

Shelagh Fairbank and



your Flexible Training Company



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What we do is...

- **Complement organisations' internal training teams**
- **Supplement clients' existing suppliers with additional resource when required**
- **Provide a nationwide, on-site service**
- **Cover 40+ IT applications and over 35 personal development, management and sales workshops from a network of 50+ consultants**
- **Proven track record of satisfied customers**



What if...

- **Offer a flexible, tailored approach**
- **Know how to get the best from people and make it happen**

...turn the 'what ifs' into actuals



People we've helped...



vodafone



Tailored training...

- **Induction**
- **Business processing**
- **Conversion to on-line programmes**
- **Customer Care**
- **Customer Relationship Management systems**
- **Floor-walking support**
- **1:1 hourly surgeries/clinics**
- **Course development and reference material**
- **Train the Trainer**
- **Presentations/seminars**
- **Networking and communications**
- **Sales training and coaching**
- **Blended training - *soft skills and IT technology combinations***
- **Software upgrade roll-outs**
- **Bespoke training**
 - *Software application experts*
 - *IT help-desk and HR systems*
 - *Web development*



...every time

• Standard Software

- Access (incl Access development)
- Excel (including VB for Applications)
- PowerPoint
- Producer
- Project
- SharePoint
- Visio
- Visual Basic
- Word (incl VB for Applications)

all levels from Introduction to Advanced and all versions covered...

• Combination Courses (Soft Skills with IT skills)

- Report & Business Writing (Word)
- Presenting with Technology (PowerPoint)
- Budget Management (Excel)
- Finance for Non-Financial Managers (Excel)
- Time Management (Outlook)
- Policies & Procedures Workflow (Visio)

• Web Design

- Adobe Acrobat, Framemaker, Illustrator, InDesign, PageMaker, Photoshop & Photoshop Elements, Piccolo, Pitstop Professional, Premiere
- Basic XML knowledge & JavaScript
- Corel PhotoPaint, Ventura & Draw
- WebExpressions

• Desktop Publishing

- Graphics Design
- HTML & DHTML(CSS)
- Macromedia Dreamweaver Fireworks, Flash, Freehand
- Microsoft FrontPage, Publisher
- QuarkXpress
- Jasc Paintshop Pro

• Customer Relationship Management

- SAP Oracle (PeopleSoft)
- Business Objects
- Computer Based Training Programmes (On Demand User Productivity Kit)

Personal Development Skills

- Agenda and Minute Taking
- Business Letter Writing
- Communication Skills for Everyone
- Conflict Management
- Consultative Sales
- 1:1 Coaching
- Core Management Skills
- Developing Assertiveness Techniques
- Disciplinary Interviewing Techniques
- Excellent Customer Service
- Influencing and Negotiating Skills
- Interpersonal Skills for Managers
- Leadership Qualities
- Managing Meetings
- Managing Stress
- Motivation and Delegation
- Performance Appraisal Skills
- Planning and Prioritising
- Powerful Presentation Skills
- Problem Solving and Creative Thinking
- Recruitment and Selection
- Report Writing Techniques
- Team Building and Teamwork
- Telephone Techniques
- Time Management
- Touch Typing Skills
- Train the Trainer

• Project Management

- Introduction to Effective Project Management
- Tools & Techniques to plan organise and control projects
- Project Management using Microsoft Project and PRINCE2® principles
- Achieving Excellence in Project Management
- Providing Administrative Support for Projects and Project Managers

• Sales Performance & Sales Management

- Account Development Business Planning – sales strategy
- Outsourcing
- Revenue Growth Sales & Opportunity Coaching (including large complex sales)
- Sales Acceleration
- Sales Methods – commodity to solution Sales Processes and Procedures
- Sales Training – meetings, business reviews
- Sales Start ups
- Sales Team Management
- Sales Team Performance

• Miscellaneous Consultancy

- Participating in Organisational Change
- Behavioural Change
- Providing solutions in various packages
- Designing Training Programmes and Managing Implementation
- Training & Documenting a new solution Supporting the newly implemented programme with a combination of transitional support activity involving;
 - 1:1 Coaching & Floor Walking
 - Short Surgery Sessions & Mini Workshops
- Business Function Processes and Standard Operating Procedures e.g. Starter/Leaver Process
- Managing Web-based projects
- Policies & Procedures - planning and writing
- Converting day-to-day Work Instructions into computer-based, self-paced training modules
- NLP Coaching and Time Line Therapy™
- Induction training
- Leadership Coaching
- Supervisor Skills Training



In summary...

S ***Successful outcomes*** as we match your objectives

A ***Assurance*** that we will always aim to achieve more
for a positive result

F ***Flexible approach*** and ability to adapt to change

E ***Enthusiasm*** in all we do - *every time*



...but don't just take our word for it
...check out what others have said....www.fairbank-training.co.uk