



LEADERSHIP, MANAGEMENT AND BEHAVIOURAL SKILLS

**UNLOCK YOUR**

**PEOPLE**

**POTENTIAL.**

An introduction to our courses and capabilities



## COURSE AREAS

## DELIVERY METHODS

**Personal Effectiveness**

Helping your employees make the best use of their time, talents and all the other personal resources at their disposal.

**Communications**

Being a good communicator is more than just making yourself heard, we help people develop the right skills to communicate effectively.

**Customer Experience**

Every organisation has customers. Every customer interacts with organisations. Each interaction represents a 'moment of truth'. Learn how to maximise every customer interaction.

**Coach - Mentoring**

A powerful enabler of organisational performance improvement. Encourage the development of a wide range of approaches to equip your coaches to work in a way that is skilful, authentic and most effective.

**Public Schedule or Onsite Classroom**

Choose from over 100 scheduled courses at any one of our nation wide training centres or we're happy to come to you.

**Online Courses and Digital Learning**

Whether it's one course or a global learning programme, you get the best of QA training right to your device. Our cost-effective, scalable solution for individuals, teams and distributed workforces has transformed the skills and capabilities of world-leading organisations.

**Business Relationships**

Relationship building is a critical skill in business – whilst it is intuitive for some, for many it is a challenge. Learn how to develop optimal business relationships through adjustment, compromise, and negotiation.

**Leadership**

A range of programmes that combine real world practice and leading edge theory. Our courses enable leaders to: select and grow talent, form and retain a great team and develop leadership styles that inspire, engage and deliver.

**ILM**

QA offers a full range of ILM qualifications from Level 2-6. These programmes provide a rich learning experience that's focused on enabling change in the workplace.

**Business & Digital Transformation**

We focus on developing the right leadership styles and cultural change strategies that enable business, digital transformation and adoption.

**Performance Based Learning**

A perfect blend of online learning to study in your own time, with immersive workshops to develop your skills and confidence, followed by work based assignments to help you apply your new learning back at work.

**Tailored, Customised or Fully Bespoke**

We offer a modularised approach to create courses and programmes which are contextualised around your specific requirements and business situations.



ASSESSMENT  
CENTRES (PRISM,  
SDI®, HOGAN, HAY)

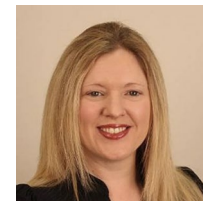


SKILLS MANAGEMENT  
CONSULTANCY  
(SFIA)



TRAINING  
ACCREDITATION  
PROGRAMME

- Trainer
- Designer
- Digital Specialist
- L&D Consultant
- L&D Manager
- Generalist

**Contact one of our Learning Solutions Team for assistance**

With so many options, it can be difficult to decide what is the right course, programme or solution for you. QA's unique Learning Solutions Team are ready to discuss your needs and requirements.

**Already a customer?** Please speak with your QA Account Manager for more information.

An interactive version of our full, 60 page directory,  
is available online here:

[QA.COM/BROCHURES#LMBS](http://QA.COM/BROCHURES#LMBS)

If you would like a hard copy, just let us know.



[QA.COM/LMBS](http://QA.COM/LMBS)



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