

Course Prospectus 2004



The Mandel Group

Training designed and delivered by experts



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The Mandel Group

Training designed and delivered by experts

The Mandel Group is an independent group of highly qualified occupational psychologists who believe in delivering high quality training. Each individual trainer is a specialist in their own field and has designed the courses they deliver based upon personal knowledge and experience.

Whilst this booklet contains details of the courses we currently have on offer we also pride ourselves in our ability to design training which is bespoke to a client's needs. Therefore, whilst we can adapt the courses specifically to your organisation, culture or strategies, we can also design other training events for your special requirements.

We also believe that the availability of good training should be within the reach of all organisations and we have consequently pitched our pricing to enable the majority of companies to take advantage of our products. This is not at the expense of quality and our training courses are on a par with anything currently available.

We understand that training has to be cost effective and we have, therefore, designed training courses which are concentrated into the shortest possible time frame without reducing the quality of the product. We also believe that training is only effective if it is transferable to the workplace, consequently we will always follow up delegates after a three month period to evaluate how beneficial the training has been and to what extent they have been able to use it in the workplace.

We are grateful for the time you are taking to read our prospectus and should you not find what you are looking for by all means feel free to contact us and we will be more than happy to discuss your individual training needs.



Competency Based Selection

Description

The ability to recruit the best people is fundamental to the success of any business and in an ideal world two people doing exactly the same job under the same conditions would produce the same output. However, research has strongly suggested that the best workers usually do twice as much work as the worst and the ability to predict who will and who will not perform at an optimal level is vitally important.

The traditional model of personnel selection revolves around the unstructured interview - a process that is notorious for providing low levels of prediction for work-related criteria. A more effective and far more predictive method lies in competency-based selection models. This course is designed to provide your staff with the necessary knowledge, skills and abilities to deal with employee recruitment and selections issues. The course includes assessing the effectiveness of the current selection processes, understanding the role of any job from a competency-based perspective and how to design, implement and evaluate competency-based interviews.

The skills acquired on the course will provide your staff with the knowledge and the operational framework to assess, develop, deliver and evaluate the use of competency-based selection. Whilst designed for the purpose of assessing in a selection or development context, the skills acquired from this course are also transferable to other important areas of business such as conducting staff appraisal or monitoring staff in other work situations.

Suitable for

All staff who may be required to function in the areas of staff selection or any employees who will be responsible for carrying out work-performance related appraisals. It also provides a useful insight for middle to senior managers who are either becoming involved in the selection of employees for the first time or those with some experience who wish to become professional.

Course duration

This course will run over 3 days and will provide a safe environment where delegates can learn and practice the skills associated with this course.

Course Lead

The training will be led by either:

Robert Allen BSc (Hons), MSc(Occ. Psych.), C.Psychol, AFBPsS.

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.)



Competency Based Interviewing

Description

It is widely recognised that selection interviews are prone to various problems such as bias and are inadequate as predictors of future work-related performance. However, they are also the most popular selection method and serve a number of important functions, such as providing the interviewee with an opportunity to ask questions about both the job and the organisation.

Fortunately, there are techniques that help improve the effectiveness of the interviews. Often referred to as 'structured interviews', these techniques represent a variety of ways of improving fairness and accuracy in predicting performance.

This course provides delegates with the skills to identify the characteristics that differentiate outstanding performers from the merely average in a given job and the ability to build those competencies into their hiring and selection process.



Suitable for

All staff involved with Corporate Recruitment, Human Resources, Personnel and Career Planning Officers. All Managers who engage in the interview process, either as part of the interview team or the final decision maker and all staff who are directly involved in appraising the performance of others.

Course duration

Ideally, this course should be conducted over three days which gives some opportunity for competency-based interviewing skills to be practised in a safe environment. However, if time is short a reduced course may be run over two days without the practical aspects.

Course Lead

The training will be led by

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.)



Basic Assessors Training

Description

When organisations run their own recruitment or development centres it makes good sense from a number of perspectives to use their own employees as assessors. However, the efficacy of a centre can be totally destroyed by well meaning untrained assessors. This course is designed to provide your staff with all the skills required to take part in an assessment or development centre. It includes elements of equal opportunity legislation, interviewing skills and the observation and analysing of a candidate's behaviour. The course also provides a practical framework for scoring and decision making.

The skills learned on the course, whilst designed for the purpose of assessing in a selection or development context, are also transferable to other important areas of business such as conducting staff appraisal or monitoring staff in other work situations.

Suitable for

All staff who may be required to take part as an assessor for the purpose of selection, recruitment or staff development.

Course duration

Ideally this course should be conducted over three days which gives some opportunity for the assessing skills to be practised in a safe environment. However, if time is short a reduced course may be run over two days without the practical aspects.

Course Lead

The training will be led by

Robert Allen BSc (Hons), MSc(Occ. Psych.), C.Psychol, AFBPsS.

OR

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.).



Stress Awareness for Managers

Description

For an organisation of small to medium size it is estimated that the average cost of sickness absence due to stress each year is around £310,000.00. Obviously, if the average wage is higher, in for example an IT company, then this figure could increase several fold. Add to this the cost of accidents; lack of commitment; lack of initiative; fatigue and poor quality of service etc., which all tend to be the hidden effects of stress, and the actual financial damage to the organisation just goes on spiralling upwards.

There is little doubt that work-related stress is an issue that is ignored by organisations at their peril. But, what is stress? Who does it affect? How can we recognise it, and most important of all what can we do about it? **Mandel Training** offers this awareness course for managers to establish how stress can be identified, what the causes are and how to manage it.

At the end of the two days we would expect managers to understand what stress is really about and be in a position to apply that knowledge for the benefit of themselves and for their staff.



Suitable for

Middle to senior managers who have a responsibility for other work colleagues will benefit the most from this course by achieving an understanding of what occupational stress is and how it can be both recognised and dealt with. Personnel managers who have a more direct responsibility for the welfare of staff will also greatly benefit by obtaining a better understanding of the issues surrounding stress in relation to absentee management, staff selection and risk assessments.

Course duration

Two days - broken down into structured easy to absorb sessions.

Course Lead

The training will be led by

Robert Allen BSc (Hons), MSc(Occ. Psych.), C.Psychol, AFBPsS.



Managing Diversity

Description

All organisations should be aware of the impact of an employee's dignity at work and its place in the larger picture of discrimination policies. Not only is this good employment practice, but it also ensures that the organisation meets its legal obligations under health and safety and anti-discriminatory legislation. All organisations should therefore provide a working environment in which all people are treated with dignity and respect, that is free from all forms of inappropriate behaviour and one in which all employees can give their best.

Additionally, all staff have a responsibility to conduct themselves professionally and although in any working environment differences of opinion are welcome, there are occasions when someone's behaviour can become undermining and destructive.

The skills learned on the course are applicable both inside and outside of the organisation and are apparent when individuals interact with others, whether they be colleagues, guests or customers.

This course is designed to provide your staff with knowledge of diversity issues within the workplace, the legal frameworks of harassment, bullying and victimisation, and what may happen if legislation is breached.



Suitable for

All staff who are involved either in the staff selection process or staff retention, or expecting to hold roles of leadership and management.

Course duration

This course will run over 1 day with easy to digest components.

Course Lead

The training will be led by

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.)



Effective Development Planning

Description

Getting the very best from your people in the work-place is a certain way to improve the productivity and competitiveness of your business. Effective development planning is one of the best ways to improve the performance of your people and develop their potential.

Why do we need development? Because without it we stagnate and if we stagnate then so will our business. Businesses are now operating in constantly changing environments and therefore need to be able to respond more quickly to higher customer expectations within an increasingly competitive market-place. People, therefore, need to be able to adapt the way they work and constantly learn new skills. Additionally, in order to keep people motivated and committed to the organisation they need to feel as if they are developing their potential to the full.

We, at the **Mandel Training Group**, understand the day-to-day time and resource pressures that face managers and we understand that it is not always a practical reality to take people away from the 'shop floor' in order to provide them with lengthy and expensive training courses. As a result this course is about getting people to 'buy-in' to their own development and helping them to use their own initiative to advance their skills. We will also equip your managers with the skills to help them get the best out of their people on the job through techniques such as goal setting and mentoring. We will also provide training on how to produce a workable and professional development action plan.

Suitable for

This course is suitable for anybody with line management responsibility whether they manage one person or hundreds.

Course duration

The course is 1 day and consists of a combination of inputs, role-playing and group exercises.

This course caters for a maximum of 9 delegates.

Course Lead

This training will be led by

Samantha Ward MSc(Occ. Psych.), C.Psychol.



Successful Presentation Skills

Description

Presentations form an integral part of most organisations business and whether they are to small groups of clients, to colleagues or to large conference audiences the impact they can have on a business' outcome is tremendous. Of course, if they are carried out badly they can have the reverse effect and can often show the organisation in a very poor light. Giving a presentation is also quite often an employee's worst nightmare, irrespective of the position they hold within the company, but with help and training almost everyone can give a good performance which will appear both professional and effective.

This course is designed to enable people to gain in confidence, to learn how to manage their image, present a message in the right way using the correct medium, and at the same time understanding and being able to interpret the interaction between themselves and the audience.



Suitable for

Any employee who is either under confident about their ability to present or employees who just want to improve their understanding and sharpen these important skills.

Course duration

Two days which will be interactive and will include both theoretical and practical sessions. Or alternatively for those with less time to spare a one day concentrated course can be provided.

Course Lead

The training will be led by

Robert Allen BSc (Hons), MSc(Occ. Psych.), C.Psychol, AFBPsS.

OR

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.).



Management of Aggression & Conflict

Description

Violence and aggression in the workplace happens all too often for some people and the results can have devastating affects on them. This training is designed to enable staff to respond appropriately and confidently to episodes of aggression, and to learn and practice interpersonal skills aimed towards conflict management and reducing aggressive behaviour. The course looks at what is generally known about aggression, its possible causes, the triggers and build up, and looks briefly at risk assessment. It examines both conflict resolution skills and the management of potentially violent situations. Self-awareness of delegate's individual aggressive tendencies is investigated together with coping strategies to help with post-traumatic incident management.

At the end of the course delegates will be able to:-

- Assess the risk of violence and be able to identify potentially aggressive customers, passengers or patients.
- Understand the reasons for aggressive behaviour including the effects of alcohol and illness.
- Have a clear understanding of body language and how to react to it.
- Develop practical skills for diffusing situations before they become a problem.
- Have learnt how to deal with the after effects of incidents.

Suitable for

Professional and semi-professional staff who are involved in face-to-face situations with the public, and who are at risk of being involved in aggressive and potentially violent situations. Delegate groups may include those from the caring professions, the service industry, the leisure industry or indeed anyone who may consider they are at risk of violence.

Course duration

Two days - broken down into structured easy to absorb sessions.

Course Lead

The training will be led by

Robert Allen BSc (Hons), MSc(Occ. Psych.), C.Psychol, AFBPsS.



Successful Teambuilding

Description

Teamwork can provide both increased efficiency and productivity; it can also have a number of other positive affects such as improved employee morale and the reduction of stress. However, teamwork does not just happen when a number of employees work in the same place, the various relationships between group members need to be engendered through mutual respect and understanding.

We, at the **Mandel Training Group**, do not believe in subjecting employees to rigorous physical games or activities, neither do we believe in some of the other more quirky ideas often marketed, we leave those somewhat dubious notions to others. Our courses concentrate on structured, bespoke sessions loosely designed around the type of work the team is likely to encounter. As a result the sessions are built around identified and specific organisational goals and problems. They also cover the areas of self awareness and mutual understanding within a working environment which will together lead to greater understanding and the building of an effective team.

Suitable for

All employees who work together and who depend upon each other to achieve mutual goals.

Course duration

The course is designed to be run in three stages; the first stage involves some individual interviews and a design element. The second stage is a two day interactive session involving all potential team members. The last stage is a reconvention usually lasting for 1/2 day to evaluate progress and deal with any issues.

Course Lead

The training will be led by a combination of:-

Robert Allen BSc (Hons), MSc(Occ. Psych.), C.Psychol, AFBPsS.

Samantha Ward MSc(Occ. Psych.), C.Psychol.

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.).

Communication Skills

Description

Effective communication is critical to success in any business. Clear and understandable communication is required to ensure that businesses communicate clearly with one another as a misinterpretation can be crucial in the day to day business cycle. The course includes some basic theories of communication and also addresses individual learning styles. The importance of effective communication for you and the business is also covered, along with methods of improving communication effectiveness.

The skills learned on the course, whilst designed for the purpose of work-based interactions, can be carried through into one's daily lives. The communication skills are also transferable to other important areas of business such as conducting staff appraisals or monitoring staff in other work situations.

Suitable for

All staff – information and communication systems operate upwards, downwards, and side-ways within an organisation and function on a one-way, two-way or multi-interactive basis.

Course duration

This course runs over one day which allows time for delegates to acquire and practise different communication theories. All practise sessions are carried out in a safe and forgiving environment.

Course Lead

The training will be led by

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.)



Consultancy Skills

Description

When organisations engage an external consultant – whatever the specialist area, the costs are generally expensive. However, the identification and training of internal consultants allows organisations the ability to engage a member of their own team who can be an individual who is aware of the business culture and the politics of the organisation. Consulting is really a series of stages or phases and we use clear descriptions for each specific part of the consultancy process to explore the key activities and skills of each of these phases of the process.

This course is designed to provide your staff with the abilities to build effective working relationships with their clients (both internal and external), to carry out the initial diagnosis of the needs of the client, to contract with clients to provide a framework within which they will work, to provide feedback to the client, to review and evaluate the solutions that have been implemented and to develop on-going relationships with the client.

The skills learned on the course, whilst designed for the purpose of applied consultancy can also be applied to any business area where objective or subjective data can be gathered on an ongoing basis. Such areas could include absenteeism reduction, appraisal effectiveness to name but a few.

Suitable for

This Consulting Skills Training Course is designed for anyone operating in a consulting capacity. The programme is particularly suitable for those consulting in their professional field or as an internal consultant.

Course duration

Ideally, this course should be conducted over two days which gives some opportunity for the development of consulting skills to be practised in a safe environment.

Course Lead

The training will be led by

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.)



Leadership Training

Description

Almost every day, managers face situations that have the potential for either furthering or hindering the success of the organisation. When handled poorly these leadership situations can turn into political battles, decreased output, angry customers and a demoralised workforce.

As a Manager, whether you are facing a sensitive conversation with an employee, dealing with an angry customer, negotiating a deadline with other departments, or making a tough financial decision, leadership makes the difference between average and superior results.

This course is designed to help delegates to understand the key elements of leadership and to understand the importance of effective leadership. It will identify and develop delegate leadership styles and will teach the importance of team dynamics and the importance of effective teams. Finally, the identification of leadership behaviours will be used to improve personal effectiveness within their own work roles.

Suitable for

All those managers and staff who are striving to improve performance and efficiency within their own workplaces. All personnel who direct and drive others would also directly benefit from inclusion upon this course.

Course duration

This course has been designed to be delivered over one day and includes both theoretical and practical applications of leadership. The course has been created to be delivered in easy to digest components.

Course Lead

The training will be led by

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.)



Successful Performance Coaching

Description

Getting the best performance from people in the work-place is a certain way to improve the productivity and competitiveness of your business. Performance Coaching is an on-going process of working with people to improve their performance and develop their potential.

Why do we need Performance Coaching? Because businesses are operating in constantly changing environments and need to be able to respond more quickly to higher customer expectations within an increasingly competitive market-place. People, therefore, need to be able to adapt the way they work and constantly learn new skills. Additionally, in order to keep people motivated and committed to the organisation they need to feel as if they are developing their potential to the full.

We, at the **Mandel Training Group**, understand the day-to-day time and resource pressures that face managers and we understand that it is not a practical reality to take people off the 'shop floor' in order to provide them with lengthy and expensive training courses. This course is about equipping managers with the skills to get the best out of their people on the job through simple but highly effective coaching techniques. It focuses on three fundamental aspects of behaviour change and shows managers how to turn poor performance around and to further support those with strong performance.



Suitable for

This course is suitable for anybody with line management responsibility whether they manage one person or hundreds.

Course duration

The course is 2 days and consists of a half day of input into the psychological theory of performance management and an explanation of the tools being used. The remaining day and a half is devoted to getting delegates to practice what they have learnt with expert guidance from their tutor.

There are only ever a maximum of four delegates to each tutor.

Course Lead

This training will be led by

Samantha Ward MSc(Occ. Psych.), C.Psychol.



Project Management

Description

The aims of the course are to provide appropriately trained personnel with the skills and knowledge of managing a project; specifically the planning, resourcing and delivering on time and on budget. Project Management, is, of course, vital to the successful completion of large projects. Expensive projects may have large teams of dedicated project managers, but it should also be appreciated that project management is also very relevant for small, low budget projects.

The ability to complete a project on time and either on or under budget, without compromising quality targets, is a good skill to develop for everybody in management. But, if you deal with customers and you approach project management with less than a full arsenal of skills you are operating without a competitive edge. Customers want fast delivery with high quality and there appears to be little brand loyalty if you get it wrong.

No matter what industry you are in, providing a bespoke answer to a customer need is a definite sales and marketing advantage. But, to be able to take on integrated projects, you need people who can do more than produce a few charts and sound impressive.

The skills learned on this course will provide an understanding of basic project management techniques, the ability to identify the key characteristics of successful projects, an understanding of good practice techniques and an action plan for your proposed project.

Suitable for

This project management training course is suitable for Project Managers, Team Leaders and all personnel in positions of management or leadership.

Course duration

Ideally, this course should be conducted over three days in order to provide high levels of knowledge acquisition created and practised in a safe environment.

Course Lead

The training will be led by

Piers Courage-Jones BSc(Hons) MSc(Occ. Psych.)



Effective Business Thinking

Description

In order to stay ahead of the game in an increasingly competitive market-place managers and decision-makers need to be able to make increasingly more complex business decisions in a shorter timescale. Effective business leaders need, therefore, to remain commercially sharp, keep an eye on the competition and spot opportunities whilst exceeding customer expectations and keeping their team motivated and committed to the business vision.

This course is aimed at helping decision-makers develop their thinking through a series of effective tools aimed at improving business judgements. It also raises awareness of how the human mind can very often mislead and cause us to make flawed decisions. This course is also designed to provide insight into the unique decision-making characteristics of each delegate, thereby promoting self-awareness of their own strengths and potential risk areas.



Suitable for

This course is suitable for anybody with a decision-making responsibility..

Course duration

The is a one day course and consists of inputs about the psychology of decision-making, group exercises and case study reviews.

The course is designed to be run by 2 tutors for a maximum of 9 delegates.

Course Lead

This training will be led by

Samantha Ward MSc(Occ. Psych.), C.Psychol.



Successful Business Meetings

Description

Meetings are an essential part of every organisation's business, but unfortunately research consistently shows that the majority of people find them futile, boring, time wasting, dull and inconvenient. However, business meetings are here to stay for a variety of reasons so, since they consume so much of our time and organisational resources its worthwhile trying to improve them.

It's usually assumed that when a person reaches a managerial position they have attended enough meetings to know how to organise and run them. However, just attending as opposed to being instrumental in a meeting's success can be totally different and there are some basic skills and knowledge to learn first.

This short course looks at the basic structure of meetings, the roles within them and how to plan effectively. Additionally, it examines the various environmental factors which can hinder effectiveness, together with the human problems that can occur in any meeting such as conflict or disinterest and how to combat these issues.



Suitable for

Anybody who organises or runs meetings.

Course duration

One day

Course Lead

The training will be led by

Robert Allen BSc (Hons), MSc(Occ. Psych.), C.Psychol, AFBPsS.



Interpersonal Skills

Description

Just imagine how much easier your job would be if you could find a way to deal effectively with the diverse range of personalities you encounter in your day-to-day working life. None of us operate in a vacuum. We are all dependent on others to a greater or lesser degree and this dependency can sometimes interfere with the speed and effectiveness of our work. Think of all those people you need to work with, keep on side, win over, influence and manage in order to be truly successful in your job.

This course is aimed at helping you develop your ability to deal successfully with a wide range of people. It will assist you by promoting self-awareness of your own interpersonal style and your potential strengths and pitfalls in this regard. It will also help you to deliver difficult messages and win people over – even those who tend to be the most resistant. This course is also designed to develop your repertoire of influencing skills and assist you in identifying the sorts of situations where you can use them to best effect.

Suitable for

This course is suitable for anybody who needs to manage relationships.

Course duration

The course is 1 day and consists of inputs about the psychology of relationships and human motivation, group exercises and case study reviews.

The course is designed to be run by 1 tutor for a maximum of 9 delegates.

Course Lead

This training will be led by:

Samantha Ward M.Sc. (Occ. Psych.), C.Psychol.



Managing Change Effectively

Description

In order to stay ahead in an increasingly competitive market-place managers and decision-makers are frequently called upon to make changes to way things are done in their business. Whether on a large or a small scale, change invariably brings with it a whole host of issues that are not always possible to predict. What may look good on paper does not always easily translate into practice and invariably the reasons for this are related to human motivation and behaviour.

As specialists in human behaviour, we understand the impact that change can have on people. That is why we can help you mitigate resistance to change and keep your people on board throughout even the most testing of times. With our help you will find it easier to not only introduce change successfully, but also maintain it in the long-term.

This course is aimed at helping you identify the key stages of change management and providing you with some tools to help you and your people remain focused and committed throughout. We will also help you to enhance your understanding of your own management and decision-making style and assist you in applying your own unique strengths to the change process. This course is ultimately designed to help you to sustain positive changes in the longer term.

Suitable for

This course is suitable for anybody with change management aspirations or responsibility.

Course duration

The course is 2 days and consists of inputs about the psychology of change and human behaviour, group exercises and case study reviews.

The course is designed to be run by 1 tutor for a maximum of 9 delegates.

Course Lead

This training will be led by

Samantha Ward MSc (Occ. Psych.), C.Psychol.



The Mandel Team

Robert Allen C.Psychol
BSc (Hons), MSc(Occ. Psych.), AFBPsS

Robert is a **Chartered Occupational Psychologist**, an Associate Fellow of the British Psychological Society and a founding Principle Member of the Association of Business Psychologists. He is an experienced management trainer who also has a wide knowledge of operational management issues. He is a skilled and practised assessor and is qualified and registered in the use of psychometric tests to both level A and level B.

He worked for over 30 years with the police service holding the rank of Chief Superintendent and has had a varied experience as an operational manager with a direct responsibility for over 500 staff. Previously he held positions as Head of Training for an organisation with some 3000 full and part time employees and Director of Human Resources where, along with all other personnel issues, he was directly involved in the design and implementation of selection processes. Since 1999 he has run his own consultancy firm of chartered psychologists. He has both a wide theoretical and practical knowledge of work related stress, aggression and violent behaviour, selection processes and organisational problem solving.

Samantha Ward C.Psychol
MSc(Occ. Psych.).

Samantha is a **Chartered Occupational Psychologist**, a graduate member of the British Psychological Society and a Principle Member of the Association of Business Psychologists. After graduating in Psychology at Leicester University she worked as an HR manager for a rapidly growing business. During that time she found that her work raised many questions about how to truly get the best out of people - especially during times of uncertainty and change. In order to answer her questions she decided to take a closer look at what psychology had to offer and so undertook an MSc in Occupational Psychology at the Institute of Work Psychology at Sheffield University.

Samantha has since worked in both the private and the public sector consulting on a range of people issues as diverse as organisational change management, recruitment, assessment and development, performance management, business-thinking and decision-making and executive coaching. She continues to specialise in helping people achieve their potential in business and helping organisations to get the best out of their people.



Piers Courage-Jones

BSc(Hons) MSc(Occ. Psych.)

Piers is an **Occupational Psychologist** and a graduate member of the British Psychological Society and a Member of the Association of Business Psychologists. After graduating in Psychology from the University of Warwick, Piers undertook an MSc in Occupational Psychology with the Human Factors Group at Cranfield University. Piers is qualified and registered with the British Psychological Society in the use of psychometric tests to Level A.

Piers has delivered bespoke personnel selection and appraisal processes within the private health sector and was responsible for a consultancy package to identify and reduce work-related stress and absenteeism for a large international company. Piers has worked with the Police Service in the area of work-related stress and has also made an investigation into the effectiveness of their recruitment process. Piers now operates his own independent consultancy and has a keen interest in work-related stress and absenteeism, training, selection and recruitment.



Course Prices 2004

Mandel Training believe that training should be both a high quality and affordable. We work on the premise that if the client gets value for money this will generate future work. Therefore, our pricing structure is very simple and based on an 'in house' daily delegate rate with a minimum and maximum number of delegates per course.

The current daily rate per delegate is £200.00

For each course there is a minimum and maximum delegate attendance based upon our ability to ensure all delegates obtain the maximum benefit from the course.

COURSE	DAYS	MINIMUM DELEGATES	MAXIMUM DELEGATES
Management of Aggression & Conflict	2	5	10
Stress Awareness for Managers	2	5	10
Managing Change Effectively	2	5	9
Competency Based Selection	3	5	10
Competency Based Interviewing	3	5	10
Successful Presentation Skills	2(1)	5	8
Successful Business Meetings	1	5	10
Basic Assessor Training	3(2)	4	10
Successful Teambuilding	2.5	5	10
Successful Performance Coaching	2	4	8
Project Management	3	5	10
Effective Business Thinking	1	5	9
Communication Skills	1	5	10
Consultancy Skills	2	5	10
Managing Diversity	1	5	10
Leadership Training	1	5	10
Interpersonal Skills	1	5	10
Effective Development Planning	1	5	9

NB: Please note that these prices can only relate to courses run on the client's own premises, using the client's facilities and equipment, and does not include the provision of food, accommodation or refreshments for delegates.



Contact Details

Should a course need to be arranged away from the client's own premises the additional costs may vary and any supplementary expenditure incurred will be charged to the client at cost but would only be arranged after consultation and agreement with the client organisation.

We have training consultants based in the areas of Coventry, Sheffield and Maidenhead.

All trainers are prepared to travel to any venue within the UK, but in the first instance if you just wish to talk over your requirements why not contact your nearest office to discuss them over the telephone or arrange a personal visit.

Sheffield Office telephone **01246 566238** or **07771575034**
e-mail: robert@mandelgroup.co.uk

Coventry Office telephone **02476 431652** or **0798 0859681**
e-mail: piers@mandelgroup.co.uk

Maidenhead Office telephone **0796 8748331**
e-mail: sam@mandelgroup.co.uk

