



**Training  
Solutions**

# Training

We will develop your management team by introducing leadership skills and deliver further support or coaching to make them more confident and effective in their role

<b>Leadership</b>	<b>Management</b>	<b>Supervision</b>
<b>Communications</b>	<b>Customer Service</b>	<b>Team Development</b>
<b>Sales Skills</b>	<b>Negotiation Skills</b>	<b>Continuous Improvement</b>



Whether you select a Short Course or a complete planned Programme, we will customise the content to suit your organisation

## **AT TQM SOLUTIONS WE DON'T CREATE 'OFF THE SHELF' PACKAGES**

- We have a range of Training Delivery Options:
  - Deliver the 'complete' package
  - Supply the Materials only
  - Train-the-Trainer



# Training Delivery Options

- **Complete Package**
  - TQM Solutions will provide a trainer and all the materials to deliver the course and can provide follow-up support in the workplace
- **Materials Only**
  - Set of customized exercises
  - PowerPoint presentation (OHP available)
  - Trainer guide & notes
  - Course handouts and promotional materials
  - Telephone support
- **Train the Trainer**
  - The duration of the training is variable, depending upon the level of existing skills of the participant.



# Where do we operate?

- On-site

We will train on your premises and use your meeting rooms, or your offices, or we can even use your operational working environment depending on the course you select

- Off-site

Local training and meeting rooms can be arranged



# Your Next steps

- For more information, about our Training Solutions, please visit our web site:

[www.tqmsolutions.co.uk](http://www.tqmsolutions.co.uk)

- If you would like to discuss the Training options, please contact us by telephone:

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