

WYCHWOOD CONSULTING



OPEN COURSES FOR 2008/9

Wychwood Consulting specialises in providing training courses which go *beyond competencies* by including focus upon people's *values and motivations*, as well as their skills and behaviours. This "missing link" gives practical ways of ensuring that your people's behaviours and skills *are sustainable, robust and predictable* within your changing business. The courses are highly interactive, innovative and original in content.

Values based interviewing



Overview

For some years now, managers have been using behavioural or competency interviewing to question candidates as to their suitability for a position. This has improved vastly on traditional approaches to interviews but still does not go far enough.

This course enables you to find out *what* they do in their current role (their tasks and objectives), *how* they carry these out (their skills) and *why* they carry them out in this way (their values or motivations).

Content

- Good and bad interviewers
- Why hire? Why fire?
- What, How and Why?
- What are values?
- Job and person specifications
- Advanced funneling
- Listening for values and skill
- Structuring the interview
- Discrimination legislation
- Evaluating the information
- Interview practice sessions

Dates

21st and 22nd August - York
10th and 11th September - York
8th and 9th October – York
11th and 12th November - York

Costs

£500 per two day course

Managing people



Overview

To manage people effectively we need to consider *what* needs to be achieved and *how* this can best be achieved. Values based people management goes further by considering *why* people have behaved and used their skills in the way they have.

On this course you will consider your own values/motivations and those of the people you manage, so that you are all playing to your strengths and can improve where you are not performing because you understand *why!*

Content

- What, How and Why
- What are our values?
- What are the company's?
- Good and bad managers
- The role of the manager
- Agreeing objectives
- Motivating the team
- Coaching realistically
- Valuing individuals
- Practice sessions

Dates

17th and 18th September - York
19th and 20th November - York

Costs

£500 per two day course

Selling effectively



Overview

Greater customer sophistication and increased competition means there is a need to sell effectively for both the short and long term. Personal trust, professionalism and relationship management are today's sales issues.

This course examines how increased sales performance can be achieved from a deeper understanding of each individual customer. It gives many practical techniques and processes to achieve this, drawn from people with proven long term sales success.

Content

- Win-win approaches
- The sales process
- Establishing personal credibility quickly
- Qualifying the needs
- Presenting your solutions
- Dealing with competition
- Handling objections
- Negotiating & closing
- Practice sessions

Dates

15th and 16th October - York
26th and 27th November - York
17th and 18th December - York

Costs

£500 per two day course

To register...

TEL 07801676797 and speak to Sally Poulten

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Wychwood Consulting also provides in house training and consulting services as well as team building events, one to one coaching and mentoring, telephone coaching, and recruitment services.