



**COURSES OFFERED BY SOLUTION MANAGEMENT – SUGGESTED OBJECTIVES AND CONTENT**

Solution Management does not provide off-the-shelf training. Each course is tailored to the clients requirements, using case studies and examples relevant to the participants. The objectives and course content outlined below are provided for discussion. Either or both can be amended. Please phone us to discuss your exact requirements.

Course Code:	GS07
Topic:	Basic Project Management
Training Objective:	Introduce project management methodology and provide an overview of the broad concepts to enable the management of simple projects and the monitoring of medium sized projects.
Summary of Contents:	<ul style="list-style-type: none"> <li>• Types of projects and their common features;</li> <li>• What leads to a successful project;</li> <li>• The people involved and lines of communication;</li> <li>• Activities that need to be undertaken;</li> <li>• Tools of the trade;</li> <li>• Practical exercise;</li> <li>• Questions and answers</li> </ul>
Est. Training Time:	1 x 5 hours
Training Method:	Seminar style presentation with case study examples and a practical exercise.

Course Code:	GS08
Topic:	Intermediate Project Management
Training Objective:	Building on GS07 to enable sound management of medium sized projects and monitoring of large projects.
Summary of Contents:	<ul style="list-style-type: none"> <li>• Refresher of the basic concepts;</li> <li>• Covering the basics in more depth;</li> <li>• Work breakdown structure;</li> <li>• Cost planning and control;</li> <li>• Monitoring client's projects;</li> <li>• Use of planning tools;</li> <li>• Case studies of medium sized projects;</li> <li>• Team exercise on managing a project;</li> <li>• Analysis of the exercise;</li> <li>• Questions and answers</li> </ul>
Est. Training Time:	1 x 1 day
Training Method:	Seminar style presentation with case study examples and a practical exercise.

Course Code:	GS06
Topic:	Coaching and Mentoring
Training Objective:	To assist students to identify the best options for building a supportive environment using coaching techniques and mentoring programmes.
Summary of Contents:	<ul style="list-style-type: none"> <li>• The importance of coaching and mentoring;</li> <li>• An assessment of the benefits arising from using coaching techniques and developing a mentoring program;</li> <li>• Defining the types of mentoring relationships and roles;</li> <li>• Common derailers of coaching and mentoring programs;</li> <li>• Effective methods for developing coaching skills among all employees;</li> <li>• Processes for matching mentors and protégés to reflect the organisations culture;</li> <li>• Effective means for initiating mentoring programs ;</li> <li>• How to measure the results of a coaching and mentoring initiative.</li> </ul>
Est. Training Time:	1 x 2½ hours
Training Method:	A combination of seminar-style delivery, group exercises and games.

Course Code:	GS10
Topic:	Interviewing Skills
Training Objective:	The objective of this program is to assist students to develop the skills necessary to interview and assess potential clients effectively.
Summary of Contents:	<ul style="list-style-type: none"> <li>• Types of interviews;</li> <li>• Creating an interview plan based on knowledge of the potential client and the role of the organisation and it's affiliates;</li> <li>• Develop a pre-planned series of interview questions;</li> <li>• Being an effective listener;</li> <li>• Taking accurate notes;</li> <li>• Making calculated decisions based on facts &amp; information;</li> <li>• Using a more logical &amp; structured interviewing system to assess the suitability of candidates;</li> <li>• Acquiring the various proven interviewing techniques.</li> </ul>
Est. Training Time:	1 x ½ day
Training Method:	Seminar style presentation, practical exercises (allowing students to put what has been discussed into practice) followed by Q & A to finish

Course Code:	GS11
Topic:	Meetings
Training Objective:	To understand the purpose of meetings and how to get the best from them.
Summary of Contents:	<ul style="list-style-type: none"> <li>• The purpose of meetings and minutes;</li> <li>• The role of the Chair and other key roles;</li> <li>• Preparing for a meeting;</li> <li>• Value of attendance, when to accept or decline;</li> <li>• Format and process;</li> <li>• Skills of chairing a meeting;</li> <li>• Conduct and participation of members;</li> <li>• Minutes and actions;</li> <li>• Electronic meetings;</li> </ul>

	<ul style="list-style-type: none"> <li>• Strategies to resolve deadlocks;</li> <li>• Clarifying decisions and action items;</li> <li>• Post meeting follow-up.</li> </ul>
Est. Training Time:	1 x ½ day
Training Method:	Seminar style presentation, Exercise, Q & A

Course Code:	GS13
Topic:	Problem Solving
Training Objective:	Understanding how to use problem solving techniques to solve management issues.
Summary of Contents:	<ul style="list-style-type: none"> <li>• Typical problems faced;</li> <li>• Overview of techniques available;</li> <li>• Benefits and appropriate use of the techniques;</li> <li>• Case studies;</li> <li>• Work through the problem solving process;</li> <li>• Group exercises;</li> <li>• Discussion;</li> <li>• Work through case examples/set problems in groups of 2/3 (or as class).</li> </ul>
Est. Training Time:	1 x 5 hours
Training Method:	Seminar style presentation with case study examples and a practical exercise.

Course Code:	GS15
Topic:	Data Protection Awareness
Training Objective:	To provide an awareness of the Data Protection Act and the steps necessary to comply with the Act.
Summary of Contents:	<ul style="list-style-type: none"> <li>• History and development;</li> <li>• Who needs to register;</li> <li>• Current requirements for electronic data;</li> <li>• Current requirements for paper data;</li> <li>• Data Controller's responsibilities</li> <li>• Meeting subject's request for access;</li> <li>• How to record correctly;</li> <li>• Practical advice;</li> <li>• Questions and answers.</li> </ul>
Est. Training Time:	1 x ½ day
Training Method:	Seminar style presentation, video case study and practical demonstration followed by Q & A

Course Code:	GS16
Topic:	Working with Diversity
Training Objective:	Raising awareness of common diversity issues (both in the workforce and with clients), and enabling public sector staff to successfully cope with these.
Summary of Contents:	<ul style="list-style-type: none"> <li>• Areas of diversity;</li> <li>• Case studies;</li> <li>• Recognising the positive side to diversity;</li> <li>• Role playing exercises;</li> </ul>

	<ul style="list-style-type: none"> <li>• Discussion;</li> <li>• Recommended strategies.</li> </ul>
Est. Training Time:	1 x ½ day
Training Method:	Soliciting issues from students, case studies and discussion.

Course Code:	GS17
Topic:	Use of Diagrams
Training Objective:	Understanding how, and when, to use diagrams appropriately in order to help articulate complex problems on paper.
Summary of Contents:	<ul style="list-style-type: none"> <li>• Highlight the need for clear communication of information;</li> <li>• Highlight the value and benefits of techniques and use of diagrams;</li> <li>• Work through techniques/examples of each;</li> <li>• Relating diagrams to real life problems;</li> <li>• Exercise: Using the scenarios provided, students to apply one of the techniques and present this to the rest of the group for discussion.</li> </ul>
Est. Training Time:	1 x ½ day
Training Method:	Seminar style presentation and practical demonstration followed by student exercises and discussion.

Course Code:	GS21
Topic:	Creative Thinking
Training Objective:	To provide techniques that help people think laterally about situations and find novel and innovative solutions.
Summary of Contents:	<ul style="list-style-type: none"> <li>• Knocking down boundaries;</li> <li>• Overview of techniques;</li> <li>• How does creative thinking help;</li> <li>• Demonstration of techniques;</li> <li>• Defining the real problem;</li> <li>• Interactive session;</li> <li>• Using creative thinking in practice;</li> <li>• Questions and answers.</li> </ul>
Est. Training Time:	1 x ½ day
Training Method:	Short seminar presentation followed by interactive sessions based on problems and issues contrived by the students.

Course Code:	GS22
Topic:	Managing Knowledge
Training Objective:	To understand the value of knowledge, how to protect it and how to control it.
Summary of Contents:	<ul style="list-style-type: none"> <li>• What is Managing Knowledge;</li> <li>• The value of knowledge;</li> <li>• Why it needs protecting;</li> <li>• The electronic dimension;</li> <li>• The human dimension;</li> <li>• Managing the flow of knowledge;</li> </ul>

	<ul style="list-style-type: none"> <li>• Making use of the knowledge;</li> <li>• Questions and answers.</li> </ul>
Est. Training Time:	1 x ½ day
Training Method:	Seminar style presentation and practical demonstration followed by Q & A

Note. We suggest Managing Knowledge is carried out after an evaluation of the organisation's current methods for collecting, controlling, using and communicating information. The course would then be based on the results of the audit and provide practical suggestions for improving the management of knowledge within the organisation.

Solution Management also has a 'golf bag' of other courses designed for managers. These include:

- Self analysis;
- Leadership;
- Team roles;
- Team dynamics;
- Cultures and structures;
- Styles of management;
- Tools for managers;
- Communication;
- Problem solving;
- Conflict handling;
- Managing change;
- Performance Appraisals.

Combinations of topics can be put together to form one, two or three day courses. Further details are available on request.

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