

ASK[®]

MANAGEMENT SKILLS

CATALOGUE



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APPRAISAL SKILLS	INFLUENCING AND NEGOTIATION SKILLS
ASSERTIVENESS	IS MANAGEMENT FOR YOU?
BUILDING RESILIENCE	LEADERSHIP SKILLS
BULLYING AND HARASSMENT	MANAGING MEETINGS
CHANGE MANAGEMENT	MANAGING FROM A DISTANCE
COACHING AND MENTORING SKILLS	MOTIVATION SKILLS
COMMERCIALITY: BUSINESS PLANNING	PANEL INTERVIEWING
COMMUNICATION SKILLS	PERFORMANCE MANAGEMENT
CONFLICT RESOLUTION SKILLS	PERSONAL IMPACT TRAINING
CREATIVE PROBLEM-SOLVING	PROJECT MANAGEMENT ESSENTIALS
DECISION MAKING	PRESENTATION SKILLS
DELEGATION SKILLS	QUALITY MANAGEMENT
DIVERSITY	RECRUITMENT AND SELECTION
HANDLING DIFFICULT CONVERSATIONS	REPORT WRITING
HIGH PERFORMING TEAMS	SETTING SMART OBJECTIVES
EFFECTIVE MEETINGS	STRATEGIC THINKING
EMOTIONAL INTELLIGENCE	STRESS AWARENESS
FACILITATION SKILLS	TALENT MANAGEMENT
FINANCE FOR NON-FINANCIAL MANAGERS	TIME MANAGEMENT
FUNDAMENTALS OF MANAGEMENT	TRAIN THE TRAINER

ADDITIONAL WORKSHOPS AVAILABLE

Absence Management	Effective Customer Care	NLP, An Introduction
Accident Investigation	Effective Sales Planning	One Minute Managing
Account Management	Employee Engagement	Practical Sales Skills
Achieving Sales on the Telephone	Equality Act 2010	Preparing for a Job Interview
Anger Management	Event Management	Presenting Technical Information
Anxiety at Work	GDPR – Data Protection	Prioritising and Planning
Appreciative Inquiry	Good, Bad and Ugly Customer Service	Professional E-mails
Asking for Business	Induction Training Design	Questioning Skills
Body Language Training	Informal Resolution	Risk Assessment
Bribery Act 2010	Interpersonal Skills	Root Cause Analysis
Building Relationships	Leading Effective Teams	Stakeholder Management
Business Networking	Listening Skills	Success with Change
Communicating with Customers	Managing Difficult Behaviours	Team Building
Complaint Handling	Managing Emails	Think Your Way to Success
Crisis Management	Managing Upwards	Wellness
Customer Care on the Telephone	Managing Workplace Culture	Workplace Reflective Practice
Customer Excellence	Marketing Essentials	Writing a CV
Dealing with Phone Rage	Mentor Training	Writing Multiple Choice Questions
Dealing with Redundancy	Minute Taking	
Discipline in the Workplace		

ONE-HOUR BITE-SIZED TOPICS

Closing a Sale	Giving and Receiving Feedback	Selling Skills Model
Collaboration at Work	Greener Working Casebook	Setting Ground Rules
Cross-Cultural Communication	Information Security Casebook	Setting SMART Objectives
Culture, Race, Religion	Introduction to Coaching	Succession Planning
Customer Service Casebook	Introduction to Presentation Skills	Unconscious Bias
Decision Making Process	Leading Focus Groups	Understanding Change
Delegation Skills	Managers Guide to Appraisals	Understanding Customer Care
Effective Communication Process	Personal Brand	Understanding Diversity
Engaging Teams with Data	Positive Leadership	Understanding Harassment and Bullying
Facilitation Skills Best Practice	Problem Solving Techniques	Understanding Motivation
Generating Sales	Quick Thinking	Understanding Workplace Risk
Get Ready for your Appraisal	Sales Objection Handling Model	Welcome Back Meetings



ASK Europe plc
Cranfield Innovation Centre
University Way
Cranfield Technology Park
Bedfordshire
MK43 0BT
United Kingdom

t: +44 (0)1234 75 75 75
e: hello@askeurope.com

askeurope.com