PITMAN TRAINING

Welcome to Pitman Training Edinburgh and Glasgow

TRANSFORMING PEOPLE. TRANSFORMING BUSINESSES

PITMAN TRAINING

Building careers for 180 years.

Edinburgh: 0131 556 5650
Glasgow: 0141 223 0090

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Training solutions that suit your business needs:

Welcome to Pitman Training Edinburgh and Glasgow – proudly serving Scotland with training services since 1987.

We take pride in offering a diverse range of training solutions tailored to meet your specific needs. Whether you prefer flexible study options, individual courses, or comprehensive Award and Diploma programs, we have got you covered.

In this brochure, you'll discover an array of classroom training options, providing you with the opportunity to join us in person. Our workshops encompass a wide range of subjects, including IT and Personal Development, empowering you and your team with essential skills for success.

For your convenience, we host courses on scheduled dates throughout the year, catering to both Edinburgh and Glasgow locations. Additionally, we are excited to introduce our virtual classroom, enabling you to participate in courses from the comfort of your own space.

With Pitman Training, you'll embark on a journey of continuous learning and professional growth. We look forward to helping you achieve your goals and enhance your capabilities.

Book a course with us today to unlock your true potential!

Don't see dates on our schedule that suit you?

We can arrange training for you on days and times that suit you best – we can even come to your workplace if that is convenient and appropriate to do so – just ask!

What our clients say:

The overall experience for the face-to-face team was excellent.

The course was engaging, motivational and it was easy to apply the skills learnt into everyday tasks. We would highly recommend Pitman Training Edinburgh and Glasgow as the requirements of the whole team were met. Thank you very much for the support from the moment we booked and throughout.

Kelly Dunning – Time Management

CLINETIX

We wanted to increase team efficiency and turn our team into leaders for the future development and expansion of the company.

Pitman Training Edinburgh and Glasgow helped by developing members of our team to a new level, gave them tools to increase levels of accountability, confidence and understanding. We really liked the relationship from start to finish, high levels of communication and the wide range of course subjects available. This offers the team areas of advancement but lets them choose their own individual areas of training. We will continue to use Pitman in the future for our training, your standards and quality of training are spot on, as with the handbooks also issued for later guidance.

Charles Mair – Supervisory Skills, Management Skills, Leadership Skills

the REAL
FOOD
CAFE *Tyndrum*

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What our clients say:

We were able to use the training to upskill staff to ensure high standards are met when attending meetings to take minutes.

We wanted everyone to be trained to the same level and to feel confident in what they were doing. Pitman Training Edinburgh and Glasgow offer both in person and virtual training, it enables staff to do the training virtually over two mornings, without the need for travel and they can fit this in during working hours. The courses provided exactly what we needed. The staff all really enjoyed the course and feel they have learnt a lot from it. We would definitely recommend Pitman for training requirements.

Gemma Baxter – Meetings and Minutes

East Lothian
Health & Social Care Partnership

Pitman has helped us develop staff in areas that benefit their roles. The flexibility of the training was beneficial to staff learning which was invaluable.

We want to encourage staff to be the best version of themselves and to continue personal development throughout their careers with SFHA. We have used Pitman in the past and were really impressed with the service we received, and the course was enjoyable to the trainees.

I personally have used the Minute Taking and Train the Trainer courses. When I started working with SFHA my role involved lots of minute taking but without training I struggled to know whether I was doing a good job. The training allowed me to gain confidence in my job and gave me the skills I lacked. Train the Trainer was useful after a recent promotion where I found myself training colleagues for the first time. The skills I picked up from this course allowed me to confidently tackle my new role.

The courses were enjoyable the learning experience was very positive. It has helped with our own personal development plans as well as our team goals.

Lynsey McKie – Train the Trainer, Meetings and Minutes

sfha
Scottish Federation of Housing Associations

We are housing Scotland

Our full course list:

IT Training Workshops

Excel Introduction – Tutor Led

For individuals who have never used the Excel spreadsheet package before or have only used Excel for Limited tasks. At the end of the day you will be able to create professional looking spreadsheets.

What you will learn:

Excel Introduction
- Viewing Screen Layout – Ribbon Bar
- Entre, Move & Clear Data
- Selecting Excel Data Areas
- Saving Excel
- Creating New Workbooks
- Cut, Copy & Paste
- Naming, Deleting & Working with Sheets

Data Manipulation
- Widen Rows & Columns
- Inserting Rows & Columns
- Moving Data
- Deleting Information
- Sorting Options

Formatting
- Formatting Numbers
- Formatting Text
- Borders & Shading
- Align Data

Formulas
- Introduction
- Order of Operations
- Add, Subtract, Multiply, Divide
- Auto Sum & Auto Average
- Percentages
- Absolute Call Referencing

Printing
- Print Preview
- Page Layout
- Headers & Footers & Print Areas

Utilities
- Introduction to Charts
- Freeze Panes
- Intro to Conditional Formatting
- Auto Fill Options

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf of upcoming dates

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		7th January	16th and 17th January AM
February	11th February		
March	25th March	18th March	
April	8th April		9th and 10th April AM
May		13th May	
June	16th June		23rd and 24th June AM
July		23rd July	
August	12th August		5th and 6th August AM
September		9th September	
October	30th October		6th and 7th October AM
November		12th November	
December	10th December		

Excel Intermediate – Tutor Led

For individuals who are already using Excel to an intermediate level. This course will streamline and perfect their Excel skills by teaching the advanced features available in the Excel package.

What you will learn:

Managing Multiple Spreadsheets
- Using Multiple Worksheets
- Creating Multiple Views
- Managing Multiple Worksheets and Workbooks

- Linking Data Between Worksheets
- Viewing Multiple Applications

Using Charts
- Chart Objects
- Creating a Chart
- Change the Location of a Chart
- Changing Chart Type, Style and Sub Type
- Changes to Chart Source Data
- Chart Quick Menus
- Creating a Chart Template

Protection
- Workbook protection
- Worksheet protection

Data Validation
- Adding Data Validation
- Data Validation Messages
- Restrict Data Entry
- Data Validation Calculations

Conditional Formatting

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- Adding Conditional Formatting
- Remove Conditional Formatting
- Colour Scales
- Highlight Blank Scales
- Icon Sets
- Data Bars
- Conditional Formatting Formulas

Filter and Sort
- Sorting a List
- Filtering a List
- AutoFilters
- Customer Auto Filters
- Using Subtotals in a List

Creating and Using Functions
- Using Built in Functions
- Using Nested Functions
- AUTOSUM
- COUNT Functions
- IF Functions
- Using Date and Time Functions
- Combine and Separating Text
- Tracing and Correcting Worksheet Errors

LookUps
- VLookUp
- HLookUp
- XLookUp

Pivot Tables
- Creating a Pivot Table
- Conditional Formatting within Pivot Tables
- Pivot Table Slicers
- Creating a Pivot Chart

Duration: 1 Day
We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf of upcoming dates

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UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	8th January	14th January	23rd and 24th January AM
February	4th February	10th February	
March	5th March	7th March	
April	3rd April	23rd April	16th and 17th April - AM
May	21st May	1st May	
June	10th June	24th June	18th and 19th June - AM
July	17th July	4th July	
August	6th August	20th Augst	18th and 19th August - AM
September	10th September	24th September	
October	16th October	14th October	
November	11th November	27th November	6th and 7th November - AM
December	3rd December	2nd December	

Excel Advanced – Tutor Led

For individuals who are already using Excel to an advanced level. This course will teach you how to use Excel to analyse, collaborate and validate. These tools are extremely useful for auditing and streamlining your workflow.

What you will learn:

Macros
Editing & Deleting Macros
Recording Macros
Custom Ribbon

Review Data
Tracking Changes
Auditing Tools
Watch Window

Additional Items
IfAnd/ IfOr Formula
IfNa Formula
Convert to Table
Screenshots
Removing Duplicates
Filter Timeline
IfError
HLookups

Restricting Data Area

Utilities
Goal Seek
Data Consolidation
Power View Reports
Create Senarios
What – If Analysis
Drawing Diagrams
Recommended Pivot Tables

Sparklines
Pivot Tables
Flash Fill

Duration: 1 Day

We can deliver onsite at your workplace of via virtual classrooms if preferred.

See overleaf for upcoming dates

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	28th January	22nd January	29th and 30th January - AM
February	20th February	27th February	
March	27th March		
April		17th April	29th and 30th April - AM
May	7th May		
June		11th June	26th and 27th June - AM
July	28th July		
August		28th August	25th and 26th August - AM
September	3rd September		
October		7th October	
November	25th November		27th and 28th November - AM
December	18th December	9th December	

Microsoft Power BI Introduction -Tutor Led

Learn how to leverage Power BI to easily build reports and dashboards with interactive visualisations. Connect to and visualise multiple data sources and deliver scalable, enterprise-level business intelligence (BI) that's easy to use and helps promote deeper insights into corporate data.

Attending this workshop will provide:

- A history of Microsoft's BI Development
- An understanding of licensing and sharing implications
- A description of Microsoft's Power Tools Ecosystem
- An understanding of BI Terminology and Architecture
- An introduction to data modelling
- Date and Time – based analysis using calendars
- A comparison between Excel and Power BI Desktop
- Details on the importance of Power Query
- An overview of Power Query
- A working knowledge of Power BI Desktop
- The means to produce your first report and dashboard
- Details on the various security mechanisms available

Please note:

- In this course, participants will perform practical use-case learning exercises to to confidently develop and style their own Power BI dashboards and manage, analyse and transform data
- Attending this course will require learners to have a basic knowledge of Microsoft Power BI and an understanding of Microsoft Office 365 is recommended. Corporate use of Microsoft Power BI requires additional licences for Microsoft 365. Learners will require at least a Power BI Pro license to perform the exercises on their own computers
- A stable Internet connection is required and having a second display is beneficial but not essential

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	29th January	10th January	
February	17th February	19th February	
March		20th March	
April		15th April	
May	12th May		TBC
June			TBC
July	7th July		TBC
August		14th August	
September	8th September	26th September	
October		15th October	
November	10th November		
December		15th December	

Microsoft Power BI Intermediate-Tutor Led

Learn how you can leverage Power BI to easily build reports and dashboards with interactive visualisations. Connect to and visualise any data using the unified, scalable platform for self-service and enterprise business intelligence (BI) that's easy to use and helps you gain deep data insight.

Attending this workshop will help you to:

- Design a data model
- Introduction to developing with the Microsoft Power Platform
- Use Dax in Power BI Desktop
- Publish and share
- How to build a Power BI dashboard
- Model data in Power BI
- Visualise data in Power BI
- Data analysis in Power BI
- Manage workspace and datasets in Power BI
- Optimise a model for performance

Please note:

- In this course, participants will perform practical use-case learning exercises to prepare them to be able to confidently develop and style their own Power BI dashboards and manage, analyse and modify data

- Attending this course will require learners to have a basic understanding of Microsoft Power BI and a basic understanding of Microsoft Office365 is recommended. Microsoft Power BI requires a separate licence in addition to Microsoft Office. Learners will require this additional licence to preform the exercises on their own computers.
- A stable Internet connection is required. Having a second display is beneficial but not required

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf for our upcoming course dates

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			TBC
February	24th February		TBC
March	28th March	19th March	
April	22nd April		
May	29th May	27th May	
June	9th June		TBC
July	1st July	18th and 21st July	
August	18th August		TBC
September		30th September	
October	21st October		
November	20th November		
December			TBC

PowerPoint Introduction – Tutor Led

For individuals who have never used PowerPoint of have only used it for limited tasks. At the end of the course, you will be able to create professional looking presentations.

What you will learn:

Initial Screen & Data Entry
- Introduction to the Software
- Inserting & Selecting Text
- Moving & Re-Sizing Objects
- Adding New Slides

Organisation
- Using Organisation Charts
- Using Organisation Tables

Bullet Sliders & Pictures
- Entering Bullet Points
- Multi-Level Bullets
- Changing & Deleting Bullet Points
- Working with Clip Art
- Grouping/ Ungrouping Clip Art

Formatting
- Free Text

- Basic Tables and Charts
- Format Text Colours
- Freehand drawings
- Working with Objects
- Colouring Objects
- Backgrounds on Slides
- Word Art

Slide Shows
- Setting/ Running Slide Shows
- Slide Transitions
- Animation Effects
- Printing Presentations

Slide Master Options
- Learning about Master Slides
- Insert Footers & Page Numbers
- Using Hyperlinks
- View Slides & Note Pages
- Slide Orders

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	**Edinburgh Dates**	**Glasgow Dates**	**Virtual Classroom Dates**
January			
February	6th February	7th February	
March			
April	9th April		2nd and 3rd April - AM
May		14th May	
June	30th June		
July			3rd and 4th July - AM
August	26th August	19th August	
September			
October	8th October		1st and 2nd October - AM
November		26th November	
December			

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PowerPoint Advanced – Tutor Led

For individuals who are already using PowerPoint to an introductory level. This course will streamline and perfect their PowerPoint skills by teaching the more advanced features available in the package.

What you will learn:

Master Slides
- Creating Master Slides
- Formatting Masters
- Hand-Out Masters
- Headers & Footers
- Page Numbers

Insert Data
- Insert Sound Files
- Insert Video Clips
- Working with Sound & Video
- Creating Hyperlinks
- Embed Objects

Custom & Auto Timings
- Creating Custom Shows
- Ink Annotations when running slides
- Set Options for Custom Shows
- Running Custom Shows
- Create an Agenda Slide
- Rehearse Timings
- Loop Continuously
- Setting up Presenters View
- Using Online Video

Other
- Add multiple Effects
- Motion Paths
- Re-Using Slides
- Screenshots
- Insert Objects
- New Animation
- New Transition
- Reading View

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf of our upcoming course dates

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UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February	25th February		
March			
April			
May	22nd May		1st and 2nd May - AM
June		26th June	
July	16th July		
August			12th and 13th August - AM
September	23rd September	18th September	
October			
November			4th and 5th November - AM
December		4th December	

MS Project Introduction – Tutor Led

For individuals who have never used Project. The course is designed to cover all aspects of Project at an Introduction level; to provide you with a good overall grasp of the application- its different areas, features and how these can be adapted within a working environment.

What you will learn:

Project Environment
- Starting a Project
- Different View Areas of Project
- Loading a Project

Tasks
- Inserting Tasks
- Linking Tasks through Predecessors
- Creating Phases within Project
- View Scheduling Options
- Deleting, Moving & Editing Tasks

Planning a Project
- Overview of Planning
- Creating a new Base Calendar
- Creating Other Calendars

Resources
- Creating Resources for use on Tasks
- Editing Resources Information
- Resource Calendars

Views
- Alternative Sheet View

Printing Reports
- Preview Options
- Page Setup
- Overview of Project Reports

- Viewing Gantt Charts
- Altering Gantt Charts

Tracking your Projects
- Create a Baseline Benchmark to Mark against
- View a Tracking Gantt Charge – See Your Project's Progress

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			TBC
February		17th February	
March	26th March		
April		16th April	
May	23rd May		TBC
June		25th June	
July			
August	21st August	5th August	
September			TBC
October	29th October		
November			
December			TBC

MS Project Complete – Tutor Led

For individuals who have never used Project or have only used Project for limited tasks. At the end of the 2-day session you will be able to create professional looking planning documentation.

What you will learn:

Project Introduction
- Ribbon Bar Overview
- Tasks Area
- Gantt Chart Area

Resources
- Creating Resource Calendars
- Create Resources
- Assign Resources to Tasks

- View Navigation
- Starting a Project Overview
- Project Calendars

Creating Tasks
- Insert Tasks
- Delete and Move Tasks
- Promote/Demote Tasks
- Link tasks
- Manual & Auto Scheduling
- Predecessors
- Task Types
- Setting Restraints
- Adding Task Summary & Outline Numbers

Costs
- Creating Costs
- Assign Costs to Tasks
- Add New Columns

- Over Allocation
- Team Planner View

Gantt Charts
- Formatting Gantt Charts
- Altering Gantt Chart Styles

Completing Tasks
- Set Baseline
- Tracking View
- View Reports
- Filter Tasks
- Percentage Complete

Printing & Views
- Print Preview
- Page Setup

Duration: 2 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	15th and 16th January	29th and 30th January	
February			TBC
March		13th and 14th March	
April	29th and 30th April		
May			TBC
June	4th and 5th June		
July		30th and 31st July	
August			TBC
September	16th and 17th September		
October		1st and 2nd October	
November		4th and 5th November	
December			TBC

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MS Project Advanced – Tutor Led

For Individuals who have completed the 2-day MS Project Complete training course or have a sound knowledge of working with MS Project and are looking to take their project management skills to the next level.

What you will learn:

Multiple Projects and sharing Resources
- File and Project Windows
- Workspaces
- Master Project and Sub Projects
- Project Cross Links
- Resources Pools
- Resources Pool Links

Advanced Customisation
- Custom Groups
- Advanced Filters
- Tables and Reports Views
- Using the Organiser

Integration with other Applications
- MS Excel
- MS Outlook (Version Dependant)
- HTML for the Web

Forms
- Creating Custom Forms
- Adding Items Forms
- Managing Forms

Project Templates
- Create and use MS Project Templates

Project Interfaces
- Adding Graphics
- Built in Toolbars
- Customising Toolbars

Macros
- Using Macros
- Troubleshooting Macros

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf of our upcoming course dates

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UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February	21st February		
March		21st March	
April	18th April		
May		9th May	
June			
July	25th July		
August		29th August	
September			
October	22nd October	24th October	
November			
December	5th & 12th December		

Microsoft Word Introduction – Tutor Led

For individuals who have never used a Word processing package before or have only used Word for limited tasks. At the end of the day you will be able to create professional looking Word documents.

What you will learn:

Introduction
- Screen Layout – Ribbon Bar
- Entering/ Edit Text
- Spell & Grammar Checking
- Change Case
- Saving Documents
- Creating New Documents
- Saving as Different Versions

Formatting
- Selecting Text
- Moving Text – Copy, Cut & Paste
- Navigating a Document
- Full Formatting Text Options
- Aligning Text
- Applying Text Styles

Paragraph Formatting
- Setting Tabs
- Using Bullets & Numbers
- Paragraph Spacing
- Borders & Shading
- Watermarks

Printing
- Print Preview
- Applying page settings
- Page Layouts
- Page Numbering
- Basic Headers & Footers
- Page Breaks

Other
- Basic Tables
- Pictures
- Word Art

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		13th January	
February	26th February		5th and 6th February - AM
March		3rd March	
April	2nd April		
May		8th May	14th and 15th May - AM
June	17th June		
July		9th July	14th and 15th July - AM
August	8th August		
September		25th September	2nd and 3rd September - AM
October	9th October		
November		17th November	11th and 12th November - AM
December	17th December		

Microsoft Word Intermediate – Tutor Led

For individuals who are already using Word to an Intermediate level. This course will streamline and perfect your Word skills by teaching the advanced features available in the Word package.

What you will learn:

Tables
- Creating Tables
- Altering Table Rows & Columns
- Deleting Tables
- Entering Dates
- Table Layouts

Paragraph
- Page & Section Breaks
- Linking Headers
- Applying Text Styles
- Using Styles
- Modifying & Create Styles

- Formatting Tables
- Sorting Data
- Drawing Tables

Charts & Pictures
- Creating Charts
- Editing Charts
- Formatting Charts
- Moving & Re-Sizing Charts
- Changing Chart Type
- Insert Clip Art
- Insert Pictures
- Working with Pictures
- Text Wrap Pictures

- Create Table of Contents

Quick Parts
- Creating Quick Parts
- Modify & Edit
- Deleting Quick Parts

Other
- Creating Columns
- Using Templates
- Introduction to Mail Merge
- Protecting Documents
- Working with Comments
- Drawing Diagrams
- Screenshots
- Front Covers

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February		14th February	12th and 13th February - AM
March	11th March		
April			
May	28th May		21st and 22nd May - AM
June		3rd June	
July	2nd July		22nd and 23rd July - AM
August		13th August	
September	2nd September		9th and 10th September - AM
October		28th October	
November	18th November		20th and 21st November - AM
December		11th December	

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Microsoft Word Advanced – Tutor Led

For individuals who are already using Word to an Intermediate level. This course will streamline and perfect your Word skills by teaching the advanced features available in the Word package.

What you will learn:

Mail Merge
- Creating Mail Merge
- Merge Envelopes & Lables
- Creating Data Sources
- Editing Data Sources

Tracking
- Tracking Changes
- Accept/ Reject Options
- Viewing Tracking Changes
- Compare Document Versions

Forms
- Creating User Forms
- Save and Protect Forms
- Editing Forms
- Create Drop Lists

Utilities
- Creating Foot & Endnotes
- Creating Front Cover Pages
- Create an Index
- Captions
- Collaborating with other Documents
- Cross-reference
- Recording Macros
- Edit and Remove Macros
- Embedding Objects
- Online Video
- Design Themes
- Backstage Features

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf of our upcoming course dates

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	20th January		
February			18th and 19th February - AM
March		10th March	
April	10th April	1st April	
May		6th May	
June	19th June		
July			29th and 30th July - AM
August	15th August		
September		11th September	17th and 18th September - AM
October	31st October		
November			
December		18th December	1st and 2nd December - AM

Personal Development Workshops

Assertiveness – 1-day Workshop

Overview:

Have you ever been in a situation, perhaps at a business meeting, where you wanted to say something, but you didn't or couldn't? Or perhaps you have lost your temper or got upset and regretted it afterwards? These are a couple of examples of where assertive communication would have helped.

Assertion involves standing up for personal rights and expressing thoughts, feelings and beliefs in direct, honest, and appropriate way that do not violate another person's rights. The basic message in assertion is: 'This is what I think. This is what I feel. This is how I see the situation.' This message is said without domination, humiliating or degrading the other person.

Assertion involves respect, not deference. Two types of respect are involved in assertion: respect for oneself (expressing one's needs and defining one's rights) as well as respect for the other person's needs and rights.

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This workshop is about helping you recognise your own type of behaviour and how you come across to others. It will help you to identify situations in which you would like to be less aggressive or less passive and learn how to be assertive in these situations.

This training course will show you how to overcome your natural, instinctive behaviour in situations and learn more effective responses.

Who should attend?

This course is designed for people who wish to develop their skills in communicating more assertively and confidently.

Objectives:

- Identify assertive, aggressive, and passive behaviour in others
- Identify your own behaviour
- Identify and use a variety of assertive techniques

What you will learn:

- What are assertive, aggressive and passive behaviours?
- What affect these behaviours have on you and others?
- Understanding our rights and responsibilities
- Recognising an assertive response
- Three steps to assertive behaviour
- Saying 'no' without feeling guilty
- Comparing constructive criticism and destructive criticism
- Dealing with criticism assertively

Duration: 1 Day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf of our upcoming course dates

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UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	30th January		
February		12th February	
March	4th March		20th March
April		3rd April	
May	8th May		
June		17th June	
July	8th July		2nd July
August		21st August	
September	11th September		
October		22nd October	3rd October
November	12th November		
December		3rd December	

Better Business Writing- 1-day Workshop

Overview:

Most people, even if they are not involved in business, have probably written some form of business communication at one time. This may have been a letter of complaint to a company, or a letter to the bank manager asking for an overdraft. Whatever the reason, or type of communication, business writing is something that we are all involved in at some point in our lives. It is therefore important that we know what it is, how to do it and how to do it well.

For some people, it is a vital skill; according to a survey of employer's world-wide, writing correctly and persuasively comes top of the list of skills needed for professional success.

Although business writing can seem a little overwhelming to begin with, it can be relatively easy to learn – one you understand the basics of what is required.

There are several benefits to learning how to write good business documents:

- You can make a good impression on others if your writing is well prepared and produced.
- You will save time when writing documents, if you know how to plan and prepare them.
- Youi will save other people time if your documents are clearly written and easy to read.
- You will create a good impression of yourself to those around you.
- You will create a good impression of your organization.

PITMAN

T R A I N I N G

Course program: NB all timings are approximate.

9:30am – 10:45am: Introduction

Why it is important?

The benefits of good business writing

Getting back to basics

Grammar and punctuation

Spelling

BREAK

11:00am – 12:45am: Writing with impact

Be clear

Write less

Active verbs

Setting the tone

Using positive v negative language

Condescension

Cliches and jargon

Writing with your reader in mind

Non-sexist language

LUNCH

1:30pm – 2:45pm: Structure ad style

Know your audience and know your purpose

BREAK

3:00pm – 4:15pm: **Practice**

4:15pm – 4:30pm: **Summary and close**

Duration: 1 day

We can deliver training onsite at your workplace. We can also deliver this course virtually via Teams if preferred.

Available on our open schedule timetables in Edinburgh and Glasgow.

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		17th January	
February	27th February		TBC
March			
April	1st April		TBC
May		7th May	
June	3rd June		
July		3rd July	TBC
August	5th August		
September		4th September	
October	28th October		TBC
November		7th November	
December	9th December		

Communication Skills –1-day Workshop

Overview:

Effective communication is key in every situation we find ourselves in, whether it is work related or in personal life. We all know or work with people, whom we respect as effective communicators, but what is it about their behaviour that we aspire to and how do they do it? How is it that they are not only able to express themselves fully but can also get to the heart of what is important to the people around them?

Most of us communicate well in many situations; however, occasionally we need a little help. The first step is realising that you can learn new communication skills and that these are not solely in the domain of gifted communicators.

In which situations would you find it useful to convey yourself as a confident and articulate individual? Whether you want to communicate with more impact or build rapport with a colleague or client; improving your communication skills will help you meet these challenges.

This special workshop is ideal for those who need to build effective working relationships or depend on effective communication in critical situations. It will also benefit those who would like to develop their own skills and confidence in communication generally.

Objectives:

- Revisit the foundation of effective communication
- Frame communications positively
- Remaining in control of time spent on conversations

- Giving positive feedback
- Having difficult conversations

What you will learn:

- Practical verbal and non-verbal communication
- The importance of rapport and how to build relationships
- Methods of organising your thinking to convey the message you really mean
- To use precise questioning skills to control and move the conversation along
- How to communicate carefully in difficult situations
- How to resolve conflict and open up the communication
- How to implement changes on return to office

Duration: 1 day

We can deliver training onsite at your own workplace. We can also offer virtual classroom training via Zoom if preferred.

Available on our open schedule timetables in Edinburgh and Glasgow.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	7th January		
February		25th February	
March		25th March	TBC
April		8th April	
May	1st May		
June		19th June	
July	23rd July		TBC
August		7th August	
September	9th September		
October		21st October	
November	17th November		
December			TBC

PITMAN
TRAINING

Executive PA/ Secretary- 2-day Workshop

Overview:

The role of the Exec PA is constantly evolving. Many managers and their colleagues see PA's and Executive Assistants as an essential functional part of their organisation, they don't always realise or acknowledge what they do or realise the critical role they play towards the success and profitability of a company.

Whether your role involves organising events, managing your manager's diary, providing administration support or managing the office; it is essential tat you can priorities, manage your time well and effectively communicate.

This course will help you to excel in whatever PA role you find yourself in.

It will facilitate real change in the way you communicate, by helping you develop your role and understand how it relates to the pressures on a manager and the business.

This workshop is perfect for PA's, Secretaries and Executive Assistants and you will find plenty of opportunities to share experiences and explore skills in a motivating and non-threatening environment, with lots of hints and tips thrown in along the way.

Objectives – At the end of the course you will be able to:

- To properly understand the role of the Executive Secretary/ Personal Assistant
- To learn to communicate effectively at all levels
- To organize your time and your boss's time more efficiently
- To understand how to set priorities and stick to them
- To acquire basic management skills

What you will learn:

- To identify the key areas for your development in this job role.
- To manage your boss successfully: making relationships work, developing your network, communication, and the importance of feedback.
- To communicate effectively: questioning and listening techniques, learn how to be assertive and stay in control.
- To deal with difficult people.
- To manage your time effectively: setting objectives, planning and prioritising tasks.
- To develop personal management skills: delegating successfully, problem solving and decision making.

Who should attend?

PA's who wish to increase the contribution they make to their organisation. It is also aimed at Secretaries who wish to develop and move up to the role of a PA.

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T R A I N I N G

Duration: 2 days

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Available on our open schedule timetables in Edinburgh and Glasgow.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		20th and 21st January	
February			
March	12th and 13th March		
April			
May		28th and 29th May	
June			
July	30th and 31st July		
August			
September		16th and 17th September	
October			
November	27th and 28th November		
December			

Influencing Skills –1-day Workshop

Overview:

The aim of this course is to learn how to develop and apply the skills of influential communication.

Objectives:

- To understand how we are influenced
- How to tailor your communications for different people and situations
- To communicate confidently and with purpose
- How to put across complex ideas in simple, understandable ways
- How to use non-verbal behaviour to impact others
- Influencing through feedback
- Dealing with objections

The topics and timings will reflect the participant's needs on the day and may cover all or some of the following:

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TRAINING

Understanding Influence

Exploring the nature and application of influential communication. Clarifying who you want to influence, what kind of influencing you want to have and why.

Principles and Skills of Influential Communication

Fundamentals of influential communication. Verbal and non-verbal communication. Congruence and leading behaviour.

The Language of Influence

Find the most attractive language for your listener. Using questions to influence and bring about a certain point of view. Insuring you don't influence by accident.

Influencing though Feedback

Managing relationships through positive feedback. A gentle method of influencing others around you.

Presenting Information

Make persuasive, memorable, impactful and inspiring presentations.

Reframing the Meaning of Things

We all know a glass can be half empty or half full, but can we systematically manage or change the meaning of things?

Dealing with Objections

Introducing the stages of objection handling. How to manage those who play "Hard Ball" and develop creative solutions.

Duration: 1 Day

We can deliver training onsite at your workplace or virtually via teams.

Available on our open schedule timetables in Edinburgh and Glasgow.

See overleaf for our upcoming dates

PITMAN
T R A I N I N G

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		23rd January	
February	10th February		TBC
March		11th March	
April	23rd April		
May		12th May	
June	18th June		TBC
July		24th July	
August	22nd August		
September		23rd September	
October	23rd October		
November			TBC
December	11th December		

Leadership Skills –1-day Workshop

Overview:

As you develop as a senior manager you need to start to think and handle yourself very differently. You are even less involved in the day to day delivery of the work. Your success depends on your ability to manage your managers as well as mentor and inspire others.

Objectives:

To share methodologies and techniques that will enable you to:

- Identify the main types of leadership
- Identify the main characteristics of different theories of leadership – trait, transactional etc.
- Demonstrate an ability to apply different leadership styles and characteristics to different business situations
- Demonstrate an understanding of the problems associated with leading change in an organisation
- Demonstrate an understanding of the advantages and disadvantages of different leadership approaches to a problem
- Develop emotional intelligence skills
- Demonstrate mentoring techniques
- Understanding the importance of starting with your 'why'

Course Programme

Review of Actions from Management Skills Workshop

Leadership Theories

- Trait theories
- Behavioural theories
- Contingency theories
- Power and Influence theories

Emotional Intelligence

- Self-assessment
- The 4 elements of emotional intelligence
- Turning into your semses
- Improving your emotional intelligence

Mentoring

- Key responsibilities
- Mentor agreements
- 4 domains of performance

Starting with 'why'

- The golden circle
- Discovering your 'why'

Bring it all together and action planning

Course Review

Duration: 1 Day

We can deliver this course onsite at your workplace or via virtual classrooms if preferred.

See overleaf for upcoming courses in person

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	13TH January		
February		11th February	
March	3rd March		
April		10th April	
May	16th May		
June		4th June	
July	10th July		
August		8th August	
September	4th September		
October		16th October	
November	24th November		
December		16th December	

Management Skills – 1-day Workshop

As you develop as a manager you are even less involved in the day-to-day delivery of the work. Your success depends on your ability to manage your team, manage others who supervise and manage technical specialists. Your is less about your technical skills and will demand even higher levels of people skills. Your coaching skills will need more finesse as you may find yourself coaching supervisors and junior managers who act as coaches at their own level.

This workshop will help you develop the right people skills and keep you developing for future management roles. Ideal for those with some management experience, this course will help you benchmark your skills, trouble shoot pinch points and set the scene for middle levels of management.

Objectives:

To share methodologies and techniques that will enable you to:

- Develop your team
- Use different management approaches
- Plan and attend productive meetings
- Deal with disciplinary situations with confidence
- Manage absence
- Develop and conduct competency based interviews
- Structure inspiring coaching sessions

Course Programme:

- Review of Actions from Supervisory Skills Workshop

- Theory X and Y

  - How your approach impacts your team and organization

- Inspired Meetings

  - 4 ways to ensure people look forward to your meetings

  - Suggested meeting structure

- Managing Absence

  - The Bradford Factor

  - Guidance for Handling Absenteeism and Illness

  - Best practice for Return to Work Interviews

- Interview Skills

  - Types of Interview

  - A Competency Based Report

  - STAR Structure

- Coaching

  - The GROW Model

  - Great Coaching Questions

- Bring it all together and action planning

- Course Review

Duration: 1 day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Available on our open schedule timetables in Edinburgh and Glasgow.

See overleaf for our course timetables

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February		20th February	
March	31st March		
April			
May		15th May	
June			
July	22nd July		
August			
September		8th Septmber	
October			
November	6th November		
December			

Meetings and Minutes – 1-day Workshop

Objectives:

- To understand what meetings are and why we have them
- To understand the importance of an agenda
- To identify the key elements of an agenda
- To introduce different styles of note taking
- To understand what minutes are and why we need them
- To learn how to produce appropriate minutes of a meeting

What you will learn:

- The difference between formal and informal meetings
- How to set out an agenda
- Tips and techniques for note taking
- The role of the minute taker
- What minutes are and the different styles of minutes
- How to use appropriate language for minutes

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Who should attend?

Anyone who organises and takes minutes at meetings; those who would like to do this role to a professional standard.

Duration: 1 day

We can deliver this course onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	9th January	27th January	
February	5th February	26th February	
March	20th March		12th March
April		2nd April	
May	15th May		
June		18th June	17th June
July	29th July	10th July	
August	7th August		
September		10th September	23rd September
October	7th October		
November		6th November	
December	2nd December		3rd December

Negotiation Skills – 1-day Workshop

This one-day course is designed to equip participants with essential negotiation skills. Participants will leave with a strong foundation in negotiation techniques.

The key aims and objectives of this Negotiation Skills course is to introduce you to the knowledge and skills required to negotiate business deals.

By the end of this workshop, you will learn to:

- Understand what negotiation is and how it is effectively used.
- Clearly identify what you want to achieve from negotiation.
- Identify innovative solutions for potential deal breakers.
- Consider negotiations from the other party's perspective.

- Identify potential factors for negotiation.
- Recognise the impact of language and behaviours in the negotiation process.
- Sign off deals so that they are clear and binding.

Participants will have the opportunity to work through practical case studies. If booking a closed event for your just your team, we can use your own workplace relevant examples.

Duration: 1 day

Available on our open schedule timetables in Edinburgh and Glasgow.

Can be delivered via virtual classrooms or onsite at your workplace.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	17th January		
February		21st February	
March	17th March		
April		22nd April	
May	27th May		
June		23rd June	
July	24th July		
August		12th August	
September	29th September		
October		20th October	
November	21st November		
December		8th December	

Presentation skills – 2-day Workshop

Talk and present with confidence and impact.
Do you find yourself avoiding situations where you will be asked to talk or present an idea? You know your stuff but the thought of having to stand up in front of an audience fills you with worry and panic?

OR

You may be "stuck in a rut" with your presentations or public speaking engagements and need to add impact to inspire and motivate your audience.

This training experience is suitable for both inexperienced and experienced presenters who feel they need to refresh and improve their delivery and motivate their audience. It has been developed for people who are required to give effective and stimulating presentations and talks.

ALL speakers have nerves! Most of us fear standing up in front of an audience and presenting, however, you can learn to overcome this natural fear by learning techniques that will allow you to deliver a memorable presentation.

This 2 day course will help you hone your skills and give you the tools and space to practice delivering you message in a creative and confident manner. Classes are small and mainly experimental, allowing the trainer to focus and coach whilst reflecting on your particular challenges and requirements.

Objectives:

- To overcome the natural fear of speaking to an audience and use nervousness to your advantage
- To design a presentation that people remember
- To understand and gain the non-verbal skills all good speakers need
- To develop presence and confidence when speaking to a group
- To connect with your audience and make them listen
- To use pace to influence and impact listeners
- To deliver engaging and memorable presentations

Duration: 2 Days
We can deliver training onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February	12th and 13th February		
March		5th and 6th March	
April			
May	19th and 20th May		
June			
July		7th and 8th July	
August	27th and 28th August		
September			
October		8th and 9th October	
November	4th and 5th November		
December			

Professional Receptionist – 1-day Workshop

Several phone lines are ringing; colleagues are asking questions, and now here comes a customer or client. How do you calmly handle several people simultaneously with professionalism and poise?

This course is specifically designed to address just that scenario and other important challenges that receptionists face. In addition to learning effective verbal and visual communication skills, participants will learn how to interact successfully with even the most demanding individuals and situations.

Objectives:

- To understand the importance of the Receptionist's role
- To learn how to make a first impression people remember
- To review best telephone practice
- To develop strategies for dealing with difficult people and situations

What you will learn:

- To adopt appropriate telephone techniques
- To receive visitors professionally
- To direct calls correctly
- To deal with difficult people and situations
- To improve personal effectiveness

Who should attend?

Staff who are representing the company in a front-line reception position. Or those who are asked to deputise in this important role from time to time.

Duration: 1 day

We can deliver this course onsite at your workplace or via virtual classrooms if preferred.

Available on our open schedule timetables in Edinburgh and Glasgow.

Please see overleaf of our upcoming course dates

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			TBC
February	7th February		
March			TBC
April	7th April		
May			
June			TBC
July		14th July	
August	11th August		
September			TBC
October			
November		21st November	
December			TBC

Project Management Principles – 2-day Workshop

Project Management is a discipline that has evolved in order to coordinate and control resources and activities to achieve specific goals and objectives. It involves decision making, common sense, organization, time management and assertiveness to deliver these goals and objectives within constraints – the primary ones being cope, time, and budget.

Course Overview:

This 2 day course is aimed at individuals who manage small projects, along with their other everyday tasks and need a broad understanding of the principles of project management. The course provides an overview of project management and introduces areas where other, more specific training may be beneficial.

Course Objectives:

By the end of the course, you will be able to:

- Identify the various stages of the Project Lifecycle
- Understand how projects start – the Business Case
- Set objectives
- Write a 'Terms of Reference' for a project
- Recognise the roles and responsibilities within a project
- Understand the role of the Project Manager when managing individuals and teams
- Understand the importance of a communication plan for a project
- Plan a project using project management techniques: Work Breakdown Structures, Estimating, Resource Loading, Budgeting

- Identify the critical path through a project
- Understand basic elements of risk analysis and management as well as change management
- Understand the importance of tracking project progress and project review.

Course Program:

Day 1:

- ❖ Course Introduction & Overview
- ❖ **Project Management Overview:**
  - ➢ Definition of Project Management
  - ➢ The Project Lifecycle
  - ➢ The Devil's Triangle
  - ➢ How Project's Start –
    The Business Case
  - ➢ Terms of Reference and the PID
  - ➢ Setting SMART Objectives

- ❖ **Project Teams:**
  - ➢ Matrix Management
  - ➢ The role of the Project Management

- ❖ Project Manager – Skills & Attributes
- ❖ Team Selection & Team Building
- ❖ **Project Communication:**
  - ➢ Oral & Verbal communication
  - ➢ Projects Meetings
  - ➢ Communication Plans and Projects
  - ➢ Case Study – Part 1

Day 2:

- ❖ Work Breakdown Structure
- ❖ Estimating Task Durations
- ❖ **The Project Planning Process:**
  - ➢ Scheduling – PERT Charts
  - ➢ Identifying the critical path
  - ➢ Assigning Resources
  - ➢ Calculating the Budget
  - ➢ Gantt Chart Overview

- ❖ Case Study Part 2
- ❖ **Risk Analysis Management:**
  - ➢ Identification, Assessment, Tolerance
    and Management
  - ➢ Tracking Progress
  - ➢ Change Management
  - ➢ Post Completion Review
  - ➢ Course Summary & Close

Duration: 2 days

Available on our open schedule timetables in Edinburgh and Glasgow

Please see overleaf for our upcoming courses.

PITMAN

T R A I N I N G

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		8th and 9th January	
February			
March	18th and 19th March		
April			
May		19th and 20th May	
June	11th and 12th June		
July		1st and 2nd July	
August	19th and 20th August		
September		2nd and 3rd September	
October	14th and 15th October		
November		24th and 25th November	
December			

Report Writing – 1-day Workshop

Develop your report outline quickly and efficiently and meet your deadline!

Do you dread the time it takes to put together your report? You are not alone: many people find it challenging when putting reports together. How do you know where to start. Will your reader understand your message? How do you get that message across?

Course Overview:

This highly informative workshop will help you choose the correct style and tone and clearly define your purpose. It will revisit the key principles of grammar, punctuation, and spelling. The course is aimed at anyone involved in writing on behalf of their employer and in particular, those for whom reports are, or will be integral to their job role.

Course Objectives:

- Understand the different types of reports you can write
- Clearly define the purpose of your report
- Identify the key areas of a report
- Assess what should or should not be included in your report
- Develop your report outline quickly and efficiently

- Understand the key principles of grammar, punctuation and spelling for use in your report
- Express yourself effectively using plain English
- Identify ways of writing with more impact
- Revise and correct your reports effectively

Duration: 1 day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Please see overleaf for upcoming course dates.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			TBC
February		18th February	
March	24th March		
April		9th April	
May			TBC
June	23rd June		
July		22nd July	
August			TBC
September	18th September		
October		13th October	
November			
December			TBC

Speedwriting – 1-day Workshop

Overview:

This excellent course provides delegates with an overview and introduction to BakerWrite, a highly intuitive and easy to use speedwriting system.

The course is designed for those who wish to be able to take effective, accurate notes at work or in everyday life. This one-day course will show you how to write in a reduced and efficient way to help save time taking dictation, writing notes, recording minutes, or taking lecture notes.

Objectives:

To learn the basic principles and theory of speedwriting, and to gain a minimum speed of 40 Words Per Minute (WPM).

Course content:

- Silent letters and vowels, phonetics and prefixes, exercises, and dictation practice
- More prefixes, use of superscript, exercises, and dictation practice
- Suffixes, exercises, and dictation practice

Benefits:

- Know and understand Speedwriting theory and be able to write up to 40 WPM
- The flexibility and value of a trainer to guide you through the techniques used
- A workbook to use as a reference guide on completion of the course
- Access to the dictation passages after the course to practice with
- Opportunity to sit the Speedwriting Validation test with Pitman Training to gain the accredited CPD (Continual Professional Development) certificate

Who should attend:

Anyone interested in taking notes at all levels in both work and personal life. The course is particularly beneficial to those for whom taking minutes or dictation is an integral part of their role.

Duration: 1 day

We can deliver this course onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	27th January		
February		13th February	
March		31st March	
April	24th April		
May			TBC
June		5th June	
July	15th July		
August		27th August	
September			TBC
October		23rd October	
November	19th November		
December			TBC

PITMAN
T R A I N I N G

Supervisory Skills – 2-day Workshop

CPD Accredited

Tutor led training, delivered in person – available on our schedule timetables in Edinburgh and Glasgow.

Can be delivered via virtual classrooms or onsite at your workplace.

Overview:

Get better results from your team.

Would enhanced supervisory skills be of benefit to you or any other of your employees?

Are you a supervisor or team leader who would like to get better results from your team?

Are you interested in working with an experienced provider of innovative, effective, and enjoyable training solutions?

Competent and confident supervisors are critical to the success of all organisations – in terms of how they manage their teams, tasks, and change.

This course develops core supervisory competencies and provides a range of techniques that supervisors can immediately use to enhance the results they get.

The course has been designed for new supervisors/ team leaders/ managers or those in these roles who have not received any formal supervisory skills training.

It is delivered in a format to engage all learning styles and to stimulate changes in behaviour after the course. Typically, this involves a mix of trainer-led insight, delegate participation, team activity, practical exercises and learning views.

Our trainers are experienced in creating positive learning environments where participants feel comfortable in sharing experiences and practicing skills.

Aim:

The aim of the course is to provide participants with a range of skills, methodologies, and techniques to enhance their ability to supervise people, tasks and change effectively.

What you will learn:

- How to become a credible supervisor
- How to communicate successfully, using verbal and non-verbal modes of communication: asking specific questions and active listening
- How to prioritise tasks and manage their time more effectively

- How to delegate appropriate tasks productively
- How to make well informed decisions
- How to motivate team members to deliver desired results
- How to build a positive working environment
- How to deal with challenging team member and work solutions

Duration: 2 days

We can deliver this course onsite at your workplace or via virtual classrooms if preferred.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		15th and 16th January	
February	18th and 19th February		
March			TBC
April		29th and 30th April	
May	13th and 14th May		
June			TBC
July		28th and 29th July	
August	13th and 14th August		
September			TBC
October	1st and 2nd October		
November		10th and 11th November	
December			TBC

Telephone Techniques – 1-day Workshop

Overview:

The telephone gives you the opportunity to make a positive first impression of both yourself and your company. Think of the many times you have used the telephone to call a company for information or service. If you have never visited the company in person, your perception of its competency and efficiency were based entirely on how your call was handled.

You can accomplish a lot on the telephone in a shorter period of time, but the rules for communicating by telephone are different than they are for face-to-face communication. We cannot see the other person so we cannot use body language, gestures, and facial expressions to add meaning to our message. We can't shake hands or make eye contact with the other person and build rapport, so it is much easier to be misunderstood over the telephone.

On the other hand, we don't have to worry about how we are dressed or if our appearance is suitable, all our energy is concentrated on what we want to say to the other person. They in turn can't see our body language or see what we look like and therefore make judgements upon us. In fact, on the telephone we can project whatever image we want!

This 1 day workshop has been developed for people who would like to improve their telephone communication skills. It is particularly aimed at those who use the telephone as an important part of their job.

Objectives:

- To acquire a confident and friendly telephone manner
- To learn what to say and what NOT to say
- To gain effective listening skills
- To with awkward sit
- To adopt ways of taking and passing on messages in a professional way

You will learn:

- Improved communication skills
- The importance of voice and attitude
- Listening skills and questioning techniques
- To sound confident and helpful
- To understand the caller's needs
- To handle awkward calls
- To take messages
- To hand over and re-route a call

Course Program: All times are approximate

9:30 – 10:45

- Introduction and course object
- What is communication
- The importance of the telephone
- Your attitude
- Your voice

11:00 – 12:30

- Using positive language
- Receiving, transferring, and making a call
- Telephone messages

1:15 – 2:30

- Questioning techniques

- Listening techniques
- Six keys for better listening

2:45 – 4:30

- Being assertive
- Dealing with difficult callers
- Course summary & close

Duration: 1 day

We can deliver training onsite at your workplace or via virtual classrooms if preferred.

Available on our open schedule timetables in Edinburgh and Glasgow.

UPCOMING DATES

2025 Schedule	**Edinburgh Dates**	**Glasgow Dates**	**Virtual Classroom Dates**
January			TBC
February	14th February		
March		24th March	
April			TBC
May	2nd May		
June		30th June	
July			TBC
August	25th August		
September		5th September	
October			TBC
November	13th November		
December		17th December	

Time Management – 1-day Workshop

Overview:

Are you frequently interrupted by your colleagues with questions about the job or requests for advice and decisions?

Do you sometimes find yourself doing the job of one of your colleagues when they really ought to be doing it themselves?

Do you work longer hours than those you work with or those you manage?

Do you habitually take work home every night or at the weekend?

PITMAN
T R A I N I N G

Does more of your time get spent working on details, rather than strategic thinking or planning of management activities?

Do you have unfinished jobs piling up on your desk or difficulty meeting deadlines?

If you answered yes to any of the above, then spending a little time learning how to manage your time will save you hours!

This workshop is ideal for anyone who wishes to improve their self-managing techniques, achieve more in their working day and gain more balance in their lives.

Duration: 1 day

We can deliver this course onsite at your workplace or via virtual classrooms if preferred.

Available on our open schedule timetables in Edinburgh and Glasgow.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	14th January		
February		24th February	
March	10th March		17th March
April		24th April	
May	6th May		
June		10th June	3rd June
July	9th July		
August		6th August	1st August
September	30th September		
October		27th October	
November	26th November		
December		10th December	

Train the Trainer – 3-day Workshop

CPD Accredited

Tutor led training, delivered in person – available on our schedule timetables in Edinburgh and Glasgow.

Can be delivered via virtual classrooms or onsite at your workplace.

Aim:

This course will introduce participants to the issues, methodologies and techniques of training design and delivery.

Objectives:

By the end of this workshop, participants will be able to:

- Identify training needs.
- Define and create aims and objectives that fit within an organisational perspective.
- Design training sessions.
- Deliver training sessions that incorporate the trainer's personality – metaphors, stories. and humour.
- Evaluate training interventions.
- Dealing with difficult delegates.

The training systematically points to everything you need to know about being a trainer. Each day consists of practical experience as well as hundreds of useful tips and techniques.

While the first part of the course concentrates on the design and structure of training as a learning tool; it then moves on to presentation, delivery and facilitation so each day builds up to complete a full training methodology.

Duration: 3 days

The information shown below is the structure of the course – timings and emphasis will vary depending on participants' needs.

Introduction:

- Logistics and participant introductions
- Aims and objectives

Aiming for successful training:

- Exploring the varying factors that can impact on successful training
- Personal preferences in training experiences
- Scope of training within organisations
- How these fit together

Training needs:

- Issues in defining and managing training needs
- Levels of needs and methods of identifying them

Training as a 'Change Intervention':

- Identifying thpes of learning and changes possible
- Planning for and organizing change through training

Creating and using training aims and objectives:

- Differences and uses of 'Aims and Objectives'
- Criteria of 'Aims and Objectives'
- Benefits and limitations of 'Aims and Objectives'

Training planning and design:

- Structuring the training
- Priorities for inclusion in the training
- The set up for learning
- Testing the learning
- Responsibility of how you leave the participants

Training delivery:

- Processes of communication
- Dissolving nerves, extending and working the presentation area
- Devleoping congruence, charisma and presence of the trainer
- Verbal and non-verbal communication
- Getting the message across
- Evaluation successful communication
- Accelerating and embedding learning

Using language strategically:

- Using metaphors and stories to communicate complex ideas

- Other language skills

Using the environment to support learning:

- Room layout
- Using equipment
- The psychological impact of the training environment

Facilitating learning:

- Advance use of questioning
- Dealing with challenges
- Utilising challenges as part of the learning
- Flexibility of training approach

Presentation tips:

- Tips for pulling the whole thing together

Self-management:

- Dissolving common fears
- How to do what experienced presenters do

Training evaluations:

- Levels of evaluation
- Evaluating within and beyond the training

Tutor led training, delivered in person – available on our schedule timetables in Edinburgh and Glasgow.

Can be delivered via virtual classrooms or onsite at your workplace.

UPCOMING DATES

2025 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	21st, 22nd, 23rd January		
February		4th, 5th, 6th February	
March		26th, 27th, 28th March	
April	15th, 16th, 17th April		TBC
May		21st, 22nd, 23rd May	
June	24th, 25th, 26th June		
July		15th, 16th, 17th July	
August			TBC
September	24th, 25th, 26th September		
October		29th, 30th, 31st October	
November		18th, 19th, 20th November	
December			TBC

How to Book

To book your place on courses in either Edinburgh, Glasgow, or our virtual classrooms, call our centers or visit our website today:

- Edinburgh – 0131 556 5650
- Email: helen.mccanney@pitman-training.com
- Glasgow – 0141 223 0090
- Email: caroline.meikle@pitman-training.com
- Website: https://pitmantrainingscotland.co.uk/

Don't forget to follow us on social media for course and company updates!