



People Tonic

Psychology in Business

Training for Professionals

**Training Calendar
2009/2010**

**London Cambridge Norwich Bristol
Manchester Birmingham Edinburgh**

The Psychology of

Client Care Excellence

Based on decades of scientific research in organisations this course looks at maximising client loyalty through client care excellence. Delivered by a Business Psychologist it provides a psychological approach to build on existing client care skills.

- Understanding human behaviour in the decision making process.
- Developing effective client relationships based on social psychology.
- The role of Emotional Intelligence in exceeding client expectations.
- Challenging presumptions of the relationship between client satisfaction and loyalty.
- Relationship marketing and loyalty development.
- Understanding what clients value and meeting their unsaid needs.
- Threats to client commitment and the psychological contract.

2009 Dates

Cambridge	30 October
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2010 Dates

London	15 January
Bristol	5 February
Norwich	5 March
Birmingham	9 April
London	14 May
Cambridge	11 June
Manchester	2 July
Edinburgh	23 July



9.30am - 4.30pm (6 hours CPD)

Delegate fee: £275 + VAT

If your organisation has 5-250 employees or volunteers, senior managers may be able to receive a grant from the Train to Gain scheme to cover the cost of this training. For details contact us or your local LSC skills broker.

The Psychology of

Leadership



Based on decades of scientific research and delivered by a Business Psychologist this course gives a psychological perspective on how to get the best performance from others.

- Understanding how your actions impact on the performance of others.
- Creating a positive, productive working environment.
- An introduction to Appreciative Inquiry.
- Using Emotional Intelligence to provide effective leadership.
- Inspiring others to maximise their performance.
- Understanding motivational factors.
- The psychology of effective feedback.

2009 Dates

London	16 October
Norwich	4 December

2010 Dates

Birmingham	5 February
London	26 February
Cambridge	26 March
Manchester	23 April
Edinburgh	28 May
London	4 June
Bristol	25 June
Norwich	16 July

9.30am - 4.30pm (6 hours CPD)

Delegate fee: £275 + VAT

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The Psychology of

Conflict Resolution

Based on decades of scientific research and delivered by a Business Psychologist this course gives a psychological perspective on conflict resolution. It is relevant to those who have to manage conflict as part of their professional life.

- Understanding human behaviour and the root causes of conflict
- The psychological games that conflicting parties play
- Emotional and behavioural responses to conflict
- Understanding how your behaviour impacts on the situation
- Psychological models and techniques to successfully manage conflict
- The role of Emotional Intelligence in restoring peace and stability
- Damage limitation and moving beyond the conflict

2009 Dates

London	20 November
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2010 Dates

Cambridge	22 January
Manchester	19 February
Edinburgh	12 March
London	19 March
Bristol	16 April
Norwich	21 May
Birmingham	18 June
London	9 July



9.30am - 4.30pm (6 hours CPD)

Delegate fee: £275 + VAT

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www.peopletonic.com



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Booking Form

Course Title and Date:

Delegate Name/s:

Delegate Email/s:

Employer Name:

Employer Address:

Employer Telephone:

I/We enclose a cheque payable to People Tonic for:

£

Please tick box if you prefer an invoice

Special Requirements:

Signed:

Date:

Return to: People Tonic, 36 Grace Edwards Close, Drayton, Norwich, NR8 6WB