



**Positive**  
Outcomes



Developing Opportunities

“I’ve been so impressed by Positive Outcomes that I’ve encouraged other branches within our company to use the services they provide.”

- Speeds Motor Group Ltd.



# Contents

**04 Who we are & what we do**

**08 Bespoke Training**

**10 Training Courses & Workshops**

› **12 One Day Workshops and Training Events**

One day workshops in Management, Human Resources, Personal Effectiveness and IT Skills

› **22 Management Development Programme**

A series of 8 workshops providing an excellent grounding in key aspects of the management role

› **24 Sponsored Management Training: GEMS**

A programme designed to unlock the management potential in your young employees

› **30 Open Training Programmes**

A series of fixed date courses that are run on an interactive format

› **34 Apprenticeship Learning Programmes**

Apprenticeships in various occupational areas including: Administration, Customer Service, IT & Management

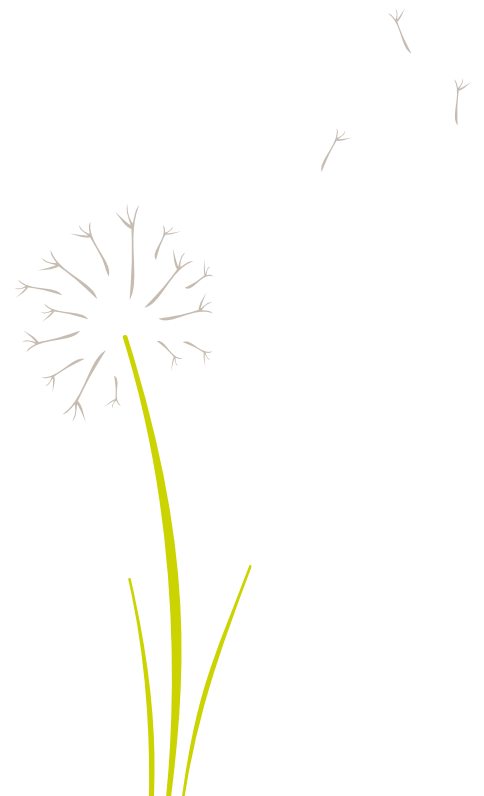
**38 Further Information**



**Positive  
Outcomes**

Do you want to increase your  
organisation's profitability  
and productivity?

Positive Outcomes can help you do exactly that, by  
improving the skills of your existing workforce.



# Who we are & what we do

We specialise in working with all types of companies and organisations to provide practical, customised solutions that raise skill levels, improve motivation and enable growth.

We offer a full range of development programmes to meet individual and organisational needs, which represent good value for your money. All programmes are designed to increase your employees' confidence, motivation and productivity by improving their competency in areas such as:

- › IT application software
- › People Management
- › Customer Service
- › Project Management
- › Face to face and written communication skills
- › Personal Management
- › Telephone techniques
- › Selling skills

..... as well as many others.

We can provide all this for you because our training consultants have extensive commercial backgrounds; they understand business and are able to offer real solutions that are relevant and based on experience, not just theory. They are committed to working alongside you to ensure your employees achieve the level of skills they need to succeed in their jobs.

Positive Outcomes do not believe in sterile or 'off the shelf' package training. Our courses are individually designed to be interactive and relevant to your needs. Importantly we build in post-course activities that underline the learning impact on your business.

## How do we achieve this?

Positive Outcomes understands that your business is unique and you will want to develop a training plan that reflects your individual requirements. We can provide a Training Needs Analysis, which will help you identify your development needs and draw up a plan that may include one or more of the following types of programme:

- › Bespoke in-company workshops and training days, based on the skills gaps identified in the Training Needs Analysis.
- › A wide range of practical workshops and structured training courses, tailored to meet the needs of individuals or groups in your company.
- › GEMS: our comprehensive development programme for potential managers and supervisors that will give them the underlying skills and confidence to move successfully in to positions of responsibility.
- › Individual work-based Apprenticeship programmes, where one to one coaching and mentoring is integrated in to the learner's normal work routine.
- › IT software application training, either for an individual or groups of employees wishing to enhance their knowledge in the IT field.

*Some of our programmes may attract funding – our Development Team will be happy to discuss the criteria with you.*



## Recognition for Positive Outcomes

As winners of several prestigious National and Regional Training Awards, including the National Advanced Apprenticeship Award, we are confident we can bring out the very best in your team.

- › The 2006 Nottinghamshire Training Award for Progression was won by Nicola Hall. She completed an Advanced Apprenticeship in Management and went on to successfully achieve a level 4 Management qualification while working as a manager for NHS Logistics.

*“I’m very proud to win this award but I know that it would not have been possible without the dedication and motivation of my Positive Outcomes Training Advisor.”*

- › In 2005 Paul Stewart won the **National Advanced Apprenticeship Award** in recognition for his achievements on one of our Management Development programmes. He was presented with his award by Sir Matthew Pincet CBE. Working on this programme has assisted him in his progression from Customer Advisor to Branch Manager within Argos Ltd.

*“I am living proof that Apprenticeships can help individuals to aspire to greater things. Working with Positive Outcomes has undoubtedly assisted me in becoming the success I am today.”*

- › At the same time Dukeries Building Company Ltd. of Mansfield received a **Highly Commended Award** for their efforts in encouraging and supporting employees through a variety of training and development programmes.

*“The bottom line is that training with Positive Outcomes has helped our business at all levels; the obvious effect on our morale and retention has been phenomenal.”*  
- Glen Manners, Managing Director, Dukeries Building Company Ltd.

- › In 2004 Sally Gunnell presented another of our learners, Caroline Lunness, with a regional **Advanced Apprenticeship Award for Personal Achiever of the Year**, which she attributes to her training with Positive Outcomes.

# Bespoke Training



You may already have identified how Positive Outcomes can help you move forward and the part we can play in your future. If not we can work with you to develop an effective action plan by helping you analyse your business development needs.

We can provide a range of workshops designed specifically for your company that will help you improve internal and external communications, volume of sales, customer satisfaction, employee motivation and workforce skill levels.

## **Through our bespoke training programmes your employees will:**

- › Learn in an informative and supportive environment
- › Participate in training that positively impacts on their job roles
- › Enjoy a structured programme with clear aims and objectives
- › Be able to demonstrate improved performance by practical application

“A Genuinely great training company, ultra flexible, reliable and understands small companies’ needs for organising training delivery”.

- Service Bond



We can also arrange flexible mentoring sessions for individuals in more specialised areas. Our experts can offer one to one tutoring and guidance ranging from a two hour informal session to a fully structured programme over several days.

**Why not visit our website at [www.posout.com](http://www.posout.com) for more details on all our courses, any of which can be tailored to suit your company.**

**Our Business Development Managers will be happy to discuss your bespoke requirements for these or any other training needs.**

**Please contact them on [01623 819 080](tel:01623819080) for more information.**

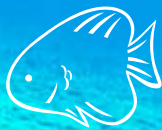
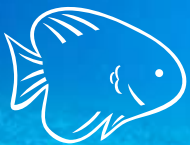


## Develop your People

At Positive Outcomes we have designed a range of courses that have proved to be some of the most popular we deliver. They are intended to cover the most common development needs identified by companies.

Most training programmes can be delivered in a single workshop, although a few are programmes delivered over several months.

Training can be delivered either in-house, at our training venue or at a suitable location of your choice.



# Training Courses & Workshops

- › **12 One Day Workshops and Training Events**
  - › **Management:**  
Courses including: Leadership, Mentoring & Team Building
  - › **Human Resources**  
Courses including: Interviewing, Appraisals & Training
  - › **Personal Effectiveness**  
Courses including: Stress Management, Presentation Skills, Negotiating & Selling
  - › **IT Skills**  
Courses including Databases, Presentation Graphics & Communication Tools
- › **22 Management Development Programme**  
A series of 8 workshops providing an excellent grounding in key aspects of the management role
- › **24 Sponsored Management Training: GEMS**  
A programme designed to unlock the management potential in young employees
- › **30 Open Training Programmes**  
A series of fixed date courses that are run on an interactive format
- › **34 Apprenticeship Learning Programmes**  
Apprenticeships in various occupational areas including: Administration, Customer Service, IT & Management

# One Day Workshops and Training Events

Our one day workshops are designed to fill in gaps and improve skills identified in an individual's development plan.

They cover many of the skills your employees will need in order to keep your business running efficiently and moving forward to meet future objectives.



# Management

Effective managers can take decisions, lead teams and understand strategic planning. They must be superhuman – but they're not! If your supervisors or managers have drive, a desire to succeed and an ability to communicate well, then you will want to harness that energy to maximise your business potential and meet your objectives.

## Supervisory Management Skills

Designed for recently promoted supervisors who currently have little or no experience of managing people. The workshop includes an understanding of the role of the supervisor and different leadership styles. It also gives them the necessary skills for communicating at different levels, delegating work effectively and motivating and leading teams to meet their goals.

## Management Skills

This workshop is designed for managers and supervisors who would like to develop their management skills to enable themselves and their team to be more effective. It will cover topics such as different leadership styles, communication skills and making decisions, as well as performance and time management.

## Coaching and Mentoring

This programme aims to identify the essential skills of effective mentors and to provide guidance on the planning and delivery of coaching and its potential value in the workplace. Individuals will be encouraged to use their personal styles and knowledge to adopt practical strategies on returning to the workplace.

## Leadership and Motivation

This programme will provide participants with a number of principles to help guide their efforts to motivate others to achieve their goals and enhance the quality of their working life. It explains why motivation is so important and identifies symptoms of de-motivation, establishing guidelines for achieving higher levels of motivation amongst others.

## Project Management

This workshop gives a basic introduction to project management to enable effective and successful change to take place in business. It will show participants how to set objectives, create project plans and motivate the team to achieve deadlines. It also covers how to monitor and review processes during and after the project.

## Conflict Resolution

When managing people it is inevitable that conflicts will arise. A good manager has to be able to identify these instances and know how to respond effectively to contain and control the situation. This workshop will give participants the tools to be able to deal with disagreement and conflict through understanding body language, behaving assertively and learning strategies for dealing with potential disciplinary issues.

## Managing Change

In order to compete effectively in any market companies have to embrace change. This workshop is designed to equip participants with the relevant knowledge and techniques to assist in the successful management of change projects. It includes planning and implementing change projects and managing resistance to change.

## Assertive Communication

Designed for employees who feel they need to be more confident and decisive in their dealings with others. It will help participants understand how assertive and non-assertive behaviour differs and will demonstrate how assertiveness can be increased by various skills and attitudes.

## Team Building

This workshop provides an opportunity to recognise problems with how the team works together and to identify the processes needed to improve team motivation. Participants will learn how to break down barriers to get the best performance from their team through better communication techniques and the identification of common objectives.

## Problem Solving & Decision Taking

This workshop is designed to show that with the right approach all kinds of problems are manageable. It includes simple but effective techniques to break down problems and generate ideas for solutions. Participants will learn how to adopt a systematic approach to taking decisions as well as how to implement decisions and learn from mistakes.



# Human Resources

Understanding how to deal with people and adopting the right interpersonal skills ensures that situations such as appraisal or counselling for poor performance are dealt with appropriately and effectively. Some of these situations can be daunting to new and experienced managers but the following courses offer strategies for success in easy to understand formats.

## Selection Interviewing

This workshop aims to improve awareness of the importance of good interviewing techniques. It includes learning about the attributes of a good interviewer and gives practical interviewing skills which will enable participants to plan ahead, develop listening and questioning skills and structure an interview so they can recruit the best people for your business.

## Performance Management

This programme will provide managers with an understanding of the disciplinary process and will provide a framework to use when carrying out counselling interviews. It will give participants the confidence to conduct a counselling session and deal with difficult personalities while remaining neutral.

## Successful Appraisal

Understanding the wider issues of the appraisal process and how to set objectives during an appraisal are essential skills for good managers. During this workshop participants will learn how to prepare for the interview, deal assertively with problem people and identify areas for development and performance improvement.

## Employment Law

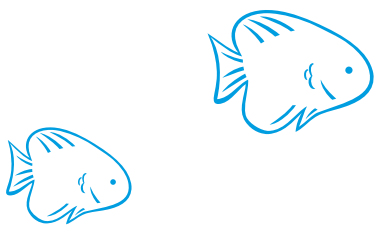
The workshop is designed to provide practical information and help in the interpretation of employment legislation. It concentrates on how employment law impacts on the management of employees to meet the needs of the business. Attendees will learn how to address specific employee problems within the boundaries of the law.

## Meeting Skills

This course looks at how to make meetings productive, focused and beneficial to all attending. Managers can find themselves spending a lot of time in meetings and chairing one effectively is an important aspect of the manager's role.

## Training the Trainer

This course looks at the skills required in individuals to enable them to prepare and conduct engaging training sessions for others. It aims to help delegates develop the skills necessary to enable them not only to convey knowledge and understanding but to inspire the confidence with which to use it.



“The hands-on approach by Training Advisors with relevant commercial experience means the training they deliver to our employees is practical and meaningful”.

- Transco

# Personal Effectiveness

Your employees can improve their personal effectiveness through attending one or more of the following courses, ensuring an increase in personal motivation as well as more productive team working and improved business performance.

## Reducing Stress through Better Time Management

This workshop enables attendees to be more effective at work by planning and allocating time better, avoiding unproductive activities. It will help people identify 'time thieves' whilst giving practical suggestions on making more effective use of time available thus reducing stress levels.

## Perfecting your Presentation Skills

Employees who are required to give presentations will find this workshop provides an understanding of the skills necessary to become an effective presenter. It covers the planning of the presentation, use of notes and visual aids and tips on overcoming anxiety, so that participants will be able to present professionally to project their message and make a memorable impact on their audience.

## Successful Negotiating

This workshop is particularly useful for those employees whose job relies on their ability to negotiate and secure satisfactory outcomes. The course will help delegates realise how negotiation methods can be used to achieve better contracts and agreements as well as effective working relationships.

### Professional Customer Service

During this workshop attendees will gain the confidence, motivation and skills required to excel in customer care. It will give customer facing staff the rules to achieve improved customer satisfaction, even when handling the most demanding people.

### Selling Skills for Telesales People

This workshop teaches telesales employees how to make a sale over the telephone following some simple techniques. It includes using effective communication skills to engage the customer by presenting a professional approach to every call. The course will also deal with handling objections, achieving more sales and retaining existing customers.

### Telephone Techniques

Answering the telephone is a skill people assume they have because they are familiar with the equipment and their use of it is second nature. This course makes the distinction between using the telephone at home and at your place of business. It identifies key areas where effective use of the telephone can maximise business opportunities and enhance your customer care.

### Professional Selling Skills

This workshop will equip sales employees with the necessary skills to develop customer relations and to provide the techniques for successful selling. It will include how to prepare for selling, engaging customers and identifying their needs, objection handling and closing the sale as well as retaining customers and gaining extra business from them.



“Our employees have undoubtedly benefited from improved confidence, performance and motivation”

- Evans Halshaw

# IT Skills

Successful organisations are those that expertly harness the use of information technology at all levels of the business. Efficient data processing, management information & electronic communication are key skills used in a working day and are an integral part of many job roles within an organisation.

The following one day courses are designed with business administration needs in mind and are aimed at helping attendees identify practical solutions for your business needs.

All the IT courses are delivered to small intimate groups so your employees receive personal attention from the trainer at all times. At the end of each course they will be set a practical assignment to enforce their knowledge.

## Databases

During this workshop participants will design and create a database based on a real business environment. They will learn how to interrogate the system to extract information, create reports and relationships and link to other programs using facilities such as mail merge. It also includes creating and customising forms that can be used by others to input data in a simple format.

## Spreadsheets

Spreadsheets are widely used to support accounts and to record and analyse business performance. In this practical workshop attendees will learn how to design and create a spreadsheet, insert simple and complex formulae, change the layout and format of cells, blocks and worksheets, link worksheets and create graphs and charts using the selected data.

## Word Processing

Many employees rely on word processing to create a wide variety of documents, from letters to complex reports. This workshop will teach how to use advanced functions of word processing software so that participants will be able to design documents using a variety of automated facilities, formats, layouts and styles that give a professional image of your company.

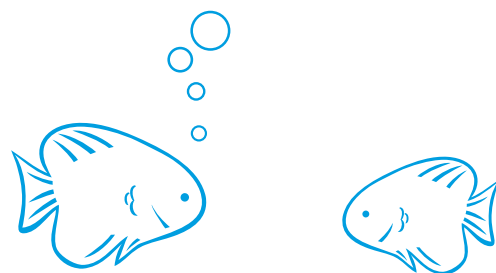
## Presentation Graphics

Visual aids are very important to support and enhance a presentation. This workshop teaches the attendee in a practical scenario how to set up a professional and interesting presentation starting with a master slide and including speaker's notes, images, movement and sound.

## Communication, Planning and Organisation Tools

Good planning, organisation and communication are essential elements of any employee's job role and effective use of electronic diaries and task planners can help save your company time and money. People attending this workshop will learn how to use the e-mail to communicate professionally internally and externally, manage and prioritise tasks and use the calendar to plan and schedule their own and others' time.

For more information on all of  
our courses visit our website at  
[www.posout.com](http://www.posout.com)



# Management Development Programme



On their own, training events can enhance the performance of individuals and teams. Combined as part of a development programme they could lead to a recognised qualification such as a Certificate in Management or an Advanced Apprenticeship.

Our Management Development Programme is made up of a series of workshops that are usually delivered over eight half days. It has been designed to help managers understand the role of the effective manager and to provide guidelines and support for successful leadership. The workshops provide an excellent grounding in key aspects of the management role.



#### **The program includes:**

Module 1	Time Management and Delegation
Module 2	Motivation and Leadership
Module 3	Team Building
Module 4	Effective Communication
Module 5	Managing Change
Module 6	Problem Solving and Decision Making
Module 7	Counselling for Poor Performance
Module 8	Appraisal

*Each module will conclude with an assignment to be completed prior to the next module. The assignment will provide participants with the opportunity to put in to practice the skills learnt.*

#### **On completion of the programme participants will be able to:**

- › Identify current management strengths and areas for improvement
- › Understand different management styles
- › Set appropriate objectives for themselves and their team
- › Manage, motivate and support the team
- › Delegate work and co-ordinate workflow
- › Make confident decisions and solve problems

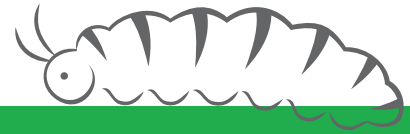
# Sponsored Management Training GEMS



Our Sponsored Training Programme\* (GEMS) is aimed at young people who have shown the aptitude and promise to become the managers of the future. The GEMS programme will unlock their management potential and make your employee a valuable asset in the growth of your organisation.

If you have a young employee who you feel, with the right encouragement and development, could become part of your supervisory team, then this course is for them. They don't necessarily have to be in that type of role now but will probably be demonstrating commitment, enthusiasm and aspirations to fulfil their potential.

*\* Sponsorship for the Gems course is subject to meeting certain criteria.*



**By attending the GEMS workshops individuals will be able to:**

- › solve business problems
- › cut business costs by effective use of resources
- › be innovative
- › motivate others to achieve business objectives
- › increase team morale
- › identify and implement improved processes
- › recruit effectively
- › manage and plan team and personal time
- › train and develop others

The programme consists of ten monthly workshops led by a highly qualified management trainer. Learners then work independently on an assignment based on the day's topic. In addition each participant receives one to one support in the workplace.

And, as it's a sponsored course, all you have to pay is the registration and certification fee.



# The GEMS Programme

## **Workshop 1 – Induction to Programme**

During this morning session learners and managers will be given an overview of the course, outlining the responsibilities and expectations of the trainer, learner and manager. There will be an opportunity over lunch to discuss individual requirements with our Learning Advisors and the Management Consultants leading the programme.

## **Workshop 2 – Manage your own Resources**

This workshop will enable learners to become effective in the workplace by identifying strengths and weaknesses and by producing a development plan to enhance skills and knowledge.

## **Workshop 3 – Delivering Professional Standards**

Attending this workshop enables learners to evaluate and promote standards in Health and Safety, Equal Opportunities and Diversity.

## **Workshop 4 – Provide Learning Opportunities for your Team**

Participants will be trained how to support their team members in identifying their learning needs by providing opportunities and training to address those needs.

## **Workshop 5 – Allocate and Monitor Progress and Quality of Work**

This workshop helps learners to effectively plan and fairly allocate work to individuals and teams. It includes monitoring the progress and quality of work, ensuring the required standards are met and reviewed.

“We have been impressed with the individual focus on the learner and on how they can improve employees’ skills to help the company” - JB Jarvis Solicitors

#### **Workshop 6 – Recruitment, Selection and Retention**

The aim of this workshop is to give learners an understanding of the selection and recruitment process. It includes evaluating why people leave and actions taken to retain individuals in the workplace.

#### **Workshop 7 – Performance Management and Reviews**

Enables learners to understand the legal implications of managing individual and team performance. The workshop includes how to review objectives, counselling for poor performance and disciplinary procedures.

#### **Workshop 8 – Motivation and Leadership**

This workshop enables learners to provide direction to team members by motivating and supporting them to achieve business objectives. It includes implementing and encouraging new ideas that lead to a more effective and productive workplace.

#### **Workshop 9 – Managing Change**

Participants will learn how to plan for change and develop a strategy to implement changes in the workplace. The workshop includes team building techniques, risk assessment, monitoring, communication systems and contingency planning.

#### **Workshop 10 – Using Resources and Achieving Results**

This workshop enables learners to take responsibility for managing various projects. It includes planning, monitoring and controlling implementation of a work plan.

# Questions about the GEMS Programme

## **How will my company benefit?**

By providing new managers with the necessary skills to lead others at an early stage in their career, you can be sure that they will have an immediate and positive impact on your company's future. Confidence gained by young people on the GEMS programme has proved invaluable as they take on the increased responsibilities of a management role.

## **How much time will it take up?**

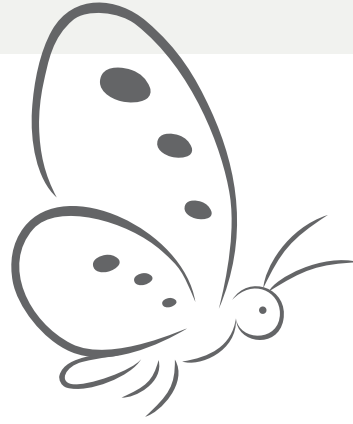
Employees will attend a full day workshop once a month. At the workshop an assignment will be set to enable the learners to practice the techniques learnt. Whilst the research for the assignment will probably come from the learner's day to day job, the likelihood is that the completion of the assignment will be done in the learner's own time.

## **Is there a qualification at the end of this course?**

All learners will be working towards an Advanced Apprenticeship in Management, which incorporates a Level 3 Certificate in Management awarded by the Chartered Management Institute.

## **What if I have other supervisors who do not meet the funding criteria?**

Positive Outcomes can offer a wide range of programmes to fulfil your employees' development needs, which we can offer at a competitive price. Some funding may be available from other sources, regardless of criteria. Call our office and speak to one of our Development Managers for more information.



For more information on the  
GEMS programme please visit  
our website at [www.posout.com](http://www.posout.com)

# Open Training Programmes



The Open Programme is a series of fixed date courses that are run on an interactive format. They are designed to be flexible so that we can tailor the content to meet the needs of the attendees.

Numbers are limited to twelve delegates to ensure all the attendees have the opportunity to discuss their needs and receive personal attention from the course leader.

This type of programme is ideal for companies who may not have the number of employees to warrant a bespoke course, or whose business needs prohibit teams of employees all being trained at once.

All courses will be held at our training premises in Mansfield, Nottinghamshire. They run from 9:30am - 4:30pm and include buffet lunch and refreshments throughout the day.

At the end of the day all delegates will receive comprehensive course materials for future reference and guidance.



### **Successful Appraisal**

This workshop identifies the benefits of appraisal and the key skills required and to build confidence when tackling the more difficult appraisee.

### **Delivering Exceptional Customer Service**

This workshop gives individuals the confidence, motivation and skills to excel in customer care. It will give customer facing staff the rules to achieve customer satisfaction, even when handling the most demanding people.

### **Professional Telesales Skills**

This workshop teaches telesales employees how to make a sale over the phone following simple techniques.

### **Managing Concise and Effective Meetings**

This workshop looks at how to make meetings productive, focused and beneficial to all attending. Managers can find themselves spending a lot of time in meetings and chairing one effectively is an important aspect of the manager's role.

### **Perfecting your Presentation Skills**

This workshop has been designed to prepare delegates who need to give presentations and to provide an understanding of the skills necessary to become an effective presenter.

### **Reducing Stress Through Better Time Management**

This workshop enables attendees to be more effective at work by planning and allocating time better, avoiding unproductive activities. The course seeks to help people identify "time thieves" whilst giving practical suggestions on making more effective use of the time available.

### **Training Skills for Trainers**

This workshop looks at the skills required by individuals to enable them to prepare and conduct engaging training sessions for others. The course seeks to help delegates to develop the skills necessary to enable them to not only convey knowledge and understanding but to inspire the confidence with which to use it.

### **Assertiveness at Work**

Designed for employees who feel they need to be more confident and decisive in their dealings with others. It will help participants understand how assertive and non-assertive behaviour differs and to demonstrate how assertive behaviour can be increased by various skills and attitudes.

### **Leadership Skills**

This workshop provides participants with a number of principles to help guide their efforts to motivate others to achieve goals and enhance the quality of working life.

### **Managing Performance**

This workshop provides managers with an understanding of the disciplinary process and to provide a framework to use when carrying out counselling interviews.

### **Absence/Attendance Management**

This workshop has been designed to provide delegates with the tools and knowledge they need to maximize employee attendance at work.

### **Employment Law**

This concentrates on how employment law impacts on the management of employees to meet the needs of the business.

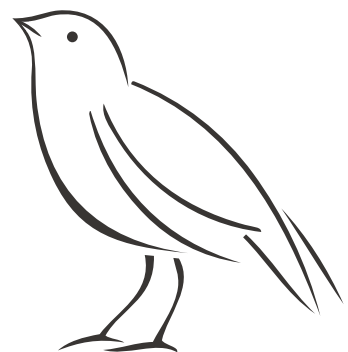
### **Selection Interviewing**

This workshop aims to improve awareness of the importance of good interviewing techniques and includes learning practical interviewing skills.

### **Project Management**

This workshop gives a basic introduction to project management to enable effective and successful change to take place in business.

Further details and course dates can be found on our website at [www.posout.com](http://www.posout.com)



# Apprenticeship Learning Programmes



## What is an Apprenticeship?

- › Apprenticeships are a unique combination of National Vocational Qualifications (NVQs) , Key Skills and occupational Technical Certificates, which together provide the learner with the skills and experience needed for their chosen career.
- › Structured individual learning plans are agreed for personal development.
- › Training is integrated in to the employee's normal work routine.
- › Regular assessments and reviews take place to enable progress to be monitored and feedback given.
- › Employees' job performance, confidence, motivation and value to your company are increased as they demonstrate competence, knowledge, and skills through regular assessment.

## Why will Apprenticeship Learning Programmes work for your business?

- › The individual learning plan is developed by the employee and manager with the help of our Learning Advisor to reflect the development needs of the individual and the company.
- › Training may be funded, either fully or partly, for employees meeting certain criteria.
- › Training is delivered in the workplace to national criteria and quality standards.
- › A Positive Outcomes Training Advisor works on a one to one basis to support and mentor your employees and regularly liaises with their managers.



## Administration

The backbone of every business. Whether it's a simple filing system or a complex financial process, no business can survive without the skills and expertise of its administration staff. This course enhances communication, team work and personal management skills which will help your company effectively achieve its overall objectives.

## Contact Centre

As the first point of contact for your company, your call handlers hold a crucially important position. Callers will be enthused by a warm, friendly greeting or be totally disillusioned by a 'couldn't be bothered' attitude. Your business is literally on the line. Through the Apprenticeship course employees will learn to understand the importance of their role and become an effective ambassador for your company.

## Customer Service

How well do you know your customers? Does your company offer good service, or do you just think it does? How confident are you that your employees treat customers the way you'd like them to be treated? This programme will help employees to build strong and successful customer relations to improve company productivity and promote your company's products and services.

## Information Technology

Companies are becoming more and more reliant on technology to support their business and to remain competitive. Well trained and highly skilled employees are essential to maximise the potential for IT in your business. The flexibility of the IT Apprenticeship course allows you to decide which IT skills are most important to the growth of your business.

## Distribution, Warehousing & Storage Operations

The essential link between production and retail outlet can only function well if employees are organised, can process stock flow systems & understand work schedules & deadlines. Through our Apprenticeship programme your employees will learn how to do all this effectively, while analysing procedures and systems and identifying possible areas for improvement.

## Retail Operations

Successful outlets provide the right products at the right price, in the right location, attractively presented with good customer service & product knowledge. Your employees need a diverse range of skills that cover administration, product storage, stock preparation, security, health & safety, merchandising and customer service, all of which can be covered in our Apprenticeship programme.

## Management (also see GEMS page 24)

Effective managers can take decisions, lead teams, and understand strategic planning. They must be super-human; but they're not! If your supervisors or managers have drive, a desire to succeed and an ability to communicate, then you'll want to harness that energy to maximise your business potential.

“We’ve worked with Positive Outcomes for seven years. As far as I’m concerned their name says it all: the outcomes of our employees have always been very positive”.

- Dukeries Building Company

For more information on our  
individual Apprenticeship  
Learning Programmes  
please visit our website at  
[www.posout.com](http://www.posout.com)



# Further Information

- › Positive Outcomes was incorporated in 1997 to deliver high quality work based development solutions.
- › Positive Outcomes Ltd is accredited by the Chartered Management Institution (CMI) and Education Development International (EDI).
- › Apprenticeships are delivered to the national standards set by the following Sector Skills Councils:
  - Council for Administration
  - Institute of Customer Service
  - E-Skills
  - Skills Smart
  - Skills for Logistics
  - Management Standards Centre
- › Positive Outcomes has been awarded Investor in People status since 2001
- › Funding for Apprenticeships and sponsored programmes is through the Learning and Skills Council (LSC) or Nottinghamshire Training Opportunities (NTO)
- › Funding is available subject to status. Please call the Business Development Team or visit our website for full details.
- › For more details on pricing and terms and conditions please call our Business Development Team on **01623 819080**, e-mail to **enquiries@posout.com**, or visit our website at **www.posout.com**.

‘Training and development from Positive Outcomes  
gives our employees a sense of worth.’

- Charles Pugh Glass



Leading learning and skills



Education Development  
International



INVESTOR IN PEOPLE



*inspiring leaders*



Positive Outcomes Ltd  
Tudor House  
308 Chesterfield Road North  
Mansfield  
Notts NG19 7QU

t: 01623 819 080

e: [enquiries@posout.com](mailto:enquiries@posout.com)

w: [www.posout.com](http://www.posout.com)