



Griffin

Training

Solutions for a modern
workforce



**Personal
Development
Training**

Courses

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Effective Time Management

In today's world time is a valuable commodity. Productivity, effectiveness and ultimately success all hinge on the same factor: time management. With more and more demands being placed on employees, the employee who can manage time most effectively will always be the most successful. Employees who manage their time effectively, save their employers money, give a more valuable service, all without being a burden on their workplace. This course can help those who wish to gain the most from their valuable time and improve every aspect of their lives.

We have developed a 4 minute system for managing time on a day-to-day basis. This system comes with a money back guarantee. If you use this system for 4 weeks and it does not help you to become more successful with less stress will we refund the course fees.

Objectives:

- To gain an understanding of effective time management
- To gain the skills necessary to prioritize
- To gain the knowledge and skills necessary to develop schedules
- To gain the skills necessary to save time on a day-to-day basis

Content:

- Introduction to Time Management
 - Psychology of Time Management
 - Mastering Time Through Goals
 - Time Planning
 - Systems of Prioritizing
 - Using MS Outlook
 - Saving Time When Dealing With Others
 - Delegation and Time Management
 - How to Say No!
 - Developing Effective Work Habits
 - Organisation Skills
 - Defeating Procrastination
 - Practical Time Management Tools
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Business Communication Skills

Communication is vital part of all our lives. Without communication the world would be a dark and lonely place. It is especially important in the workplace as companies communicate with their workforce, other business and clients. If staff communicate poorly not only will the company suffer but the staff themselves. The aim of this course is to provide participants with the knowledge and skills to communicate effectively within the modern corporate environment. On completion of the course participants should have an understanding of the fundamental dynamics of communication, how communication is put into action in the modern business environment and how to achieve effective communication. The complexities of face-to-face communication and modern communication mediums, such as telephonic communication and electronic mail will be dealt with. At the core of the seminar is the basics of business mannerism (verbal and non-verbal) and how to use such mannerism to achieve positive and effective communication. As with all our courses the content is practical and interactive to ensure quantifiable results.

Objectives:

- To understand the fundamental dynamics of communication
- To understand the role of communication in the corporate environment
- To understand the basics of business mannerism
- To gain the skills necessary to communicate effectively via modern communication mediums and face-to-face interaction

Content:

- Introduction to Dynamic Communication
 - The Role of Communication in the Corporate Environment
 - Basics of Business Ethics and Mannerism
 - Basics of Face-to-face Communication
 - Effective Telephonic Mannerism
 - Electronic Mail as a Form of Communication
 - High Impact Corporate Communication
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Personal Effectiveness Training

In today's economic climate, employers and lifestyles expect more and more from their employees. These increasing demands put pressure on the individual to succeed. In this kind of environment it is paramount that needs of the organisation are met effectively. By taking part in our Personal Effectiveness Training, participants can learn to change the manner in which they deal with everyday pressures.

Objectives:

- To gain the knowledge necessary to use personal resources effectively
- To help improve efficiency and motivation
- To develop stress management techniques
- To develop prioritizing strategies
- To develop the skills necessary to multi-task

Content:

- Exploring Procrastination, Time Wasting and Bad Habits
 - Dealing with Interruptions Efficiently
 - Understanding Productivity
 - Prioritising Techniques
 - Time Management
 - Setting and Achieving Targets
 - Personal Motivation
 - Multi-Tasking
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Presentation Skills

Presentation skills are a valuable asset to any employee and their company. Effective leadership and communication all depend on sufficient presentation skills. Successful presentations incorporate adequate preparation, competence in public speaking, visual presentation skills, the ability to relate to ones audience and to overcome nervousness. These skills can be extended to customer service, corporate communication, sales and leadership. This course is designed to assist a company's employees represent themselves and their organisation.

Objectives:

- To gain the skills necessary for preparation of effective presentations
- To develop public speaking skills
- To improve confidence
- To develop personal presentation skills

Contents:

- Presentation: The Key to Selling Yourself, Your Product and Your Company
 - Preparing a Presentation
 - Finding your "Telos"
 - Getting Up
 - Starting Strong: The Key to Good Introductions
 - Staying Strong: Maintaining Audience Attention
 - Finishing Strong: High Impact Conclusions
 - Practical Presentation Skills:
 - Voice Techniques
 - Dress and Attire
 - Body Language and Hand Signals
 - Interaction with the audience
 - Techniques to Overcome Nervousness
 - Portraying Confidence
 - Avoiding Bad Presentation Habits
 - Using Visual Aids
 - Practical Tips to Improve Presentations
 - Leading and Facilitating Discussions
 - When Things Go Wrong
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Stress Management

Stress is a normal and natural phenomenon that promotes learning and action. In abnormal amounts, however, stress can have a negative impact. Workplace stress can increased absenteeism, cause high staff turnover, increase staff tension all of which leads to diminishing productivity. An employee who can overcome strenuous demands successfully will be valuable to their organisation. The solutions and causes for stress can be varied and complex but many of the underlying causes of stress are common and easily eliminated. This course is aimed at helping participants understand and manage the causes and effects of work related stress.

Objectives:

- To understand the nature and influence of stress
- To gain an understanding of the causes of stress
- To gain the skills necessary to manage stress in the workplace

Content:

- Stress as a Natural Phenomena
 - When Stress Becomes Unnatural
 - Identifying Unnatural Stress
 - The Symptoms and Effects of Stress
 - Relieving Stress During Normal Work Activities
 - Personal Stress Management
 - Advanced Stress Management Technique and Strategies
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Personal Creativity and Innovation

The most successful organisation in the world are the most create and innovative. Creativity and innovation allows an organisation to meet the challenges of change and modern economic environments with innovative problem solving techniques. This is only obtainable through a creative and innovative workforce made up of creative and innovative staff. A successful company will promote creativity and innovation within its workforce in order to equip its staff with the skills necessary to meet the challenges they face. The aim of this seminar is to promote creativity and innovation so that participants gain the skills necessary to meet ordinary as well as extraordinary challenges. On completion of the course participants should understand the importance of creativity and innovation within the workplace. Participants should grasp the key aspects of innovation and gain the skills necessary to use creativity and innovation to meet the challenges they face.

Objectives:

- To understand the role of creativity and innovation within the workplace
- To promote creativity and innovation
- To gain the skills necessary to meet challenges with creative and innovative solutions

Content:

- Defining Creativity and Innovation
 - The Role of Creativity and Innovation in the Workplace
 - Barriers to Creativity
 - The Organisation as a Learning Organisation
 - How to Promote and Foster Creativity and Innovation
 - Meeting Modern Challenges with Creative and Innovative Solutions
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Assertiveness

Being assertive does is not as simple as simply asserting ones rights. It is a tool used in modern business for successful interaction with staff and clients. It is the ability to expresses ones views in the proper manner without fear or anxiety in order to obtain a desired goal. This course is aimed at understanding the nature of assertiveness, at developing assertive habits with clear goals in mind and avoiding negative assertive behaviour.

Objectives:

- To understand the true nature of assertiveness
- To overcome feelings of fear and anxiety which can prevent assertiveness
- To use assertive behaviour correctly

Content:

- Defining Assertiveness
 - The Root of Assertiveness
 - Factors that Inhibit Assertiveness
 - Combating Feelings of Fear and Anxiety
 - Strategies to Develop Personal Assertiveness
 - Assertiveness Techniques
 - Physical Assertiveness
 - Physiological Assertiveness
 - Assertive Communication
 - Verbal
 - Non-verbal
 - Assertive Listening Skills
 - Assessing when to be Assertive
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About Us

Griffin Training believes that ongoing training should be an essential part to of every modern business. One of the greatest assets an organisation has is its workforce and investing in it makes good business sense. Only through constant training and development can people be sure that they have the best human resources and skills available.

We focus on three primary areas:

1) *Quality*

All our trainers are educated to at least Master's Degree level. They are experienced presenters and experts in their chosen fields. They have experience in developing training courses, presenting seminars, one-on-one training, facilitation, mediation and are up-to-date with the latest research methods. We design our courses using the best research techniques, the latest information available and industry feedback. We go to great lengths to investigate the implications of our courses, and are in-line with both Irish and international training trends.

2) *Convenience & Flexibility*

- All our courses are customisable at no additional cost
- We require **No Minimum** numbers
- No pre-determined dates or times
- All course durations are flexible to suit you
- Train on-site or at one of our facilities around the country

3) *Cost effectiveness*

- We guarantee a cost effective service that is better than our competitors
- We offer Group Discounts
- We offer Non-Profit/Charity Discounts

We go to you or you can come to us.

Convenient City Centre Location

Further information:

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Solutions for a modern workforce

Contemporary Training

- Require Minimum Numbers
- Inflexible
- Expensive
- Only Off-Site Training
- Set Course Contents & Lengths
- Set Dates and Times
- Not Directly Relevant
- Loss of Staff Productivity
- No Guarantee

Griffin Training

- No Minimum Numbers
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- Guaranteed Cost-Effectiveness
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- You Choose Contents & Length
- You Choose Dates and Times
- Courses Are Directly Relevant To You
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- We Guarantee You Will Be Satisfied



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