

## Toolkit Headings and Tool Titles

Section	Tool Title	Type
<b>Discovering Myself</b>	<ol style="list-style-type: none"> <li>1. Assessing my Strengths</li> <li>2. Assessing my Career</li> <li>3. Assessing my Working Relationships</li> <li>4. Networking and Self Marketing</li> <li>5. Learning Styles</li> <li>6. Johari Window</li> <li>7. Behavioural Styles</li> </ol>	<p>Exercise</p> <p>Exercise</p> <p>Exercise</p> <p>Handout</p> <p>Handout</p> <p>Diagnostic</p> <p>Diagnostic</p>
<b>People Management Skills</b>	<p><b>Overview</b></p> <ol style="list-style-type: none"> <li>1. Managing People - Overview of the Key Skills</li> </ol> <p><b>Motivating People</b></p> <ol style="list-style-type: none"> <li>2. Motivation – Principles and Theories</li> <li>3. Motivation - Summary</li> <li>4. Motivation - Diagnostic</li> <li>5. Motivation - Exercise</li> <li>6. Motivation - Coaching Guide</li> <li>7. Creating The Conditions for Motivation and Productivity</li> <li>8. Motivating People Exercise</li> <li>9. The Psychological Contract</li> <li>10. Making Work fun – Summary</li> <li>11. Making Work Fun - Coaching Guide</li> <li>12. Making Work Fun - Exercise</li> <li>13. Inspiring Others - Summary</li> <li>14. Inspiring Others - Coaching Guide</li> <li>15. Inspiring Others - Exercise</li> </ol> <p><b>Using Performance Management Systems</b></p> <ol style="list-style-type: none"> <li>16. Preparing for and Managing Performance Review Meetings</li> <li>17. Using Objectives and Reviewing Progress</li> </ol> <p><b>Delegating Tasks</b></p> <ol style="list-style-type: none"> <li>18. What is Delegation and Why Delegate</li> <li>19. Strategies for Delegation - Handout</li> <li>20. Strategies for Delegation - Exercise</li> <li>21. Delegation - Summary</li> <li>22. Delegation - Exercise</li> <li>23. Delegation - Coaching Guide</li> </ol> <p><b>Developing Others</b></p> <ol style="list-style-type: none"> <li>24. Developing Your Staff – Key Principles and Techniques</li> <li>25. Training Others – Best Practice</li> </ol>	<p>Handout</p> <p>Handout</p> <p>Summary</p> <p>Diagnostic</p> <p>Exercise</p> <p>Coaching Guide</p> <p>Handout</p> <p>Exercise</p> <p>Handout</p> <p>Summary</p> <p>Coaching Guide</p> <p>Exercise</p> <p>Summary</p> <p>Coaching Guide</p> <p>Exercise</p> <p>Handout</p> <p>Handout</p> <p>Handout</p> <p>Handout</p> <p>Exercise</p> <p>Summary</p> <p>Exercise</p> <p>Coaching Guide</p> <p>Handout</p> <p>Handout</p>

	<p><b>Leadership Styles</b></p> <p>26. Action Centred Leadership - Handout  27. Action Centred Leadership - Questionnaire  28. Action Centred Leadership - Summary  29. Action Centred Leadership - Exercise  30. Action Centred Leadership - Coaching Guide  31. Situational Leadership - Handout  32. Situational leadership - Summary  33. Situational Leadership - Exercise  34. Situational Leadership - Coaching Guide</p>	<p>Handout  Diagnostic  Summary  Exercise  Coaching Guide  Handout  Summary  Exercise  Coaching Guide</p>
<p><b>Team Effectiveness</b></p>	<p>1. Team Formation - Different Types of Team and How they are Formed  2. Building Great Teams - Handout  3. Building Great Teams - Exercise  4. Building Great Teams - Summary  5. Building Great Teams - Exercises  6. Building Great Teams - Coaching Guide  7. The Leader's Role in Building Teams  8. The Leader's Role in Building Teams – Exercise  9. The Importance and Benefits of Team Working  10. The Skills of Team Working  11. Assess Your Skills of Team Working  12. Team Health Check</p>	<p>Handout  Handout  Exercise  Summary  Exercise  Coaching Guide  Handout  Exercise  Handout  Handout  Exercise  Diagnostic</p>
<p><b>People Management Practices</b></p>	<p><b>Effective Recruitment</b></p> <p>1. Recruitment Practices - Overview  2. Job Descriptions – Best Practice  3. Job Descriptions – Exercise  4. Person Specifications – Best Practice  5. Person Specifications – Exercise  6. Assessing and Short Listing Candidates  7. Interviewing – Best Practice  8. Interviewing – Exercise</p> <p><b>Effective Induction</b></p> <p>9. Induction – Managing the Process  10. Induction Planner</p> <p><b>Effective Discipline and Grievance</b></p> <p>11. Disciplinary and Grievances – Managing the Process  12. Disciplinary and Grievance – Exercise</p> <p><b>Effective Performance Management</b></p> <p>13. Performance Management Overview  14. Setting Objectives - A Guide to the Process  15. Setting Objectives – Exercise  16. Setting Objectives - Exercises  17. Setting Objectives - Coaching Guide  18. Performance Reviews and Appraisals – Overview</p>	<p>Handout  Handout  Exercise  Handout  Exercise  Handout  Handout  Exercise  Handout  Exercise  Handout  Exercise  Handout  Exercise  Handout  Exercise  Handout  Handout  Exercise  Exercise  Coaching Guide  Handout</p>

	<p>19. Performance Review Meetings - Summary  20. Performance Review Meetings - Exercise  21. Performance Review Meetings - Coaching Guide</p> <p><b>Effective Communication Channels</b></p> <p>22. Establishing a Framework for Communication</p>	<p>Summary  Exercise  Coaching Guide</p> <p>Handout</p>
<p><b>Developing Personal Skills</b></p>	<p><b>Effective Communication</b></p> <p>1. Questioning Techniques  2. Question &amp; Listen - Summary  3. Question &amp; Listen - Exercise  4. Question &amp; Listen - Coaching Guide  5. Listening Skills  6. Listening Skills Exercise  7. Non Verbal Communication</p> <p><b>Influencing</b></p> <p>8. Influencing Styles - Push and Pull  9. Influencing Styles Questionnaire  10. Influencing - Summary  11. Influencing - Exercise  12. Influencing - Coaching Guide  13. Persuasive Presentations - Summary  14. Persuasive Presentations - Exercise  15. Persuasive Presentations - Coaching Guide  16. Effective Writing - Summary  17. Effective Writing - Exercise  18. Effective Writing - Coaching Guide  19. Building a Business Case - Summary  20. Building a Business Case - Exercise  21. Building a Business Case - Coaching Guide</p> <p><b>Time Management</b></p> <p>22. Time Management – The Key Principles  23. Time Management Techniques  24. Time Management Questionnaire  25. Time Management - Summary  26. Time Management - Exercise  27. Time Management - Coaching Guide  28. Being Proactive - Summary  29. Being Proactive - Exercise  30. Being Proactive - Coaching Guide  31. Prioritising - Summary  32. Prioritising - Exercise  33. Prioritising - Coaching Guide  34. Managing Paperwork - Summary  35. Managing Paperwork - Exercise  36. Managing Paperwork - Coaching Guide</p> <p><b>Dealing with Others</b></p> <p>37. Assertiveness – Key Principles  38. Assertiveness – Assess Your Style  39. Assertiveness - Summary</p>	<p>Handout  Summary  Exercise  Coaching Guide  Handout  Exercise  Handout</p> <p>Handout  Diagnostic  Summary  Exercise  Coaching Guide  Summary  Exercise  Coaching Guide  Summary  Exercise  Coaching Guide</p> <p>Handout  Handout  Diagnostic  Summary  Exercise  Coaching Guide  Summary  Exercise  Coaching Guide  Summary  Exercise  Coaching Guide</p> <p>Handout  Exercise  Summary</p>

40.	Assertiveness - Exercise	Exercise
41.	Assertiveness - Coaching Guide	Coaching Guide
42.	Handling Conflict – 5 Different Approaches	Handout
43.	Handling Conflict – Tips for Managing Conflict	Handout
44.	Handling Conflict Questionnaire	Diagnostic
45.	Overcoming Conflict in Decision Making - Summary	Summary
46.	Handling Conflict - 5 Approaches - Handout	Handout
47.	Handling Conflict - Summary	Summary
48.	Handling Conflict - Exercise	Exercise
49.	Handling Conflict - Coaching Guide	Coaching Guide
50.	Focal Point Conflict Profile - Diagnostic	Diagnostic
51.	Giving and Receiving Feedback - Handout	Handout
52.	Giving and Receiving Feedback - Summary	Summary
53.	Giving and Receiving Feedback - Exercise	Exercise
54.	Giving and Receiving Feedback - Coaching Guide	Coaching Guide
55.	Giving and Receiving Feedback - Diagnostic	Diagnostic
56.	Facilitation – Essential Skills - Handout	Handout
57.	Facilitation Skills Questionnaire	Diagnostic
58.	Facilitation Skills - Summary	Summary
59.	Facilitation - Exercise	Exercise
60.	Facilitation - Coaching Guide	Coaching Guide
61.	Building Rapport - Summary	Summary
62.	Building Rapport - Exercise	Exercise
63.	Building Rapport - Coaching Guide	Coaching Guide
64.	Building Trust - Summary	Summary
65.	Building Trust - Exercise	Exercise
66.	Building Trust - Coaching Guide	Coaching Guide
67.	Openness - Summary	Summary
68.	Openness - Exercise	Exercise
69.	Openness - Coaching Guide	Coaching Guide
70.	Challenging Constructively - Summary	Summary
71.	Challenging Constructively - Exercise	Exercise
72.	Challenging Constructively - Coaching Guide	Coaching Guide
73.	Building Self Esteem - Summary	Summary
74.	Building Self Esteem - Exercise	Exercise
75.	Building Self Esteem - Coaching Guide	Coaching Guide
76.	Managing Stress - Summary	Summary
77.	Managing Stress - Exercise	Exercise
78.	Managing Stress - Coaching Guide	Coaching Guide
79.	Managing Change - Summary	Summary
80.	Managing Change - Exercise	Exercise
81.	Managing Change - Coaching Guide	Coaching Guide
<b>Meetings</b>		
82.	Making Effective Contributions To Meetings	Handout
83.	Organising and Chairing Meetings	Handout
84.	Chair Effective Meetings - Summary	Summary
85.	Chair Effective Meetings - Exercise	Exercise
86.	Chair Effective Meetings - Coaching Guide	Coaching Guide
<b>Problem Solving</b>		
87.	Problem Solving in Groups - Summary	Summary
88.	Problem Solving in Groups - Exercise	Exercise
89.	Problem Solving in Groups - Coaching Guide	Coaching Guide
90.	Brainstorming - Summary	Summary
91.	Brainstorming - Exercise	Exercise

	<ul style="list-style-type: none"> <li>92. Running a Brainstorm - Coaching Guide</li> <li>93. Mind Mapping - Summary</li> <li>94. Mind Mapping - Exercise</li> <li>95. Mind Mapping - Coaching Guide</li> </ul>	<ul style="list-style-type: none"> <li>Coaching Guide</li> <li>Summary</li> <li>Exercise</li> <li>Coaching Guide</li> </ul>
<b>Customer Focus</b>	<p><b>Customer Focus</b></p> <ul style="list-style-type: none"> <li>1. Achieving Excellent Customer Service - Summary</li> <li>2. Achieving Excellent Customer Service - Exercise</li> <li>3. Achieving Excellent Customer Service - Coaching Guide</li> <li>4. Identifying Customer Needs - Summary</li> <li>5. Identifying Customer Needs - Exercise</li> <li>6. Identifying Customer Needs - Coaching Guide</li> <li>7. Creating a Customer Focused Team - Summary</li> <li>8. Creating a Customer Focused Team - Exercise</li> <li>9. Creating a Customer Focused Team - Coaching Guide</li> </ul>	<ul style="list-style-type: none"> <li>Summary</li> <li>Exercise</li> <li>Coaching Guide</li> <li>Summary</li> <li>Exercise</li> <li>Coaching Guide</li> <li>Summary</li> <li>Exercise</li> <li>Coaching Guide</li> </ul>
<b>Coaches Tools</b>	<ul style="list-style-type: none"> <li>1. Coaching – Best Practice</li> <li>2. Assess Your Skills as a Coach</li> <li>3. Manager as Coach</li> <li>4. Coaching Principles</li> <li>5. Coaching Session Assessment Profile – Coachee</li> <li>6. Coaching Session Self-Assessment Profile – Coach</li> <li>7. Coaching Programme Assessment Profile – Coachee</li> <li>8. Coaching Session and Programme Self-Assessment Profiles Overview</li> <li>9. Toolkit Manual</li> </ul>	<ul style="list-style-type: none"> <li>Handout</li> <li>Diagnostic</li> <li>Handout</li> <li>Handout</li> <li>Diagnostic</li> <li>Diagnostic</li> <li>Diagnostic</li> <li>Diagnostic</li> <li>Handout</li> </ul>