



Product Directory

eLearning
Self Study Workbooks
Short Courses
Training Consultancy





AiTraining Consultancy was established in 2009 by Andy Taylor to provide in-house training solutions to companies of all sizes. The range of services that AiTraining Consultancy provides compliment any Learning and Development activities taking place in your organisation. From Identifying Learning needs to the Design and Delivery of Learning events, AiTraining Consultancy can provide a complete service that is tailored to your organisations needs. Each Learning Event is evaluated to measure their effectiveness and their cost efficiency for your organisation.

AiTraining Consultancy has a range of courses and workbooks ready to go and each can be tailored to your requirements. Each course is centred around the learner with learning materials to take away. Interactive, informative and engaging they create an environment that is conducive to learning. With numbers limited to 12, the learning experience is enhanced.

Each workbook is a self study workbook that demands the learner to be involved from the start.

At AiTraining Consultancy, our mission is

Mission

To deliver first class training solutions to meet business objectives in the current financial climate for companies and organisations matching business goals and corporate strategy.

Vision

To be the provider of choice to companies and organisations by providing a tailored service to meet client needs.

Values

AiTraining Consultancy will

- Deliver on time every time
- Produce professional Training materials
- Treat learners with dignity and respect
- Value its Customers

In April 2010 **AiTraining Consultancy** became a Corporate Affiliate of the Continuing Professional Institute.

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About Andy Taylor

AiTraining Consultancy was started by Andy Taylor who is a Trainer. He has been a Trainer for over 10 years specialising in how people interact with each other. He has delivered training in every job that he has held but, the last 10 years have been as a Full-Time Trainer.



He learnt his craft at the Royal Mail delivering training events to front-line staff and managers. From the Royal Mail Andy moved to the NHS and delivered soft skills training to administrative staff and Doctors.

Prior to starting **AiTraining Consultancy** Andy worked for an HR Consultancy as their Training Consultancy Manager. Here he wrote and delivered Chartered Institute of Personnel and Development (CIPD) Certificate level qualifications in Training and Human Resources. Andy has delivered training in the UK and in the Middle East in Abu Dhabi, Dubai, Qatar and the Kingdom of Saudi Arabia to diverse audiences.

Andy was the **Diversity** Champion at the Royal Mail writing and delivering training solutions to front-line staff as well as training others to deliver the material. At the NHS Andy produced training material for the Training Department to ensure consistency across all training events.

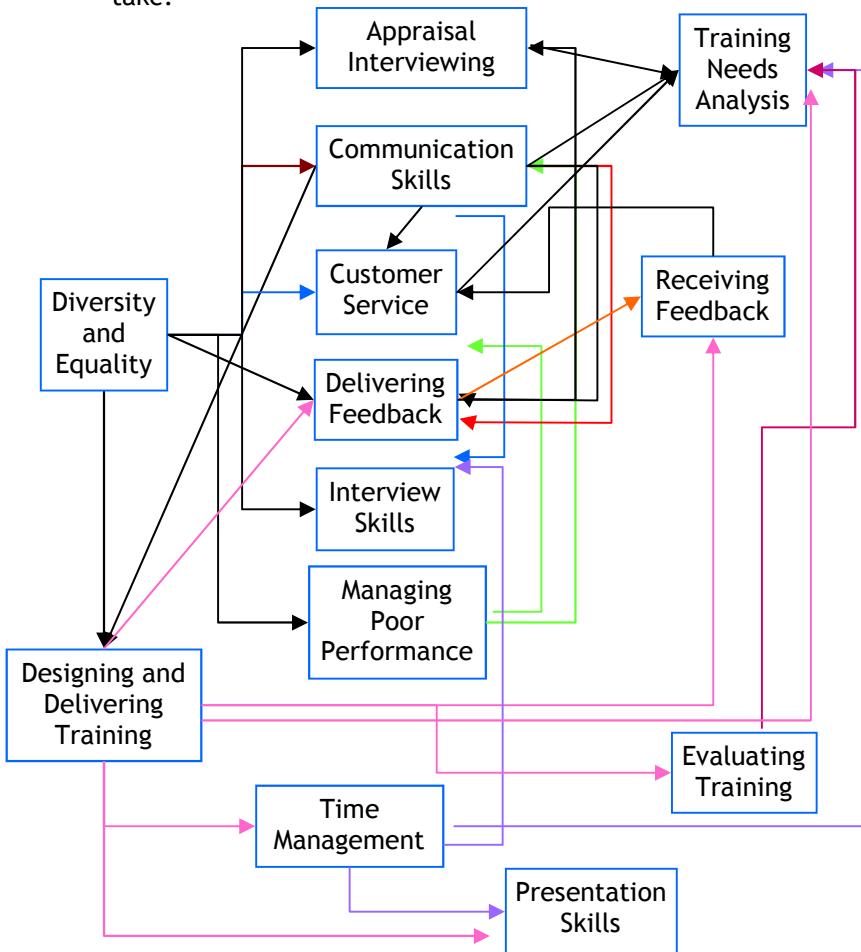
Andy's **Train the Trainer** and **Recruitment and Selection** courses have been endorsed by the Institute of Leadership and Development (ILM). As well as training in the work environment, Andy has been a Martial Arts Instructor and taught people to horse ride western style in America. He says that he can't get away from training wherever he is. Training is his passion and enjoys what he calls 'the penny drop moment' when learners believe that they are capable of achieving the learning.

Andy holds a NVQ4 in Learner Development.

How to Use This Directory

The Directory is divided into sections that cover each product area that AiTraining Consultancy provides. The courses and services are listed alphabetically in each section.

The diagram below shows which courses are related to enable you to see a development path that you may wish to take.



Our Products

AiTraining Consultancy offers the following products

- eLearning
- Self Study Workbooks
- Short Courses
- Training Consultancy

eLearning

Our eLearning portal contains seven subjects that learners can access on our website. There are no software downloads and the website requires users to login to access their course and details.

Self Study Workbooks

We have six Self Study Workbooks all of which can be tailored to your organisation. We can include your logo and company message. Once the workbooks are completed they act as a quick reference guide for the learner.

Short Courses

We offer ten short courses that range from half a day to three days in duration. They are offered as an in-house package to reduce the cost to you and the learner numbers are kept to 8–12 depending on the course to maximise learner involvement.

Training Consultancy

We offer the full Training Cycle within our Consultancy form Identifying Training Needs to Designing and Delivering Training and Evaluating its effectiveness.

Manger Specific Courses and Training Programmes

A number of our training products are specifically for Managers. We have grouped them here so that they are easier to find.

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eLearning



AiTraining Consultancy's eLearning Portal offers learners the opportunity to learn at their own pace in their workplace. The courses are web based and so require no software downloads saving valuable learning time. One login provides access to all the material needed to complete the eLearning.

We offer 7 eLearning opportunities from our eLearning Portal. They are

- Delivering Feedback
- Diversity and Equality
- Manual Handling
- Receiving Feedback
- Time Management
- Training Needs Analysis

Each course is interactive and contains exercises and questions to complete as you progress. The course shows you your progress so that you can logout and then login again to pick up where you left off.

Each courses takes roughly one hour to complete.

Delivering Feedback

Delivering Feedback can be a daunting task if you have never done it before. It has the power to motivate or destroy. It can change behaviours and attitudes.

Who is it for?

Anyone that has to deliver feedback or improve how they deliver feedback now.

What does the Course Cover?

- What is Feedback?
- The Approach
- The STAR Model
- The ABC Model
- The BEST model
- The Feedback Sandwich
- The AID Model
- The Boost Model
- Delivering Feedback
- 360° Feedback
- Handling Feedback Receivers

Cost £25.00.

The cost includes the materials contained within the eLearning Portal and any support with the portal.

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net



Diversity and Equality

This course will take you through what Diversity and Equality means and how it impacts you and your life.

Who is it for?

Diversity is inclusive not exclusive and everyone should attend to understand the impact of their behaviour on others.

What does the Course Cover?

- Differences Between Legislation
- Discrimination
- The Organisation
- Legislation
- Employees
- What to Do If You Are Subjected To Bullying and Harassment
- Glossary

Cost £25.00

The cost includes the materials contained within the eLearning Portal and any support with the portal.

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Evaluating Training

Without evaluating how training has been received or what has been learnt you have no way of knowing if the training event was worthwhile and cost effective.

Who is it for?

Trainers, Managers or anyone that has to or needs to evaluate training events to measure their effectiveness.

What does the Course Cover?

- What is Evaluation
- How do we evaluate?
- When Should Evaluation be carried out?
- Data Collection and Analysis
- Reporting Findings

Cost £25.00

The cost includes the materials contained within the eLearning Portal and any support with the portal.

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Manual Handling

The Manual Handling eLearning course will take you through the correct procedure of lifting and moving objects as an individual and as a team

Who is it for?

Anyone that has to lift or move objects regularly.

What does the Course Cover?

- What is Manual Handling?
- Injuries Caused by incorrect lifting
- The Spine
- How to Lift
- How to Lift as a Team

Cost £30.00

The cost includes the materials contained within the eLearning Portal and any support with the portal.

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Receiving Feedback

We receive feedback everyday of our lives and how to receive feedback is not explained to us formally.

Who is it For?

This eLearning course is for anyone who receives feedback and would like to understand how to receive better feedback and how to use the feedback they receive. It will assist you in receiving feedback and using it to aid your development.

What does the Course Cover?

- What feedback is
- The types of models used with feedback
- How to ask questions when receiving feedback
- The questions to avoid when receiving feedback
- The rules of receiving feedback

Cost £25.00

The cost includes the materials contained within the eLearning Portal and any support with the portal.

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Time Management

The Time Management eLearning is full of useful tips, techniques and tools for the management of your time.

Who is it for?

Anyone who wishes to enhance their time management skills or to develop skills to manage their time more effectively

What does the Course Cover?

- What is Time Management?
- Planning
- Prioritising
- Demands
- Controlling Your Time
- Delegation
- Hints and Tips

Cost £25.00

The cost includes the materials contained within the eLearning Portal and any support with the portal.

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Training Needs Analysis

Making Training meaningful and cost effective is a must in the current economic climate. Our Training Needs Analysis eLearning is about identifying gaps in knowledge and skill and making cost effective learning recommendations.

Who is it for?

Managers, Supervisors and Trainers that identify learning needs for employees. If you carryout Appraisals then Training Needs Analysis will enhance this process.

What does the Course Cover?

- What is a Training Needs Analysis
- What is the difference between Learning Needs Analysis and Training Needs Analysis
- The levels of Training Needs Analysis
- The tools of Training Needs Analysis
- How to analyse the findings

Cost £25.00

The cost includes the materials contained within the eLearning Portal and any support with the portal.

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Self Study Workbooks



Our Self Study Workbooks are ideal if you have one or two people who need developing in a particular area. They offer a cost effective way to fill a training need.

The workbooks provide an opportunity for learners to learn at their own pace and put into practice what they have learnt immediately.

Once completed the workbooks act as a quick reference guide.

We offer the following workbooks

Delivering Feedback	Evaluation	Time Management
Diversity and Equality	Receiving Feedback	Training Needs Analysis

The workbooks cost £30 each.

If you want to add your company logo it is an extra £5

If you want to add your company message it is an extra £5

Delivering Feedback



Delivering Feedback can be a daunting task if you have never done it before. Our Self Study workbook will provide you with the skills necessary to deliver consistent and constructive feedback. Feedback is an important tool in many areas of business - Appraisal, Assessments, Managing Performance, Training, Coaching and Interviewing. It has the power to motivate or destroy. It can change behaviours and attitudes.

The areas that the workbook covers are;

- What is Feedback?
- The Approach
- The STAR Model
- The ABC Model
- The BEST model
- The Feedback Sandwich
- The AID Model
- The Boost Model
- Delivering Feedback
- 360° Feedback
- Handling Feedback Receivers

It takes you through what feedback is and where it is used. It provides some feedback models that you can use and how to use them. It provides you tips on giving honest feedback and handling feedback receivers and what to do in certain situations. It provides a set of rules for delivering feedback and sets out how to 'own' the statements you make.

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Diversity and Equality



Diversity is becoming more important in the workplace. A Chartered Institute of Personnel and Development survey revealed that *'Only 30 per cent of organisations have a special budget for Diversity and only 36 per cent have a specialised diversity or equal opportunities functions'* People Management, 13 July 2007.

With the current financial climate can your organisation be without Diversity and Equality Training? The difference that people bring to your organisation can provide you with an edge over your competitors.

This Self Study Workbook will identify what Diversity is and how it fits into the workplace. It concentrates on our behaviour towards our co-workers and customers and how this can impact on their lives and relationships at work and at home. It talks about the inclusion of all groups and looks at the legal implications if we do not.

The areas covered in the workbook are;

- Differences Between Legislation
- Discrimination
- The Organisation
- Legislation
- Employees
- What to Do If You Are Subjected To Bullying and Harassment
- Glossary

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Evaluation



Evaluation is the end of the training cycle and one of the most important elements of it. Without evaluating or measuring the impact of training there is no way of telling how effective it has been.

This Self Study Workbook takes you through the 4 original levels of Donald Kirkpatrick's model of evaluation. It shows you how to introduce evaluation into your training and more importantly how to measure its effectiveness by explaining each of the 4 levels of evaluation and when and how to use them.

With calculations to workout the learning gain on a training event it will enable you to justify why the training took place and enable you to sell training to your organisation.

Designed in an easy to read and practical way, the Evaluation Workbook is an invaluable tool to any trainer.

The areas covered in the workbook are;

- What is Evaluation
- How do we evaluate?
- When Should Evaluation be carried out?
- Data Collection and Analysis
- Reporting Findings

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Receiving Feedback



Receiving Feedback is a skill that requires patience and understanding. Without receiving feedback we are unable to grow and develop our skills. Feedback is vital for development and to understand how we are performing in a particular area. In the work environment we are constantly receiving feedback from superiors, colleagues, suppliers and customers all of which is there to help us perform better.

Designed in an easy to read and practical way, the Receiving Feedback Workbook is an invaluable tool to anyone who wants to improve and develop the way in which they receive feedback. Once completed it acts as a quick reference guide.

The areas covered in the workbook are;

- What is Feedback?
- Receiving Feedback
- Asking Questions
- Questions to avoid
- Where Feedback is Received
- Using Feedback
- The Rules of Feedback
- Who to Receive Feedback From
- The Consequences of not following the rules of Feedback
- Tools for Receiving Feedback

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Time Management



AiTraining Consultancy's Time Management Self Study Workbook is full of useful Time Management tips, techniques and tools for the management of your time. We all want to save time doing our daily tasks in the workplace and at home so that we have more time to do the things we enjoy.

Our workbook will provide you with strategies and ideas on how you can control the time you have to fulfil your daily tasks. It provides practical exercises to show how to divide your time between those tasks that must be done and those that could wait a bit longer.

Once completed it will serve as a guide to good Time Management practices in the future.

The areas covered in the workbook are;

- What is Time Management
- Planning
- Prioritising
- Demands
- Controlling Your Time
- Delegation
- Glossary

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Training Needs Analysis



Training Needs Analysis or TNA is the start of the Training Cycle. This is where the needs for the

- Strategic Plan of the Business
- Organisation
- Department
- Team
- Job
- Individual

are decided. TNA provides the objectives for the learning solutions.

Our self study workbook takes you through the Training Needs Analysis process step by step from identifying learning needs to making cost effective recommendations. It shows you how to use some of the many tools available to conduct a Training Needs Analysis from Task Analysis to observation and how to write up the results in a business report.

With worked examples of the tools this self study workbook is an invaluable tool for anyone who needs to identify the training needs in others.

The areas covered in the workbook are;

- What is Learning Needs Analysis?
- The levels of Training Needs Analysis
- Task Analysis
- DIF Analysis
- Decision Tree
- Individual TNA
- Analysing Your Results

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Short Courses



All of our Training Courses are tried and tested. They have been produced with learners in mind and are interactive and thought provoking.

Each course comes with handouts to take away and each course can be tailored to your organisation's specific needs.

Our courses range from half a day to three days in duration and are designed to run in-house. The delegates numbers are kept to 8–12 depending on the course to maximise learner involvement.

Our Short Courses are classroom based and delivered in English.

The courses on offer are

Appraisal Interviewing [∞]	Designing and Delivering Training [‡]	Managing Poor Performance [*]
Communication Skills [*]	Diversity [*]	Presentation Skills [∞]
Customer Service [*]	Interview Skills [‡]	Time Management [^]
	Training Needs Analysis [∞]	

* Half Day Course

^ 3/4 Day Course

∞ One Day Course



Appraisal Interviewing

Who is it for?

Managers, Team leaders and Supervisors who appraise their teams

Aim

To provide you with appraisal interviewing skills

Objectives

By the end of this course you will be able to

- Explain the purpose of Appraisals
- Explain the different types of appraisal systems
- Demonstrate equality during an Appraisal Interview
- Conduct an effective Appraisal Interview

Course Outline

- What is an Appraisal?
- The purpose of Appraisals
- The law and Appraisal Interviewing
- How to conduct an Appraisal Interview
- Conduct an Appraisal Interview

Cost £850

Duration 1 Day

Max. Number of Delegates 8

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Communication Skills

Who is it for?

Anyone that communicates with colleagues, customers and suppliers to enhance their communication skills to improve their interactions

Aim

To assist in the development of great communication skills that will facilitate greater team working and face to face relationships in the workplace and beyond.

Objectives

At the end of this course you will be able to:

- Demonstrate good questioning techniques
- Explain the barriers to listening
- Show appropriate body language when listening and questioning
- Recognise different communication styles
- Apply different communication styles to different situations
- Explain the difference between effective and ineffective communication

Course Outline

- Why do we communicate?
- Questioning Skills
- Listening Skills
- Body Language
- Why communication fails

Cost £450

Duration 1/2 Day

Max. Number of Delegates 12



Customer Service

Who is it for?

Everyone that deals with customers or who provides a service to someone

Aim

To provide improved Customer Service to both internal and external customers

Objectives

At the end of this workshop you will be able to:

- Identify your customers
- Take responsibility for your
- Demonstrate effective communication when dealing with customer
- Explain the difference between good and bad customer service

Course Outline

- Who are our Customers?
- Why do Customers complain?
- How do we resolve Customer issues?
- Whose responsibility is Customer Satisfaction?

Cost £450

Duration 1/2 Day

Max. Number of Delegates 12

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Designing and Delivering Training

Who is it for?

Designing and Delivering Training is designed for people who deliver training regularly or have an element of training or instruction in their roles. It is ideal for anyone new to the area of Learning and Development.

Aim

This course is designed to help you gain confidence in delivering training professionally and effectively

Objectives

At the end of this course you will be able to:

- Demonstrate the qualities of an effective trainer
- Explain the learning cycle and how adults learn
- Develop SMART objectives and produce a lesson plan
- Evaluate courses and yourself effectively
- Use visual aids appropriately
- Give and receive feedback

Course Outline

Day 1

- What makes a good trainer?
- The Learning cycle
- How adults learn
- Group Dynamics
- Training Needs Analysis

Day 2

- Objective setting
- Evaluation and feedback
- Developing a training event
- Visual aids



Day 3

Delegates will get the chance to design and deliver a 30 minute training program.

Cost £1950.00

Duration 3 Days

Max. Number of Delegates 8

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Diversity

Who is it for?

Diversity is inclusive not exclusive and everyone should attend to understand the impact of their behaviour on others.

Aim

To give you the knowledge and confidence to talk about Diversity to a mixed group of employees.

Objectives

By the end of this course you will be able to

- Explain the difference between Equal Opportunities and Diversity
- Explain the legal implications of Diversity
- Discuss a range of Diversity issues with groups.

Course Outline

- What is Diversity?
- Legislation
- Effects of a non valuing Diversity organisation
- Cause and effect
- How would you feel?

Cost £450

Duration 1/2 Day

Max. Number of Delegates 12

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net



Interview Skills

Who should attend?

People responsible for Recruiting, Interviewing and Employing staff

Course Aim

To provide delegates with the confidence to interview potential employees fairly and within current legislation.

Objectives

By the end of this course delegates will be able to

- Write a Job Description, Person Specification and Job Advertisement
- Implement key employment legislation affecting recruitment and selection
- Ask effective questions
- Conduct a 30 minute recruitment interview

Course Outline

Day 1

- What is Recruitment
- Writing Job Descriptions
- Writing Person Specifications
- Writing Job Advertisements

Day 2

- Interview Techniques
- What is an interview
- Interview structure
- Matching CVs to Person Specification
- What to look for in an interview
- Questioning techniques
- Why ask questions
- Types of interview questions you should ask

- Types of interview questions you should avoid
- Listening techniques
- Legislation
- Interview Preparation and practice

Day 3

Delegates will be required to run a thirty minute interview using the Job Description and Person Specification which they prepared on day one.

Delegates will need to bring their own updated CV to enable a more accurate interview to take place.

Cost £1950.00

Duration 3 Days

Max. Number of Delegates 8

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net



Managing Poor Performance

Who is it for?

Managers and Supervisors who are responsible for teams and their performance to enable them to manage them effectively.

Aim

To provide Managers the tools and knowledge to recognise and deal with Poor Performance

Objectives

By the end of the course you will be able to

- Explain what constitutes 'Poor Performance'
- Describe the steps you need to follow to Manage Performance
- Explain the difference between Misconduct and Poor Performance.

Course Outline

- What is Poor Performance?
- Why do people perform badly?
- Finding out the reasons for Poor Performance
- How to manage performance issues
- The difference between Misconduct and Poor Performance

Cost £450.00

Duration 1/2 Day

Max. Number of Delegates 12

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Presentation Skills

Who is it for?

Sales people, people who have to speak to groups of people and anyone that has to present ideas to a panel

Aim

The purpose of this course is to provide you with the necessary skills to present confidently and effectively.

Objectives

At the end of the course you will be able to:

- Identify effective communication styles when delivering a presentation
- Demonstrate appropriate use of visual aids
- Explain the purpose of visual aids
- Explain how to conquer your nerves

Course Outline

- What is a presentation?
- How to use Visual Aids
- How to prepare a presentation
- Prepare a presentation
- Deliver a 15 minute presentation with visual aids

Cost £850.00

Duration 1 Day

Max. Number of Delegates 8

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net



Time Management

Who is it for?

Anyone who wishes to enhance their time management skills or to develop skills to manage their time more effectively

Aim

To provide delegates the tools to manage their time more constructively

Objectives

By the end of the course delegates will be able to

- Demonstrate how to prioritise your workload
- Explain how to delegate

Course Outline

- Why Manage your Time?
- Prioritising your workload
- Delegating
- How important is it really?

Cost £750.00

Duration 3/4 Day

Max. Number of Delegates 12

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Training Needs Analysis

Who is it for?

Managers, Supervisors and Trainers that identify learning needs for employees. If you carry out Appraisals then Training Needs Analysis will enhance this process.

Aim

To enable you to carry out a Training Needs Analysis

Objectives

By the end of this course you will be able to:

- Describe the approach and techniques required in analysing organisational, job and individual training needs
- Plan, prepare and agree an analysis with management
- Carry out a Training Needs Analysis

Course Outline

- What is a Training Needs Analysis
- What is the difference between Learning Needs Analysis and Training Needs Analysis
- The levels of Training Needs Analysis
- The tools of Training Needs Analysis
- How to analyse the findings

Cost £850.00

Duration 1 Day

Max. Number of Delegates 12

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Training Consultancy



Within our training consultancy we offer the full training cycle.

The Training Cycle provides the backdrop to suitable Training Solutions. Identifying Training or Learning Needs is the first step in deciding what action to take. Once this has been investigated and a way forward found, the findings can be used to design

appropriate training and learning solutions

Once designed, the solution can be delivered. There are a number of ways to deliver training or learning solutions. We offer the following:

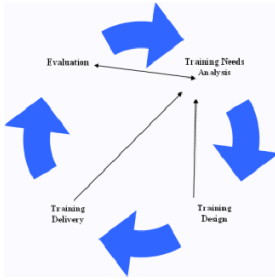
- Classroom based Training
- Self Study Workbooks
- One to One coaching
- Mentoring

Once delivered all training events need to be evaluated to ensure that they have met their requirements. If you have started with Training Needs Analysis, this becomes easy as you already have the tools to check the transfer back to the work place.

We can assist with the entire Training Cycle for your organisation or carry out parts of it. Either way, we offer a comprehensive service to identifying the Learning and Training Needs of your staff.

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Training Needs Analysis



Conducting a Training Needs Analysis will help identify areas that require training and areas that do not. With this in place you are able to design effective training solutions that meet the gaps in skill and knowledge. You can evaluate effectively as you will know where the learners were before the event took place.

An accurate Training Needs Analysis will provide you with a picture of the training needs of your employees. Without it your training runs the risk of being costly and ineffective. It will have an impact on the design and the delivery of the learning event as it will set clear objectives for both.

We can carry out a Training Needs Analysis for you at the following levels

- Strategic
- Organisational
- Department
- Team
- Job
- Individual

Investigating Training Needs Analysis involves questionnaires, interviews and observing the job holder in the work place.

Once the Training Needs Analysis has been completed you will receive a written report that prioritises and recommends the way forward.

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net



Training Design

Once Training or Learning needs have been identified, training solutions need to be designed to meet those needs. We offer off the shelf short courses and all of which can be tailored to your organisational needs. We can produce bespoke training materials and workbooks to your requirements.

When a course is designed you will receive:

- A detailed Trainers Guide
- PowerPoint Presentation
- Handouts
- Evaluation forms

The **Trainer's Guide** will allow anyone to deliver the training and to adapt it to suit their style and personality. It will have pointers to the material/handout to use and when.

The **PowerPoint Presentation** can be tailored to include your branding as can the **handouts**, these can include any message you wish to convey.

The evaluation forms will enable you to see how effective the delivery was by measuring the knowledge gained and the reaction to the course and environment.

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net

Training Delivery

Our short courses are tried and tested and produce results. Each can be tailored to your organisations needs. We can deliver them in-house to reduce away time for your employees.

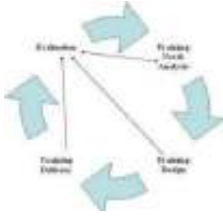
Our courses are classroom based and the maximum number of delegates is 12 to provide an environment conducive to learning. Each in-house course has handouts and where available a PowerPoint presentation. All of our courses are evaluated to level 2 of Donald Kirkpatrick's model of evaluation (1959). This level measures knowledge gained on the learning event.

After each course a report will be provided detailing the course and the reaction from the delegates together with the learning gain and a register of who attended.

If you do not have the numbers for a classroom based learning event we offer a number of workbooks on several subjects.

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Evaluating Training



Evaluating Training is the final and most important part of the Training Cycle. If you have carried out a Training Needs Analysis evaluating the learning event will identify if the gaps in skills and knowledge have been met. This will then reinforce the effect of training and justify the added value of having a Training Department or the purchase of training.

All our courses are evaluated using Donald Kirkpatrick's model of evaluation. The first two levels of evaluation that we measure are:

- Reaction
- Knowledge

By evaluating our courses we are able to

- Calculate the Learning Gain on our courses which is to improve them
- Provide you with an After Course Report that details how the course was received
- Recommend any further Training that is needed

In addition, we can implement an evaluation system on courses that you have in your organisation and carryout the other two levels of Kirkpatrick's model -

- Transfer to the workplace
- Effect on the organisation.

If you have your own Trainer or Trainers we can carryout an evaluation of them for you against Chartered Institute of Personnel and Development (CIPD - the lead body for HR and Training Professionals in the UK) standards.

Other products and Services

Trainer Resources

We have a section devoted to Trainers on our website that will assist in

- Evaluating Training
- Recording your Continuous Professional Development (CPD)
- Provide you with Ice Breakers and Warm-ups

The resources in this section are completely **Free**, I do ask that you mention where you got them though!

To view or use the tools visit www.aitraining.net/trainer_resources.htm

Other Services

We are able to evaluate your trainers for you and provide feedback and development opportunities if applicable.

Our News page on our website carries Training related articles and each month there is a new article.

For more information Call +44 (0) 20 328 65165 or email andy@aitraining.net or visit www.aitraining.net



Keep in touch with us

You can keep up-to-date with [AiTraining Consultancy](#) by following

Our Blog at: <http://aitraining.net/andysblog>

Us on Twitter at: www.twitter.com/inhousetrainer

Order Form

Use this form to order Workbooks or book courses, alternatively call us on +44 (0) 20 328 65165.



Family Name: **Title:**

First Name:

Company:

Contact Phone:

Email:

Address:

Product: Short Course: Workbook Consultancy eLearning

Product Name:

Number required:

Once complete scan and email to bookings@aitraining.net or post to

AiTraining Consultancy
Hauptstr.71
23816 Neversdorf
GERMANY



Terms and Conditions

Payment

Course fees and Workbook charges must be paid in full prior to the course date or, either at the time of booking or on receipt of invoice. All transfer charges must be paid for on receipt of the invoice.

Payment by cheque will incur an additional cost of £10.00 to cover charges. Our preferred method of payment is by BACs. These payment details will be provided on our invoice.

Late Payment

In the event of late payment, AiTraining Consultancy reserves the right to charge interest on all outstanding amounts at the rate of 2% per calendar month or part thereof from the last date that payment was due to the date that payment is made.

Prices

The prices quoted in this directory are correct at the date of publication. AiTraining Consultancy reserves the right to adjust these prices in order to meet their true cost at any time.

Cancelling Courses

All cancellations to bookings must be received in writing by email to bookings@aitraining.net. Cancellations must be made 20 working days prior to the start of a course.

If a booking is cancelled within

- 1-15 working days, the full course fee must be paid immediately.
- 15-20 working days a cancellation fee of 50% will be payable.

Changing Delegate Details

There will be no charge if a substitute person wishes to replace the original delegate. Please inform our office of any change to the original booking.

Cancellation of Courses by AiTraining Consultancy and Changes to Course Content

AiTraining Consultancy courses are constantly updated and improved and AiTraining Consultancy reserves the right to alter any of the courses' content without prior notice. AiTraining Consultancy reserves the right to cancel a course at any time without liability. In these circumstances, clients will be offered an alternative date, a credit note or a full refund.

Course Notes and Training

The notes and training for AiTraining Consultancy courses cannot be relied upon for legal interpretation. Neither AiTraining Consultancy nor its employees, trainers or consultants can accept responsibility for delegates' actions, or those of other people reading the course notes or interpreting the training in litigation, or responsibility for any loss incurred as a result of relying on the training or the training notes. If in doubt, consult a lawyer.

Discounts and Special Offers

Any discounts offered on AiTraining Consultancy courses are exclusive. They cannot be combined. Except for company wide or pre-agreed discounts, the higher discount will always be applied. In the case of special offers these must be requested at time of booking, and will not automatically be applied. In cases where a free gift is offered, this will be delivered to the chosen address following full payment and the delegates' attendance on the course, and only when the relevant gift code is quoted at the time of booking.



Notes



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