



Professional development

Know more, do more, be more...

Reaching your potential takes more than knowledge. Genuine personal growth comes from changing your approach and broadening your outlook.

“I was impressed with the way that the instructor really brought the course contents to life. I felt the course opened my mind and was truly inspirational.”



Giovanni from Colt Technology Services attended our Manage the Team course

Our Professional Development core curriculum contains the essential ingredients to maximise your potential and improve the way you do business. It is designed to ensure everyone, from new recruits to experienced managers, has the toolkit to perform brilliantly in their role.

We combine proven theory and insight, with practical exercises and interactive learning techniques, to create courses that are engaging, participative and fun. We can deliver them in our classrooms, your classrooms or anywhere in the world using our virtual learning platforms.

Our highly skilled, professional learning consultants and instructional designers combine industry-leading learning expertise with real-world commercial experience. Their aim is to work with you to identify the professional development that will make the most difference to you.

If you can't see what you are looking for here, contact us and ask about our bespoke Learning Solutions.





Core curriculum

Personal Effectiveness

There's no excuse for poor personal performance – have you got the basics covered?

Whether it's keeping on top of your workload, managing meetings effectively or making great business decisions, this is the toolkit to give your career prospects a real boost.

Assert Yourself and Build Confidence Duration: 2 days	Don't be a wallflower. Make sure you project confidence and earn the respect you deserve in all your interactions at work.
Organise Work and Time Duration: 1 day	Get yourself organised... improving your time management and prioritisation is a basic, but often over-looked skill, which will have immediate positive impact on your job performance.
Concise Minute Taking Duration: 1 day	Invaluable for anyone who needs to record and circulate notes in any meeting setting, it also covers great meeting preparation and etiquette.
Making Meetings Work Duration: 1 day	Meeting culture? Break it with these techniques that make meetings action-focused, purposeful and fun.
Solve Problems and Make Decisions Duration: 2 days	Feeling overwhelmed? Take the fear out of decision-making with our practical techniques and tools. We'll help you find solutions and put you in control.
Commercial Awareness Duration: 1 day	See the bigger picture and gain an appreciation of the key drivers for successful business and how to make sure you can contribute to your organisation's success.
Finance for Non-Financial Managers Duration: 2 days	Find your inner accountant. Learn how to interpret key financial information about any organisation and you'll never feel uncomfortable with a balance sheet again.
Manage Conflict and Difficult Situations Duration: 2 days	Fed up of "noise"? Learn how to calm the choppy waters and keep on an even keel through the most pressured times.
COMING SOON Emotional Intelligence Duration: 1 day	It's not just about IQ. We now accept that most successful people have a higher EQ – and the great news is that it is possible to develop increased awareness of self and others and use this to great effect to build brilliant relationships.

Communication Skills

Great communication will make you stand out from the crowd and make your work and personal life run more smoothly.

Whether it's writing complex business reports, making presentations or writing day-to-day emails we can help you to transform your personal brand.

Communicate Effectively Duration: 3 days	Struggling to get your point across? Learn how to communicate more clearly and build better relationships with others.
Present with Impact Duration: 2 days	Take the fear out of presenting. Deliver "wow factor" presentations – to one or many. This course contains lots of techniques and a safe environment in which to try them.
Presentation Masterclass Duration: 2 days	Want to get your voice heard? Take your presentations to the next level and learn how to present to large and challenging groups.
Report Writing for IT Professionals Duration: 2 days	It doesn't need to be this hard... learn how to write technical reports that really hit the spot.
Business Writing Duration: 2 days	War and Peace? Write useful, accurate but concise reports, emails, bids and proposals.



Management and Leadership

Management and leadership has changed. Are you up to date?

Learn how to connect with your employees so that boosting productivity and performance comes naturally.

UPDATED Stepping up to Management Duration: 3 days	New to managing others? Never had any management development before? This course provides all the essential skills you need to manage other people, and maximise their performance.
UPDATED Leading Technical Teams Duration: 5 days	Technical superstar turned people manager? If you are making a transition from working in a technical field to managing people, then this course is for you. Packed with tips and techniques, and attended by people taking the same step.
NEW Manager to Leader Duration: 3 days	Managing managers and larger teams? Hone and perfect your management skills – and take a more strategic, proactive approach to creating business results.
NEW Leadership Presence Duration: 2 days	Some people have “it” – an ability to connect with and engage others to make huge changes in their organisations. This is essential for any manager moving into a leadership role, or those who need to have more influence with employees and stakeholders.
Leading Virtual Teams Duration: 2 days	Working globally and virtually is increasingly the norm but is hard when you can't see your people. This course takes a deeper look at how to make your remote colleagues feel closer to you and their teams.
Coaching for Results Duration: 2 days	Coaching is key to getting the best out of your people. Knowing when to coach and how to use coaching to great effect can accelerate performance improvement.
Performance Management Duration: 2 days	Performance management needn't be negative. The skills in this course help you get the best from all your people by creating a clear development pathway for each individual.
Make Change Happen Duration: 2 days	If change is constant – why is it so hard to achieve? Learn helpful techniques to gain commitment to change, to keep your confidence and maintain progress – even when the going gets tough.

Business Relationships

Do your business relationships add real value?

Positive, productive relationships with your suppliers, customers, and teams will transform your business; poor working relationships will undermine your success.

Persuasive Negotiation Skills 2 days	How to get what you want – more of the time. Negotiations happen at all levels, and in all roles in organisations and these skills are essential to anyone working with others, both in internal and client-facing roles.
Influencing Skills 2 days	Have you noticed how some people just seem to know how to get support for their ideas? Learn how to build rapport and trust and sell your ideas so that others buy into them.
Practical Consulting 2 days	Find the key to successful business partnering through this highly interactive programme. Brilliant for anyone in consulting or engagement roles, it'll help you ensure all solutions deliver maximum return.
Facilitation Skills 2 days	Group decision-making can be difficult. Use this course to help you manage great workshops or important meetings.
Effective Vendor Relationships 1 day	Work with suppliers, vendors and partners to deliver brilliant business results.
Understanding People and Conflict 3 days	Deal with conflict more positively by understanding how you appear to others and how to deal more positively with those who frustrate you.
Organisational Politics 1 day	Get more done in a positive way. Avoid the pitfalls and take advantage of opportunities. Understanding organisational politics will give you a real head start in your career.

Human Resources Skills

Companies want happy, high performing teams.

Making sure you and your people have the right skills to manage people, grow talent and work effectively together will create the environment for business growth.

Train the Trainer Duration: 2 days	Design and develop creative, contemporary learning that really creates business impact and learn how to evaluate the outcomes.
Interview & Hire the Right People Duration: 2 days	Start as you mean to go on. Learn how to recruit only those people who will fit your business, and be brilliant at their role, through techniques for short-listing candidates and behavioural interviewing.
Identify and Grow Talent Duration: 2 days	Don't lose your best people. We'll give you a framework to retain and develop your talent and ensure you have future leaders to support your business as it grows.
Embracing Equality & Diversity Duration: 1 day	Create a positive work environment for all. Ensure your staff understand the importance of recent legislation and how to welcome the diverse experiences and backgrounds of all staff members.



Customer Service

How likely are your customers to recommend your business?

Ensuring your organisation consistently provides the best possible service will win you loyalty and new clients.

Managing Customer Service Excellence Duration: 1 day	The customer is king. How do you encourage that belief in our teams, and consistently show that commitment to your customers so they come back to you time and time again?
Delivering Customer Service Excellence Duration: 2 days	Stand out from the crowd – learn how to make your customers come back to you and your company time and time again.
Maximising Customer Satisfaction in a Technical Environment Duration: 2 days	For those service providers transitioning from a more technically focused role this course will give you the practical tools to make customer service behaviour more comfortable in an IT service environment.



For further information on any of the courses listed in this booklet including dates and pricing, please visit www.qa.com/pd

Meet the experts

We believe the people who deliver training are the most important part of your learning experience.

One moment of inspiration can transform your working life and change your approach for good.

This is why we recruit only the most talented learning consultants, and continually monitor your feedback to make sure you're getting the quality of learning experience you deserve.

“The course was well structured, clear and useful to everyone. I'd certainly recommend it to colleagues.”

Elizabeth attended a bespoke Report Writing Skills course

“A really enjoyable, interesting practical course which has given me the tools I need.”

Amanda attended our Practical Consulting course



“We are a team of hearts as well as heads... whilst we want to impart knowledge and share experience, we care even more deeply about the way we connect with our delegates and help them achieve new levels of personal performance”

Nicola Downes | Learning Delivery Manager | QA Ltd



We welcome applications from exceptional learning professionals at any time.

A few of the familiar faces in our highly skilled trainer team





Why QA for professional development?

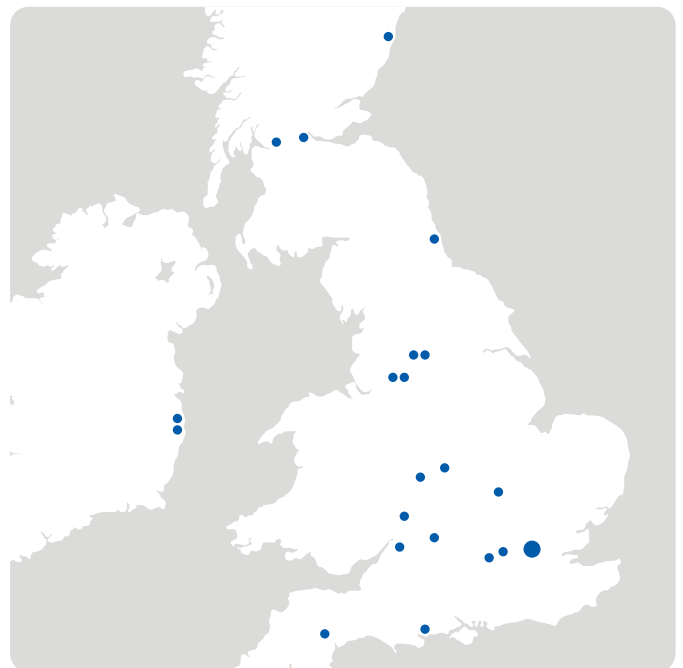
- 1 Unlike most of our competitors we employ our consultants permanently, so we can guarantee the quality of your learning experience with us.
- 2 We employ truly exceptional people – there's no room for mediocrity when you are developing others. Only the best makes the grade.
- 3 Our consultants spend all of their working time developing others – not running their own businesses.
- 4 We are developing people within a huge spectrum of organisations and we bring every moment of that experience into our engagement with you.
- 5 We work together to make sure our core curriculum contains the very best content and learning techniques that make a proven difference.
- 6 The feedback you give us speaks for itself and makes us extremely proud of what we do. 99% of the people who come on our courses would recommend us to a colleague.
- 7 Our consultants are developing people in the largest organisations in the UK, and our core curriculum is based on their real-world experience of what makes a noticeable difference to individual performance.
- 8 We have the scale and infrastructure to respond quickly to your needs
- 9 We can deliver our curriculum in our classrooms, your classrooms, or anywhere in the world using our virtual and eLearning technologies.
- 10 We offer you the highest quality of engagement at every level so you know the solution we deliver meets your business needs in the most effective way.

QA provides the most complete range of training courses and learning services available in the UK.

Our unrivalled range of training solutions helps people and organisations build their skills to gain real, lasting benefits. The sheer quality of what we do can be experienced at every level, from the professionalism and expertise of our people, through to our innovative solutions and services.

We have a local presence within a nationwide infrastructure. As the largest provider of training in the UK, we benefit from a large community of consultants who have many years real-world experience. With training centres in prime city centre locations round the country from Bristol to Aberdeen and across London you can spend your budget on training, not expensive travel.

Our pledge is that our highly engaging courses and learning programmes will make a real difference to each and every person in your organisation, helping to drive your business forward. With a 20 year track record of helping organisations across all business and public sectors, we are the training partner of choice for organisations such as British Airways, Unilever, Nationwide and Defra.



Contact QA

QA – the UK's leading training company

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