



CAROL BARWICK
UNLOCK POTENTIAL • UNLEASH PERFORMANCE

DIRECTORY OF SERVICES

Our bespoke courses can be delivered separately, or as mix and match programmes.
Select from 90 Minute buzz sessions, seminars, half day workshops or full day events.

TRAINING & HR	PERSONAL DEVELOPMENT	LEADERSHIP & MANAGEMENT	INFORMATION & COMMUNICATION
Equality & Diversity	Building Resilience – Reducing Stress	Team Leader/Supervisor Development	Negotiation Skills
Unconscious Bias	Using NLP in the Workplace	Project Management	Constructive Communications
Train the Trainer	Emotional Intelligence	Managing Conflict in the Workplace	Report Writing & Presentation
Discipline & Grievance	Dealing with Violence & Aggression	Problem Solving & Decision Making	Better Business Writing
Recruitment & Selection	Time and Self-Management	Absence Management	Effective Meetings & Minute Taking
Mediation Skills	Dealing with Difficult People & Situations	Managing & Appraising Performance	Presentation Skills
How To Be An Effective Coach & Mentor	Dealing With the Media	Managing Change	Building Trust at Work
NEW BUSINESS START-UP SUPPORT	CUSTOMER SERVICE	SALES	REDUNDANCY SUPPORT
The Business Gym TM For new business	Managing Customer Service	Successful Telephone Sales	Expert Online Job Search
Building Sales in a Small Business	Delivering Exceptional Customer Service	Sell on, Sell Up and Close	Mastering the Job Interview
Resilience for Owner Managers	Customer Relationship Management	Sales for Non-Sales People	Building Resilience/ Reducing Stress
COACHING		MEDIATION	
1:1 Development Coaching (all levels)		Support for Individuals	
Resilience Coaching		Team Mediation	

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