance of documentation and adherence to policy

#### Pre-requisite knowledge

None.

### Managing Client Relationships (1/2 Day)

#### Overview

More than just another 'customer services' training course. This course introduces customer relationships and provides immediately useable tools to improve customer services.

#### Session Outlines

- Promoting the quality image and values of the organisation
- Dealing with enquires
- Effective communication with clients
- Becoming client orientated
- Developing systems and records for maintaining excellent client relations
- Attention to detail

#### Pre-requisite knowledge

None.

### Assertiveness (1/2 Day)

#### Overview

Getting to 'yes', but also being able to say no.

#### Session Outlines

- The difference between aggressive, passive and assertive behaviour
- Non-verbal communication and what it means
- How other people's behaviour can affect us
- Assertive techniques, what are they
- When not to be assertive

#### Pre-requisite knowledge

Anyone who has to be able to communicate with people at all levels.

### Personal Productivity and Time Management Principles (1/2 Day)

#### Overview

This is not just about prioritising lists, but also about simple techniques for clawing back precious moments and overcoming time wasters.

#### Session Outlines

- Establish what your attitudes and behaviours to time are, and the impact of this on how you manage time
- Identify your time wasters, and how best to overcome them
- Getting organised - goals, planning, daily to do lists

#### Pre-requisite knowledge

None.

## Shaping futures

- **A local company nurturing local talent**
- **Outstanding pass rates**
- **Limited class sizes - mentoring approach to tuition**
- **No Pass, No charge policy\***
- **Credit scheme<sup>#</sup>**
- **Go Green** We only use sustainable paper for all our student material
- **Easy online access for booking and downloadable useful learning packs**
- **Give us a try and find out for yourselves**

\*Students must have attended all tuition sessions for their duration and attempted all mock exams to qualify  
<sup>#</sup>Book 10 students, 11th goes free. Applicable on full tuition courses for each ICOSA level qualification.



Onestudy Training Limited

P.O. Box 826, Jersey,  
Channel Islands JE4 0UA

t: +44 (0) 1534 729 729

e: [info@onestudytraining.co.uk](mailto:info@onestudytraining.co.uk)

w: [www.onestudytraining.co.uk](http://www.onestudytraining.co.uk)

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## Management and Staff Development



### Trainer Profile Debbie Boon

An approachable, practical and enthusiastic consultant.

Highly motivating, captures interest and obtains involvement at all levels.

Providing training and consultancy to UK businesses.

- Formerly the Business Development Director of BPP Professional Education in Jersey. Provided consultancy to organisations across the offshore sector, including the Channel Islands, Isle of Man and Cayman Islands.
- Senior Lecturer on the Management Papers for both ICOSA and ACCA, and lectured on Chartered Management Institute papers for Jersey Business School. Designed training material and assessment centres for the Jersey Business School on their CMI and CIPD professional programmes.
- Subsequently as a freelance consultant, worked closely with organisations in the Channel Islands covering all sectors, and delivered personal effectiveness and management training for the States of Jersey for over 14 years.
- Expertise covers business strategy development and implementation, and management development, particularly performance management and HR.
- Until leaving Jersey, was an active member of the Jersey Chartered Institute of Personnel and Development (CIPD) committee, and organised and hosted 3 annual world class conferences on their behalf.

### Accelerated Learning (1/2 Day)

#### Overview

Learn how to develop your memory skills and apply memory techniques to any study activity. Spend less time and increase the effectiveness of your study.

#### Session Outlines

- Overcoming barriers to studying effectively
- Fundamental principles of memory
- Increasing concentration and comprehension
- Mind mapping to improve note taking, report writing and studying
- Effective reading - increase speed, comprehension and retention
- The OSQR3 method for effective study

#### Pre-requisite knowledge

None - just an open mind.

### Effective Meetings and Minute Taking (1/2 Day)

#### Overview

An essential management tool. Stop wasting time, and increase the positive outcomes of every meeting you run.

#### Session Outlines

- Preparing for the meeting - drafting agenda and other paperwork, practical arrangements
- Principles of minute writing - format and structure, language and style, contents, accuracy, action points
- Note taking and summarising
- Encouraging participation and handling difficult situations

#### Pre-requisite knowledge

Suitable for anyone responsible for running meetings or taking minutes.

### Business Plan Writing (1/2 Day)

#### Overview

Increase the chances of your business plans gaining approval and achieving objectives.

#### Session Outlines

- To equip managers with the essential elements of business planning in order to set, plan and achieve organisational/departmental objectives
- The planning process
- Situation analysis
- External analysis
- GAP
- Action development and target setting
- Financial modelling
- Structuring and formatting the plan

#### Pre-requisite knowledge

Aimed at senior managers and departmental managers involved in business plan writing.



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