

Tools Currently on the system...

Section	Tool Title	Type
Discovering Myself	<ol style="list-style-type: none"> 1. Assessing my Strengths 2. Assessing my Career 3. Assessing my Working Relationships 4. Networking and Self Marketing 5. Learning Styles 6. Johari Window 7. Behavioural Styles 	<p>Exercise Exercise Exercise Handout Handout Diagnostic Diagnostic</p>
People Management Skills	<p>Overview</p> <ol style="list-style-type: none"> 1. Managing People - Overview of the Key Skills <p>Motivating People</p> <ol style="list-style-type: none"> 2. Motivation – Principles and Theories 3. Motivation - Summary 4. Motivation - Diagnostic 5. Motivation - Exercise 6. Motivation - Coaching Guide 7. Creating Conditions for Motivation & Productivity 8. Motivating People Exercise 9. The Psychological Contract 10. Making Work fun – Summary 11. Making Work Fun - Coaching Guide 12. Making Work Fun - Exercise 13. Inspiring Others - Summary 14. Inspiring Others - Coaching Guide 15. Inspiring Others - Exercise <p>Using Performance Management Systems</p> <ol style="list-style-type: none"> 16. Preparing for & Managing Performance Reviews 17. Using Objectives and Reviewing Progress <p>Delegating Tasks</p> <ol style="list-style-type: none"> 18. What is Delegation and Why Delegate 19. Strategies for Delegation - Handout 20. Strategies for Delegation - Exercise 21. Delegation - Summary 22. Delegation - Exercise 23. Delegation - Coaching Guide <p>Developing Others</p> <ol style="list-style-type: none"> 24. Developing Your Staff – Key Principles 25. Training Others – Best Practice 	<p>Handout</p> <p>Handout Summary Diagnostic Exercise Coaching Guide Handout Exercise Handout Summary Coaching Guide Exercise Summary Coaching Guide Exercise</p> <p>Handout Handout</p> <p>Handout Handout Exercise Summary Exercise Coaching Guide</p> <p>Handout Handout</p>

	<p>Leadership Styles</p> <p>26. Action Centred Leadership - Handout 27. Action Centred Leadership - Questionnaire 28. Action Centred Leadership - Summary 29. Action Centred Leadership - Exercise 30. Action Centred Leadership - Coaching Guide 31. Situational Leadership - Handout 32. Situational leadership - Summary 33. Situational Leadership - Exercise 34. Situational Leadership - Coaching Guide</p>	<p>Handout Diagnostic Summary Exercise Coaching Guide Handout Summary Exercise Coaching Guide</p>
<p>Team Effectiveness</p>	<p>1. Team Formation - Different Types of Teams 2. Building Great Teams - Handout 3. Building Great Teams - Exercise 4. Building Great Teams - Summary 5. Building Great Teams - Exercises 6. Building Great Teams - Coaching Guide 7. The Leader's Role in Building Teams 8. The Leader's Role in Building Teams – Exercise 9. The Importance and Benefits of Team Working 10. The Skills of Team Working 11. Assess Your Skills of Team Working 12. Team Health Check</p>	<p>Handout Handout Exercise Summary Exercise Coaching Guide Handout Exercise Handout Handout Exercise Diagnostic</p>
<p>People Management Practices</p>	<p>Effective Recruitment</p> <p>1. Recruitment Practices - Overview 2. Job Descriptions – Best Practice 3. Job Descriptions – Exercise 4. Person Specifications – Best Practice 5. Person Specifications – Exercise 6. Assessing and Short Listing Candidates 7. Interviewing – Best Practice 8. Interviewing – Exercise</p> <p>Effective Induction</p> <p>9. Induction – Managing the Process 10. Induction Planner</p> <p>Effective Discipline and Grievance</p> <p>11. Disciplinary and Grievances – The Process 12. Disciplinary and Grievance – Exercise</p> <p>Effective Performance Management</p> <p>13. Performance Management Overview 14. Setting Objectives - A Guide to the Process 15. Setting Objectives – Exercise 16. Setting Objectives - Exercises 17. Setting Objectives - Coaching Guide</p>	<p>Handout Handout Exercise Handout Exercise Handout Handout Exercise Handout Exercise Handout Exercise Handout Handout Exercise Exercise Coaching Guide</p>

Dealing with Others

37.	Assertiveness – Key Principles	Handout
38.	Assertiveness – Assess Your Style	Exercise
39.	Assertiveness - Summary	Summary
40.	Assertiveness - Exercise	Exercise
41.	Assertiveness - Coaching Guide	Coaching Guide
42.	Handling Conflict – 5 Different Approaches	Handout
43.	Handling Conflict – Tips for Managing Conflict	Handout
44.	Handling Conflict Questionnaire	Diagnostic
45.	Overcoming Conflict in Decision Making	Summary
46.	Handling Conflict - 5 Approaches - Handout	Handout
47.	Handling Conflict - Summary	Summary
48.	Handling Conflict - Exercise	Exercise
49.	Handling Conflict - Coaching Guide	Coaching Guide
50.	Focal Point Conflict Profile - Diagnostic	Diagnostic
51.	Giving and Receiving Feedback - Handout	Handout
52.	Giving and Receiving Feedback - Summary	Summary
53.	Giving and Receiving Feedback - Exercise	Exercise
54.	Giving and Receiving Feedback - Coaching Guide	Coaching Guide
55.	Giving and Receiving Feedback - Diagnostic	Diagnostic
56.	Facilitation – Essential Skills - Handout	Handout
57.	Facilitation Skills Questionnaire	Diagnostic
58.	Facilitation Skills - Summary	Summary
59.	Facilitation - Exercise	Exercise
60.	Facilitation - Coaching Guide	Coaching Guide
61.	Building Rapport - Summary	Summary
62.	Building Rapport - Exercise	Exercise
63.	Building Rapport - Coaching Guide	Coaching Guide
64.	Building Trust - Summary	Summary
65.	Building Trust - Exercise	Exercise
66.	Building Trust - Coaching Guide	Coaching Guide
67.	Openness - Summary	Summary
68.	Openness - Exercise	Exercise
69.	Openness - Coaching Guide	Coaching Guide
70.	Challenging Constructively - Summary	Summary
71.	Challenging Constructively - Exercise	Exercise
72.	Challenging Constructively - Coaching Guide	Coaching Guide
73.	Building Self Esteem - Summary	Summary
74.	Building Self Esteem - Exercise	Exercise
75.	Building Self Esteem - Coaching Guide	Coaching Guide
76.	Managing Stress - Summary	Summary
77.	Managing Stress - Exercise	Exercise
78.	Managing Stress - Coaching Guide	Coaching Guide
79.	Managing Change - Summary	Summary
80.	Managing Change - Exercise	Exercise
81.	Managing Change - Coaching Guide	Coaching Guide

Meetings

82.	Making Effective Contributions To Meetings	Handout
83.	Organising and Chairing Meetings	Handout
84.	Chair Effective Meetings - Summary	Summary
85.	Chair Effective Meetings - Exercise	Exercise
86.	Chair Effective Meetings - Coaching Guide	Coaching Guide

	<p>Problem Solving</p> <p>87. Problem Solving in Groups - Summary 88. Problem Solving in Groups - Exercise 89. Problem Solving in Groups - Coaching Guide 90. Brainstorming - Summary 91. Brainstorming - Exercise 92. Running a Brainstorm - Coaching Guide 93. Mind Mapping - Summary 94. Mind Mapping - Exercise 95. Mind Mapping - Coaching Guide</p>	<p>Summary Exercise Coaching Guide Summary Exercise Coaching Guide Summary Exercise Coaching Guide</p>
<p>Customer Focus</p>	<p>Customer Focus</p> <p>1. Achieving Excellent Customer Service - Summary 2. Achieving Excellent Customer Service - Exercise 3. Achieving Excellent Customer Service - Guide 4. Identifying Customer Needs - Summary 5. Identifying Customer Needs - Exercise 6. Identifying Customer Needs - Coaching Guide 7. Creating a Customer Focused Team - Summary 8. Creating a Customer Focused Team - Exercise 9. Creating a Customer Focused Team - Guide</p>	<p>Summary Exercise Coaching Guide Summary Exercise Coaching Guide Summary Exercise Coaching Guide</p>
<p>Coaches Tools</p>	<p>Coaches Tools</p> <p>1. Coaching – Best Practice 2. Assess Your Skills as a Coach 3. Manager as Coach 4. Coaching Principles 5. Coaching Session Assessment Profile – Coachee 6. Coaching Session Self-Assessment Profile Coach 7. Coaching Programme Assessment Profile 8. Coaching Session and Programme Assessment 9. Toolkit Manual</p>	<p>Handout Diagnostic Handout Handout Diagnostic Diagnostic Diagnostic Diagnostic Handout</p>