



# Welcome to Pitman Training Edinburgh and Glasgow

TRANSFORMING PEOPLE. TRANSFORMING BUSINESSES



Edinburgh: 0131 556 5650

Glasgow: 0141 223 0090



**Improve**  
efficiency and  
**productivity**

Make sure your staff are up to speed,  
to keep your competitive edge.

- Attribute an ROI to the training budget
- Increase staff retention and loyalty
- Maximise business productivity
- Enhance profit growth



## 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**



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**



# Our full course list:

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# PITMAN

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# 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
- Enter, 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 Cell 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

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

#### Protection

- Workbook protection
- Worksheet protection

#### Conditional Formatting

#### 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

#### Data Validation

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

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T R A I N I N G

- 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**

**UPCOMING DATES**

<b>2025 Schedule</b>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>	8 <sup>th</sup> January	14 <sup>th</sup> January	23 <sup>rd</sup> and 24 <sup>th</sup> January - AM
<i>February</i>	4 <sup>th</sup> February	10 <sup>th</sup> February	
<i>March</i>	5 <sup>th</sup> March	7 <sup>th</sup> March	
<i>April</i>	3 <sup>rd</sup> April	23 <sup>rd</sup> April	16 <sup>th</sup> and 17 <sup>th</sup> April - AM
<i>May</i>	21 <sup>st</sup> May	1 <sup>st</sup> May & 13 <sup>th</sup> May	
<i>June</i>	10 <sup>th</sup> June	24 <sup>th</sup> June	18 <sup>th</sup> and 19 <sup>th</sup> June - AM
<i>July</i>	17 <sup>th</sup> July	4 <sup>th</sup> July	
<i>August</i>	6 <sup>th</sup> August	20 <sup>th</sup> August	18 <sup>th</sup> and 19 <sup>th</sup> August - AM
<i>September</i>	10 <sup>th</sup> September	24 <sup>th</sup> September	
<i>October</i>	16 <sup>th</sup> October	14 <sup>th</sup> October	
<i>November</i>	11 <sup>th</sup> November	27 <sup>th</sup> November	6 <sup>th</sup> and 7 <sup>th</sup> November - AM
<i>December</i>	3 <sup>rd</sup> December	2 <sup>nd</sup> 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

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T R A I N I N G

Restricting Data Area

Sparklines

Pivot Tables

Flash Fill

## Utilities

Goal Seek

Data Consolidation

Power View Reports

Create Scenarios

What – If Analysis

Drawing Diagrams

Recommended Pivot Tables

**Duration: 1 Day**

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

**See overleaf for upcoming dates**

## UPCOMING DATES

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

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T R A I N I N G

## UPCOMING DATES

<i>2025 Schedule</i>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>	29 <sup>th</sup> January	10 <sup>th</sup> January	
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<i>March</i>		20 <sup>th</sup> March	
<i>April</i>		15 <sup>th</sup> April	
<i>May</i>	12 <sup>th</sup> May		TBC
<i>June</i>			TBC
<i>July</i>	7 <sup>th</sup> July		TBC
<i>August</i>		14 <sup>th</sup> August	
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<i>November</i>	10 <sup>th</sup> November		
<i>December</i>		15 <sup>th</sup> 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

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- 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

<i>2025 Schedule</i>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>			TBC
<i>February</i>	24 <sup>th</sup> February		TBC
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<i>June</i>	9 <sup>th</sup> June		TBC
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<i>September</i>		30 <sup>th</sup> September	
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<i>December</i>			TBC

## PowerPoint Introduction – Tutor Led

For individuals who have never used PowerPoint or 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

#### Bullet Sliders & Pictures

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

#### Organisation

- Using Organisation Charts
- Using Organisation Tables

#### Formatting

- Free Text

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T R A I N I N G

- 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

<b>2025 Schedule</b>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>			
<i>February</i>	6 <sup>th</sup> February	7 <sup>th</sup> February	
<i>March</i>			
<i>April</i>	9 <sup>th</sup> April		2 <sup>nd</sup> and 3 <sup>rd</sup> April - AM
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<i>July</i>			3 <sup>rd</sup> and 4 <sup>th</sup> July - AM
<i>August</i>	26 <sup>th</sup> August	19 <sup>th</sup> August	
<i>September</i>			
<i>October</i>	8 <sup>th</sup> October		1 <sup>st</sup> and 2 <sup>nd</sup> October - AM
<i>November</i>		26 <sup>th</sup> November	
<i>December</i>			



## 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**

## UPCOMING DATES

<i>2025 Schedule</i>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>			
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<i>September</i>	23 <sup>rd</sup> September	18 <sup>th</sup> September	
<i>October</i>			
<i>November</i>			4 <sup>th</sup> and 5 <sup>th</sup> November - AM
<i>December</i>		4 <sup>th</sup> 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 Chart – See Your Project’s Progress

**Duration: 1 Day**

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

## UPCOMING DATES

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

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T R A I N I N G

- View Navigation
- Starting a Project Overview
- Project Calendars
- Over Allocation
- Team Planner View

## 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

## 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

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

## 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**

## UPCOMING DATES

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

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

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T R A I N I N G

- Formatting Tables
- Sorting Data
- Drawing Tables

- Create Table of Contents

## 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

## 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

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



## 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 & Labels
- 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**

<b>2025 Schedule</b>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>	20 <sup>th</sup> January		
<i>February</i>			18 <sup>th</sup> and 19 <sup>th</sup> February - AM
<i>March</i>		10 <sup>th</sup> March	
<i>April</i>	10 <sup>th</sup> April	1 <sup>st</sup> April	
<i>May</i>		6 <sup>th</sup> May	
<i>June</i>	19 <sup>th</sup> June		
<i>July</i>			29 <sup>th</sup> and 30 <sup>th</sup> July - AM
<i>August</i>	15 <sup>th</sup> August		
<i>September</i>		11 <sup>th</sup> September	17 <sup>th</sup> and 18 <sup>th</sup> September - AM
<i>October</i>	31 <sup>st</sup> October		
<i>November</i>			
<i>December</i>		18 <sup>th</sup> December	1 <sup>st</sup> and 2 <sup>nd</sup> 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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T R A I N I N G

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**

**UPCOMING DATES**

<i>2025 Schedule</i>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>	30 <sup>th</sup> January		
<i>February</i>		12 <sup>th</sup> February	
<i>March</i>	4 <sup>th</sup> March		20 <sup>th</sup> March
<i>April</i>		3 <sup>rd</sup> April	
<i>May</i>	8 <sup>th</sup> May		
<i>June</i>		17 <sup>th</sup> June	
<i>July</i>	8 <sup>th</sup> July		2 <sup>nd</sup> July
<i>August</i>		21 <sup>st</sup> August	
<i>September</i>	11 <sup>th</sup> September		
<i>October</i>		22 <sup>nd</sup> October	3 <sup>rd</sup> October
<i>November</i>	12 <sup>th</sup> November		
<i>December</i>		3 <sup>rd</sup> 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.
- You 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.

**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.

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

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

## 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 that you can prioritise, 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.



**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**

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

## 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:

**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 through 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**

**UPCOMING DATES**

<b>2025 Schedule</b>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>		23 <sup>rd</sup> January	
<i>February</i>	10 <sup>th</sup> February		TBC
<i>March</i>		11 <sup>th</sup> March	
<i>April</i>	23 <sup>rd</sup> April		
<i>May</i>		12 <sup>th</sup> May	
<i>June</i>	18 <sup>th</sup> June		TBC
<i>July</i>		24 <sup>th</sup> July	
<i>August</i>	22 <sup>nd</sup> August		
<i>September</i>		23 <sup>rd</sup> September	
<i>October</i>	23 <sup>rd</sup> October		
<i>November</i>			TBC
<i>December</i>	11 <sup>th</sup> 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 senses
- 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**

**UPCOMING DATES:**

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

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

## 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

**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**

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

<i>2025 Schedule</i>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>	17 <sup>th</sup> January		
<i>February</i>		21 <sup>st</sup> February	
<i>March</i>	17 <sup>th</sup> March		
<i>April</i>		22 <sup>nd</sup> April	
<i>May</i>	27 <sup>th</sup> May		
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<i>September</i>	29 <sup>th</sup> September		
<i>October</i>		20 <sup>th</sup> October	
<i>November</i>	21 <sup>st</sup> November		
<i>December</i>		8 <sup>th</sup> 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.

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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 your 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

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

## 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**

<b>2025 Schedule</b>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>			TBC
<i>February</i>	7 <sup>th</sup> February		
<i>March</i>			TBC
<i>April</i>	7 <sup>th</sup> April		
<i>May</i>			
<i>June</i>			TBC
<i>July</i>		14 <sup>th</sup> July	
<i>August</i>	11 <sup>th</sup> August		
<i>September</i>			TBC
<i>October</i>			
<i>November</i>		21 <sup>st</sup> November	
<i>December</i>			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.**

**UPCOMING DATES**

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

## 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

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- 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

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

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



## 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

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

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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

<i>2025 Schedule</i>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>			TBC
<i>February</i>	14 <sup>th</sup> February		
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<i>July</i>			TBC
<i>August</i>	25 <sup>th</sup> August		
<i>September</i>		5 <sup>th</sup> September	
<i>October</i>			TBC
<i>November</i>	13 <sup>th</sup> November		
<i>December</i>		17 <sup>th</sup> 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?



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**

<b>2025 Schedule</b>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>	14 <sup>th</sup> January		
<i>February</i>		24 <sup>th</sup> February	
<i>March</i>	10 <sup>th</sup> March		17 <sup>th</sup> March
<i>April</i>		24 <sup>th</sup> April	
<i>May</i>	6 <sup>th</sup> May		
<i>June</i>		10 <sup>th</sup> June	3 <sup>rd</sup> June
<i>July</i>	9 <sup>th</sup> July		
<i>August</i>		6 <sup>th</sup> August	1 <sup>st</sup> August
<i>September</i>	30 <sup>th</sup> September		
<i>October</i>		27 <sup>th</sup> October	
<i>November</i>	26 <sup>th</sup> November		
<i>December</i>		10 <sup>th</sup> 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 types 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
- Developing 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**

<i>2025 Schedule</i>	<b>Edinburgh Dates</b>	<b>Glasgow Dates</b>	<b>Virtual Classroom Dates</b>
<i>January</i>	21 <sup>st</sup> , 22 <sup>nd</sup> , 23 <sup>rd</sup> January		
<i>February</i>		4 <sup>th</sup> , 5 <sup>th</sup> , 6 <sup>th</sup> February	
<i>March</i>		26 <sup>th</sup> , 27 <sup>th</sup> , 28 <sup>th</sup> March	
<i>April</i>	15 <sup>th</sup> , 16 <sup>th</sup> , 17 <sup>th</sup> April		TBC
<i>May</i>		21 <sup>st</sup> , 22 <sup>nd</sup> , 23 <sup>rd</sup> May	
<i>June</i>	24 <sup>th</sup> , 25 <sup>th</sup> , 26 <sup>th</sup> June		
<i>July</i>		15 <sup>th</sup> , 16 <sup>th</sup> , 17 <sup>th</sup> July	
<i>August</i>			TBC
<i>September</i>	24 <sup>th</sup> , 25 <sup>th</sup> , 26 <sup>th</sup> September		
<i>October</i>		29 <sup>th</sup> , 30 <sup>th</sup> , 31 <sup>st</sup> October	
<i>November</i>		18 <sup>th</sup> , 19 <sup>th</sup> , 20 <sup>th</sup> November	
<i>December</i>			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](mailto:helen.mccanney@pitman-training.com)
- Glasgow – 0141 223 0090
- Email: [caroline.meikle@pitman-training.com](mailto:caroline.meikle@pitman-training.com)
- Website: <https://pitmantrainingscotland.co.uk/>



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

