

# Clearer Thoughts<sup>TM</sup>



for greater clarity in your business

# Company Introduction



**CLEARER THOUGHTS**  
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Clearer Thoughts is an experienced and proven training provider which has been established on Merseyside since January 2001.

The three strands of our corporate development programme are:

- Organisational Excellence
- IT
- Personal and Management Development

We work seamlessly alongside your existing HR and training functions.

**Clearer Thoughts** is a **Gold Partner** in the **Training Foundation's TAP® Partners Programme**, and is accredited by the **Institute of Leadership & Management**. Our clients are primarily larger SMEs and corporates including blue chip names like QVC, Shop Direct Group and Monsoon. Whether you want 1-1 training or full company roll-outs, at shop-floor, office or Director level we can develop programmes to match your needs. You can draw from our comprehensive range of standard training events or we will tailor custom-made programmes for teams or companies. All our training is regularly rated Excellent in all aspects by the majority of delegates.

If you don't have a dedicated Training Department or if it's currently overstretched we also provide supplementary training services such as training needs analysis and administration.

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# Your Place or Ours?



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In addition to our training facilities on Merseyside we have all necessary resources to bring our training to your site, saving your staff travel time and costs. Whether it's Merseyside or nationwide, we're packed up and ready to go.

**Our pricing structure is based on subject, location and number of delegates. Priced per training day rather than per individual.**

**It costs from just £300 + VAT to bring an expert to you.**

A fully portable training solution.

- Run a course wherever you need it
- Fast laptops equipped with the Microsoft Office Suite
- All other necessary equipment provided
- Minimum disruption to you and your delegates, saving you time and money
- Just provide us with a well-connected room and our trainer will do the rest!

Rather get away from the office? No problem! We use a variety of locations across the region, chosen to suit you.

**Wherever you decide to go, we look forward to welcoming you to outstanding training.**

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# Personal Development



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In today's ultra-competitive market place, people matter at least as much as product.

Self-motivated, enthusiastic staff who are empowered to go the extra mile can make all the difference to your success.

Let Clearer Thoughts help you enhance the impact your staff have on others by building a comprehensive development package tailored to your company.

**Start out now on your route to success**

- **Interpersonal Skills:** Communication; Customer Care; Telephone Techniques.
- **Self Development:** Appraisals; Assertiveness; Presentations; Report Writing; Time Management; Training Others.
- **Management:** Coaching; Delegation; Dignity at Work; Discipline and Grievance Effective Meetings; Facilitation; Management Fundamentals; Interviewing; Negotiation . . .

and many more

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# Institute of Leadership and Management



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Clearer Thoughts is accredited by the Institute of Leadership and Management to provide training at levels 2 (Effective Team Member Skills and Leadership & Team Skills) and 3 (Leadership & Management).

These programmes offer a comprehensive range of topics relevant at each level. Delegates combine taught courses with home-study and job-related project work.

**Call us now for your free diagnostic visit.**

Each topic is associated with a specific number of credits which build towards your chosen qualification. You can start at Award level and build up your portfolio.

Qualification	No. of Credits	Units
• Level 2 Award - Effective Team Member Skills	3	Developing Yourself as an Effective Team Member
• Level 2 Award - Leadership & Team Skills	3	Developing Yourself as a Team Leader Improving Performance of the Work Team Providing Quality to Customers
• Level 3 Award - Leadership & Management	5	Understanding Leadership Understanding Innovation and Change in an Organisation Understanding Conflict Management in the Workplace

**For more information about any of the above please call Donna Stewart on 0151 285 3656 or email her on [donna.stewart@clearerthoughts.co.uk](mailto:donna.stewart@clearerthoughts.co.uk)**

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# Microsoft



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Clearer Thoughts provides training in a wide range of Microsoft products from Office 365 backwards.

Whether your staff are absolute beginners or want to build on existing skills, we can take a course off the shelf or tailor it to your particular needs.

**Call us now for more information about developing skills in:**

- **Windows**
- **Internet Usage**
- **Outlook**
- **Word**
- **Excel**
- **Access**
- **Project**
- **PowerPoint**
- **Publisher**
- **Visio**
- **SharePoint** (For users and technical support)

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