

Courses for lawyers. Delivered by lawyers.

Professional
TRAINING

Course Catalogue

“

A great opportunity to spend time with colleagues and focus on soft skills instead of legal skills. I felt I learnt more about my team and what I can do daily for my team and myself to ensure we are a high performing team.”

Typical Trainer Evaluation Scores

**Encourages everyone
to participate**

4.81
out of 5

**Deals effectively
with questions**

4.76
out of 5

**Makes it easy
to ask questions**

4.82
out of 5

**Being well informed
about the subject**

4.82
out of 5

**Shows enthusiasm
about the subject**

4.88
out of 5

**Improves participant's
understanding of the subject**

4.58
out of 5

**Quality of the
overall training**

4.68
out of 5

“

It's really nice to hear about business development directly from a lawyer. Perspectives can differ across industries, but as the trainer is in the legal industry, it was so helpful to receive such relevant advice.”

Professional Training Course Participant



The presenter had genuine insight and understanding of the subject and communicates brilliantly."

Anxiety in a Law Firm

Law firms are realising that it's time to create a climate where it's ok to be anxious, even in a professional organisation. As soon as this is openly acknowledged, the potential for improved performance, improved working relationships and improved personal wellbeing is immense.

This training course will assist you to recognise what anxiety is and how it can be managed, either in your capacity as the sufferer, the manager of a sufferer or the colleague of a sufferer. It will help you to remove the stigma associated with anxiety and help you get the best out of yourself, your staff and your colleagues, which in turn will improve productivity, performance and personal wellbeing..

Course objectives:

- ✓ Recognise what anxiety is and what it isn't
- ✓ Learn how to discuss the impact of anxiety on both you and your colleagues
- ✓ Understand the importance of the roles of employer, manager, colleague and sufferer
- ✓ Learn to draw sensible comparisons between anxiety and physical illnesses
- ✓ Learn to devise a plan of action to address the issues / improve performance and wellbeing of staff



The trainer gave us so many helpful tools and practical techniques without making things feel overwhelming."

Assertiveness in a Law Firm

This training course will help you build your self-confidence and become more assertive which in turn will help you work more effectively, increase productivity and performance and put you in control of your daily activities, making it easier to overcome stressful situations.

Course objectives:

- ✓ Recognise what assertiveness is and what it means for you and those around you
- ✓ Understand your rights as an individual and learn how to assert them ly
- ✓ Learn techniques to improve your communication skills
- ✓ Learn techniques to improve your self-esteem
- ✓ Explore how the words you use affect how much you get out of interactions with others
- ✓ Practice how to deal with situations in an assertive manner



A really engaging presenter speaking on a really interesting subject. Very good course."

Becoming a Trusted Advisor to your Clients

All clients have advisors, those that they use regularly and those that they use on an ad hoc basis, but how do you move from being 'just another advisor' to a 'Trusted Advisor', someone who sits at the client's table when the strategic decisions are being made?

This training course will help you to identify whether you are already a 'Trusted Advisor' to your clients and if not, how you can become one. It will look at the benefits to you and your law firm for developing these relationships and the obstacles that may stand in the way.

Course objectives:

- ✓ Recognise the role and practices of a 'Trusted Advisor' and identify whether you may be one
- ✓ Learn the benefits that being a 'Trusted Advisor' can bring to yourself and to your law firm
- ✓ Identify the obstacles to gaining trusted advisory status and how to alleviate them
- ✓ Create a path to becoming a 'Trusted Advisor'



Provided techniques that I will implement in my day to day work."

Being the Lawyer your Clients Know, Like and Trust

This training course will assist you to build positive working relationships with your clients. As competition is fierce, clients expect their lawyers to be motivated and give them 100% commitment. This is not always easy but can be achieved if a good positive working relationship is established. It is far easier to retain an existing client than win a new client and so having a positive relationship with your clients will result in retention, referrals and years of loyalty. This training course will help you build strong relationships with your clients by recognising some of the, sometimes difficult, personalities you encounter and learning to overcome the barriers that creates. You will learn how assertiveness impacts on client relationships and discover why trust is a crucial element and a foundation to any meaningful relationship.

Course objectives:

- ✓ Identify how barriers to building relationships can be overcome by recognising attitudes and behaviours in yourself and others
- ✓ Understand the importance of trust in a relationship / identify methods of developing trust
- ✓ Recognise the difference between assertive, aggressive and passive behaviours and how these impact on client relationships



It's really nice to hear about business development directly from a lawyer. Perspectives can differ across industries, but as the trainer is in the legal industry, it was so helpful to receive such relevant advice."

Client Excellence

Client excellence is crucial in any client-facing role. As a lawyer, client excellence means building and maintaining rapport with your clients, listening to their needs, empathising with their situation, and supporting them as well as you can. It is easy to underestimate the value of client service when you have a mounting to-do list and limited time. But by creating a valuable relationship you will generate and retain more clients, reflecting in your success as a lawyer.

This course will explore the importance of client excellence as a lawyer, and techniques to implement to provide exceptional client interactions.

Course objectives:

- ✓ Clearly identify the do's and don'ts of client service and measure yourself against them
- ✓ Recognise the importance of being client-focused in ensuring your success as a lawyer
- ✓ Learn how to build your client brand, fill gaps in service and develop methods of creating a great client experience
- ✓ Understand clear techniques to help manage difficult client issues effectively



It was a good opportunity to take some time out from day to day work to be reminded of some of the important things we need to be doing as managers to ensure a good working environment."

Coaching Skills for Lawyers & Support Staff

Coaching has become a critical element of team development and yet it is rarely understood and often poorly implemented. This training course will provide you with a core understanding of the methods of coaching and give you the skills that will enable you to effectively carry out coaching in the workplace.

It moves away from the viewpoint that coaching must be process driven and bureaucratic and will help you appreciate that coaching is an everyday occurrence that, when performed correctly, can be enlightening and fun.

Course objectives:

- ✓ Learn the principles of coaching, what it is/isn't and how it works in practical terms
- ✓ Recognise the best time to use coaching in order to ensure it is most effective
- ✓ Learn how to apply coaching methods that get results in your work environment
- ✓ Practice positive questioning and listening techniques that can be applied to coaching scenarios to get the best out of others' ability

“Extremely helpful, will be using all the skills I've learned.”

Coaching Skills for Partners

When the pressure is on to meet targets and, as a partner, you are rushed off your feet, coaching is usually the first task to get dropped. Yet coaching is essential to building successful teams.

Course objectives:

- ✓ Define what coaching is and explain its role in the workplace
- ✓ Explain the partner's role in the coaching process
- ✓ Know when they have created a positive coaching environment
- ✓ Follow a specific procedure for coaching success
- ✓ Use the GROW model to provide successful coaching conversations
- ✓ Use coaching communication skills to good effect
- ✓ Identify coaching opportunities and appreciate which style to use

“It has allowed me to take a step back from the current workload and prioritise the BD focus.”

Commerciality: Business Planning for the Busy Lawyer

This training course has been designed to help you develop your business by looking at the issue of commerciality. The key drivers of commerciality are clients, the competition and stakeholders. How you interpret these demands and respond to these needs on an ongoing basis will determine the sustainability of your business.

Course objectives:

- ✓ Understand the 'vision' for your team and what you want to achieve
- ✓ Appreciate the definition of Commerciality and why it is important
- ✓ Adopt the four-way system for growing your team
- ✓ Learn how to develop specific strategies to improve your commerciality
- ✓ Develop a SWOT analysis and key actions to be more commercial
- ✓ Understand your clients' experience and why this creates the need for continuous improvement



Useful for interactions with all types of conflicts and people.”

Conflict Management in a Law Firm

Proficient conflict management is a vital skill for both legal professionals and individuals in their daily lives.

This training course provides you with practical tools to navigate challenging interactions effectively, enabling you to deescalate conflicts in both professional and personal spheres. This course not only hones your relational abilities but also encourages self-reflection. By helping you to evaluate whether you might be perceived as “challenging” or have a closed mindset, and assess behaviours that could contribute to potentially negative relationship dynamics.

Course objectives:

- ✓ Understand how different biases can colour your judgement of people
- ✓ Recognise the elements of trust and explore how you can build this
- ✓ Learn to demonstrate the skill of empathy and understand why it is important
- ✓ Identify what happens when you are in conflict with others/ how you can ensure both parties win
- ✓ Practice techniques to keep balanced when overwhelmed by a challenging situation



Validated the issues I have struggled with, constructive actions on how to improve.”

Converting Calls into Clients

It's easy to rush incoming calls in favour of an alternative task. However, each telephone discussion could be a potential client. We have all felt ‘too busy’ at some point or another, but it is important to realise that usually the phone call is where the client relationship begins, or ends.

It is crucial to understand how to maximise every enquiry, not only to convert the call to a client, but to promote a positive impression of both the firm and yourself.

This training course will equip you with the ability to convert calls into clients, building rapport from the very first conversation.

Course objectives:

- ✓ Identify the opportunities of incoming enquiries
- ✓ Evaluate your current process of handling incoming enquiries
- ✓ Articulate typical user profiles
- ✓ Create a user journey for handling incoming enquiries
- ✓ Understand the key performance indicators of call handling



I found this course very useful and would be keen to do similar courses with the same training provider."

Creating a Positive Workplace Culture

Promoting balance in the workplace is vital when creating a positive culture.

Taking conscious steps to build a positive workplace culture encourages psychological safety and reduces the power imbalance which can be open to abuse.

In this course, participants will learn how to play an active role in fostering a workplace where colleagues are encouraged to support one another and are properly equipped to recognise and challenge inappropriate behaviours.

Course objectives:

- ✓ Learn to recognise power imbalances in the workplace
- ✓ Understand how power and authority can be misused
- ✓ To understand the cycle of power abuse
- ✓ Learn the tools to break the cycle at different stages
- ✓ Consider changes you can make in your behaviours to promote a more positive culture



Useful to understand skills needed for future career."

Creative Thinking for the Time-Poor Lawyer

The law firm environment doesn't always leave a lot of space for creativity. With deadlines, projects and meetings all vying for your attention, it sometimes feels easier to do what you've always done to ensure you are hitting those chargeable hours and targets. However, if you can apply creative thinking to your work, you can unlock more meaningful, efficient and exciting results which can alleviate personal stress, whilst improving the bottom line for your firm.

With this in mind, this training course will equip you with the techniques to solve problems creatively in the complex, hectic reality of everyday life.

Course objectives:

- ✓ Learn to identify what being creative means and explore the differences between divergent and convergent thinking
- ✓ Recognise how your brain works most effectively and explore the best 'brain state' for creativity
- ✓ Explore the concept of 'rivers of thinking' and how small changes can assist you to unblock creative barriers
- ✓ Discover how playing different roles can improve divergent thinking and creativity
- ✓ Explore ways you can ensure a growth mindset whilst tackling creative problems



It was very useful for helping me to think about how to set my performance goals for the year and how to bring these into lines with the company's overall aims."

Data Analysis for Legal Professionals

Many legal professionals have little understanding of how to interpret readily available data, and are unaware of the positive impact it can have on their department or firm when leveraged effectively.

This course is designed to empower lawyers with the essential skills to navigate and harness the potential of data, give them a stronger understanding of the ways that it can be used to create better-informed strategies, whilst also providing the tools to communicate their findings with the wider firm in an impactful way.

Course objectives:

- ✓ Understand what data is and its role in a legal practice
- ✓ Understand different forms of data and where it can be sourced
- ✓ Learn how data can be used to optimise performance
- ✓ Identify personal knowledge gaps
- ✓ Data collection methods
- ✓ Learn how to analyse data to generate insights
- ✓ Understand how to communicate insights



It's something I've never really thought about before but will definitely adopt in my work life."

Dealing with Challenging Interactions

This training course will give you the skills to work with those people that may be considered 'challenging'. The skills are mainly aimed at workplace relationships, but they have the added advantage of helping with personal relationships. You will also be given the opportunity to look in the mirror: Are you 'challenging'? Is your mindset closed to the possibilities of what your team member has to offer?

Is your behaviour potentially exacerbating a potentially toxic relationship cycle?

Course objectives:

- ✓ Understand how different biases can affect your judgement of people
- ✓ Recognise the elements of trust and explore how you can build this
- ✓ Learn to demonstrate the skill of empathy and understand why it is important
- ✓ Identify what happens when you are in conflict with others/ how you can ensure both parties win
- ✓ Practice techniques to keep balanced when overwhelmed by a challenging situation



Useful consultation of existing practice and also learning new techniques and tips."

Delegation in a Law Firm

Delegation is much more than telling others what to do. It is about using a particular style of leadership that empowers others to take responsibility and make decisions with the reassurance that they are supported.

This training course will develop your delegation skills and highlight the benefits of effective delegation for both the manager and team. It will teach you to use your leadership skills to delegate in a supportive way, empowering others and enabling them to develop their skills and knowledge.

The course will also explain how to set expectations and delegate in more complex situations, such as to those who once were peers and those in more senior positions.

Course objectives:

- ✓ Understand how to delegate effectively using explained techniques
- ✓ Learn the seven-step process of delegation and how to implement it
- ✓ Learn how to set expectations when delegating
- ✓ Discover ways to deal with more complex delegation situations



I have a number of takeaways from this session and the course which I will use going forward."

Developing Executive Presence

As we progress through our careers, how we portray ourselves becomes more and more critical to our success in business. We often think that executive presence is a magical quality, an elusive X factor and that top leaders are born with it. This is not the case and it is a skill that can be developed, as well as giving us the confidence to show authenticity in our leadership style.

This session has been designed to help you break down what exactly executive presence means to you and your personal image, whilst you hone your personal brand, gravitas and communication skills.

Course objectives:

- ✓ Breakdown the three main attributes of executive presence and what they actually mean
- ✓ Define your own personal brand, and explore how this will enhance your executive presence
- ✓ Explore your confidence and emotional intelligence by using different states to build your gravitas effectively
- ✓ Demonstrate different communication styles, and find out what your default mode is (and why)
- ✓ Understand how to assertively speak when a perceived negative message needs to be shared
- ✓ Create a vision for your teams, understanding the importance and purpose of this



The presenter was effective at tailoring the program to the attendees and carrying each individual's goals for the course throughout and addressing each individually but effectively woven into the programme."

Developing Resilience in the Legal Setting

Resilience is the ability to cope with the challenges, problems and setbacks you face in life, and to become stronger because of them. It relies on different skills and draws on various sources of help, including rational thinking skills, physical and emotional health and your relationship with the people around you.

Developing resilience means overcoming from workplace setbacks. It allows you to focus on your own wellbeing by taking a positive mindset and avoiding getting overwhelmed by issues when they arise. The aim is to be able to bounce back from adversity and accept the challenges that the workplace can bring. We all have the ability to develop personal resilience and this training course will help you tap into the skills required.

Course objectives:

- ✓ Understand the definition of resilience and its importance
- ✓ Learn how to differentiate between positive and negative thinking
- ✓ Learn to challenge the way you think
- ✓ Learn useful tools to help you build resilience
- ✓ Learn to develop key Emotional Intelligence skills
- ✓ Learn how to help others to build resilience



I have a number of takeaways from this session and the course which I will use going forward."

Effective Writing Skills

The ability to write legal documents clearly and correctly is the basis upon which clients will assess professional ability and your success in winning cases may be determined. In addition to this, there are other areas where your writing skills will be required throughout your career, for example in day-to-day business communication, article writing and blog creation.

This training course will support you to develop techniques to ensure each document is clear, concise, precise, and accurate in content and vocabulary whilst being easy for the reader to understand.

Course objectives:

- ✓ Identify your audience and understand the aim of the document
- ✓ Understand how to plan a document effectively
- ✓ Learn how to write with impact
- ✓ Learn how to write precisely and persuasively to explain and promote legal ideas



It underlined the importance of several concepts, skills, and approaches that tend to be overseen during the day-to-day business."

Emotional Intelligence

With greater self-awareness of your emotions and the ability to empathise and understand other people's emotional state, you will undoubtedly perform better in the workplace. In other words, being emotionally intelligent makes a real difference to performance and, therefore, profit.

Emotional Intelligence training is not just a desirable 'soft skill'. In fact, research indicates that Emotional Intelligence can be a better indicator of workplace performance than IQ. It gives you very real and concrete benefits and should be an essential element of your development programme throughout your legal career. This training course will provide you with the fundamental knowledge required to develop your awareness of EI and in doing so help you to perform more effectively.

Course objectives:

- ✓ Understand various emotions and the impact they can have on your performance
- ✓ Recognise and understand emotions in others and how to adapt your behaviour to suit
- ✓ Understand how you can regulate your emotions to enhance performance
- ✓ Learn how to handle and inspire emotion in others

Engaging course that encouraged honest reflection of how we work and how we could improve in management/motivation skills. Useful research background included as foundation to discussion. Thank you!"

Essential Management Skills in a Law Firm

This training course will provide you with the tools and techniques to perform effectively at work. It will help you to inspire your team and set engaging targets to increase your chances of ensuring success.

Course objectives:

- ✓ Learn to use a recognised framework for effective management
- ✓ Learn how to set goals, objectives, strategy and targets
- ✓ Learn how to prioritise and organise your work effectively
- ✓ Learn to how inspire team engagement
- ✓ Practice how to motivate and monitor your team



Helpful and the trainer had a fun and engaging style."

Feedback Masterclass

Giving and receiving feedback can be a difficult conversation to have, especially if the feedback isn't necessarily positive. However, providing feedback can motivate your colleagues, and facilitate an efficient, productive working environment.

By the end of this session, you will understand the importance of giving and receiving feedback, as well as various techniques to tactfully review your colleagues.

Course objectives:

- ✓ Appreciate the importance of giving and receiving feedback
- ✓ Understand how to give the most effective positive feedback
- ✓ Position developmental feedback effectively
- ✓ Utilise various models you can use when giving or receiving feedback



Very useful. Had expected it to be a bit of a tick box but was really engaging."

Fee Earner Engagement

Fee earner engagement is a necessary strategy for law firms that want to succeed in a crowded marketplace. Fee earner engagement is not an HR initiative that managers are reminded to do once a year. It is a key strategic driver of employee performance, accomplishment and continuous improvement all year long. It is the outcome of how your organisation interacts with people to drive business results.

This training course will help you, as a partner, highlight the requirements necessary to help improve the engagement of fee earners, while giving you key tools and supporting content to ensure you are prepared to deliver on fee earner engagement within your firm..

Course objectives:

- ✓ Understand how to define and recognise fee earner engagement
- ✓ Learn how to design roles to motivate and engage fee earners
- ✓ Recognise how to create an engaging work environment
- ✓ Learn how to retain your talented fee earners
- ✓ Practice using fee earner engagement strategies
- ✓ Learn how to prevent disengagement within your team

“The trainer was incredibly knowledgeable and inspiring and had a very helpful insight to give to us.”

Finance Fundamentals for Non-Finance Professionals

Understanding the intricacies of financial decision-making processes is a fundamental skill for lawyers, particularly those with departmental responsibilities or aspiring to partnership.

This course provides a comprehensive foundation for confidently setting budgets, forecasting, and honing risk management skills. Participants will gain a deeper understanding of core financial principles, empowering them to make well-informed decisions and effectively oversee their firm's cashflow.

Course objectives:

- ✓ Understand key financial concepts, terminologies, and principles to communicate effectively with finance teams
- ✓ Budgeting and Forecasting
- ✓ Learn to interpret financial statements to read the financial health of your firm
- ✓ Understand cost structures and implement strategies for efficient resource allocation
- ✓ Learn to identify and mitigate financial risks to safeguard the organisation's stability

“Engaging course leader encouraging us to share experiences.”

Harassment Compliance Training

This training focuses on empowering employees to actively prevent harassment in the workplace. Participants will learn how to identify harassment, understand their obligations, and contribute to creating a respectful and inclusive workplace culture. The course emphasises the role of every employee in preventing unacceptable behaviour and supporting a positive environment, with practical guidance on compliance with the updated legislation on sexual harassment.

Before the session, our trainer will consult with a key contact within your organisation to understand your company's policies. This ensures that the training is tailored to align with these policies and that all participants are made aware of them.

Course objectives:

- ✓ **Identify harassment and its impact:** Recognise various forms of harassment and understand the damaging effects it has on individuals and the broader workplace culture
- ✓ **Understand your obligations:** Learn about your responsibilities, as well as those of your colleagues, in preventing harassment and maintaining a respectful workplace
- ✓ **Champion acceptable and appropriate behaviour:** Discover how to work together with colleagues to set and champion acceptable behaviour standards in the workplace
- ✓ **Help create a positive workplace culture:** Explore strategies for fostering a culture of respect, inclusivity, and psychological safety in the workplace
- ✓ **Preventative duty:** Understand the legal obligation for employers to take reasonable steps to prevent harassment, particularly sexual harassment, and how to fulfil this duty effectively
- ✓ **Responding to harassment:** Learn how to appropriately respond to harassment incidents and support affected employees, ensuring compliance with company policies and legal requirements

By the end of this course, employees will have the knowledge and confidence to prevent harassment and contribute to a safer, more inclusive workplace culture, aligned with the current legal framework.

“It was really interesting and gave some valuable insights into management and useful techniques.”

Head of Department Training

Having an effective team around you is crucial. However, it is an area that is often left to chance, which can lead to de-motivated individuals that do not feel part of the firm and consequently do not perform to the best of their ability. This training course looks at what it takes to lead an effective team and how you can get the best out of the people in it by understanding your role as leader, both personally and from the point of view of your team. It will help you develop as a team leader and improve your performance in a leadership role.

Course objectives:

- ✓ Recognise the qualities of an effective leader
- ✓ Benchmark yourself against those qualities and develop actions to improve
- ✓ Understand the difference between leading and managing
- ✓ Learn the value of sharing the firm's vision with your team
- ✓ Practice developing team goals based on your firm's vision
- ✓ Learn how to motivate your staff by understanding their drivers and developing actions to support them
- ✓ Learn how to deal with difficult staff members
- ✓ Learn how to challenge staff in a meaningful and effective way
- ✓ Learn how to coach staff effectively using a simple process

“It was a nice opportunity to spend time with colleagues and focus on soft skills instead of legal skills. I learnt more about my team and what I can do daily to ensure we are a high performing team.”

High Performing Legal Teams

It's not easy to develop high performing teams where everyone works together and towards the same goals. If you want to harness the skills and attributes of your team, it's important to focus on understanding what makes a team tick and to put the effort into actions that make a real difference. No team is the same, but the things that help make them perform better and become a success have been explored in-depth, giving us the opportunity to focus on the key things that will help make a difference.

This training course will give you the knowledge and skills required to develop and nurture your team, ensuring they are better able to meet the challenges of your organisation and to meet business goals. As a manager, leader or supervisor, this course will give you the tools you need to get the most out of your team.

Course objectives:

- ✓ Recognise what high performance looks like
- ✓ Learn how to appreciate the strengths and weaknesses of team members
- ✓ Understand how best to measure team performance
- ✓ Learn how to manage conflict in the team



The course has helped me to find ways to avoid feeling like an imposter and it was useful to hear other people's points of view and ways of dealing with it."

Imposter Syndrome/ Killer Confidence

Self-confident people seem at ease with themselves and their work. They invite trust and inspire confidence in others. These are all attractive characteristics to have. But it is not always easy to be confident. In yourself and our internal thoughts can hijack how we feel. This process is known as 'Imposter Syndrome'. Have you ever found yourself thinking:

- They will find me out soon
- Who will listen to little old me?
- The rest of the room knows more than me
- If only I could feel more confident

Imposter Syndrome affects over 70% of people at some time or another but studies have shown that the most likely to suffer from this are high-achieving women with high standards, but this also affects men too.

Course objectives:

- ✓ Learn that IS feelings are common and this knowledge alone, can be tremendously freeing
- ✓ Learn to separate feelings from facts to tackle IS thinking
- ✓ Be able to develop a healthy response to failure and mistake-making
- ✓ Develop tools to encourage a more positive mindset and behaviour



Useful to discuss with colleagues differing approaches and how we can all learn from those."

Influencing Skills in the Legal Sphere

The purpose of this training course is to help you focus on understanding, developing and adapting influencing styles to best suit individual situations. The course focuses on looking at your behaviours and influencing style, how to adapt this to different situations and how best to approach situations where people have different styles / levels of commitment to you.

The skills and models discussed in this training course will help you manage workload and performance, developing your team and influencing others around you.

Course objectives:

- ✓ Understand the fundamental principles of influencing other people individually or in groups
- ✓ Understand the role of power with regards to influencing
- ✓ Identify your preferred influencing style and the impact this has on others
- ✓ Identify barriers and enablers to influencing
- ✓ Describe and demonstrate your influencing skills via group exercise



Useful and well structured, well paced, interactive and gave everyone a chance to participate."

Interpersonal Skills

How we interact and communicate with others is essential in determining how healthy our relationships will be, at work and socially. Building our interpersonal skills can, undoubtedly, improve our relationships. In the workplace, having good 'people skills' is seen as a cornerstone of business success.

This training course will help develop your ability to adapt your behaviour and approach based on specific situations and the responses you get. You will learn how your behaviour affects others when you communicate and how best to overcome barriers to effective communication.

Course objectives:

- ✓ Understand interpersonal skills and behaviour cycles
- ✓ Apply the concepts of transactional analysis
- ✓ Learn how to use language patterns to show positivity
- ✓ Understand how to build rapport to help build positive relationships
- ✓ Practice using the principles of persuasion to influence others



Plenty of opportunity to share and reflect on experiences"

Interviewing Skills

The interviewing process can be daunting, not only for the interviewee, but for the interviewer. When conducting an interview, it is important to understand the potential issues that may arise in order to be equipped to combat them. With these skills, you will be able to better recruit the appropriate candidate, in a fair and unbiased manner.

Ultimately, an improved interviewing process translates to improved retention. This will save time and money for the firm and promote a healthier working environment.

Course objectives:

- ✓ Understand the nature of unconscious bias
- ✓ Understand what to look for in a candidate
- ✓ Appreciate the two-way dynamic
- ✓ Learn to ask the right questions



I found it useful to give some structure around ways of planning and approaching plans."

Introduction to Matter Management Skills

Matter management is the process of managing a legal matter (with or without the use of technology). It involves the efficient coordination, organisation and delivery of key components including documents, knowledge and expertise, collaboration, workflow, spend, and reporting.

Several factors can hinder successful matter management such as poor communication, a lack of defined roles, responsibilities and outcomes, inadequate decision-making, poor planning and scheduling, as well as scope creep and slippage.

This course provides delegates with the skills required to achieve effective matter management, ensuring the issues that can obstruct the process are avoided through the use of appropriate communication, planning and prioritising tools, stakeholder management models, SWOT analysis, and delegation techniques.

Course objectives:

- ✓ Understand the key steps to matter management and what might get in the way
- ✓ Learn how to clearly scope and define goals and expectations for the matter
- ✓ Identify key stakeholders and their role
- ✓ Understand how to put in place plans, priorities and key deliverables to mitigate risk
- ✓ Learn how to put the plan into action focusing on relationships, delegation and managing yourself



Made me think more deeply about my interactions with clients and what I can do to improve. Very interactive."

Leading Client-Facing and Internal Meetings

We all know that meetings are not always effective. In many law firms, meetings are often unproductive. By leading a meeting, you can influence that and ensure that meetings are productive and rewarding for the attendees.

This training course is aimed at developing the skills necessary to allow you to lead meetings more effectively.

Course objectives:

- ✓ Consider whether a meeting is always the most appropriate means of communication
- ✓ Appreciate how to provide focus in meetings through effective objectives and agendas
- ✓ Learn how to control your meetings to ensure they are effective
- ✓ Learn how to ensure that agreed actions are assigned and recorded
- ✓ Learn how to close meetings effectively



Thinking about small details that I haven't thought about before."

Learning Agility Mastery for Legal Professionals

Learning Agility is about cultivating a nimble mindset, investing in yourself, building your skills, knowledge and experience. It encourages you to be proactive, set yourself objectives and commit to pursuing those objectives.

This training course will help you, as a fee earner, focus on learning opportunities, giving you a clear idea of where you are now and where you want to be in the future. It will help encourage you to see your own development as a lifelong commitment to improvement through formal and informal learning activities.

Course objectives:

- ✓ Understand the philosophy of learning agility and self-development
- ✓ Understand the skills, qualities, and functions of managers
- ✓ Recognise and assess your self-development needs
- ✓ Learn how to develop key skills and qualities
- ✓ Practice setting goals and creating a self-development plan



The trainer was very helpful. I have learned so much."

Listening Skills in a Law Firm

This training course will help you to focus on understanding, developing, and adapting influencing styles to best suit individual situations. Effective communication is an essential element of this, but our ability to communicate well is seriously undermined if this is not underpinned by good listening skills.

The skills and models discussed in this training course will help you manage workload and performance, develop your team and influence people more senior than you. This training course will teach you basic but effective techniques to ensure that you listen effectively on a consistent basis.

Course objectives:

- ✓ Appreciate why listening skills are important
- ✓ Practice simple techniques you can use to ensure you listen effectively
- ✓ Understand the fundamental principles of influencing other people individually or in groups
- ✓ Understand the role of power with regards to influencing
- ✓ Identify your preferred influencing style and the impact this has on others
- ✓ Identify barriers and enablers to influencing



It gave me an insight into other people's views in the company and also helped me make decisions going forward."

Making Effective Decisions in a Law Firm

Decision-making is regarded as a combination of thought processes that result in the selection of one course of action from several possible alternatives. Some decisions are so routine that you make them without even thinking about it. But difficult or challenging decisions demand more attention, consideration and a more formalised approach. There are processes, tools, and techniques that can be used to improve your decision-making process.

This training course will help you to define decisions, explore alternatives and give you the skills needed to allow you to make decisions competently and confidently.

Course objectives:

- ✓ Understand the different decision types and how they differ from outcomes
- ✓ Appreciate decision-making alternatives
- ✓ Understand how to make decisions as a team
- ✓ Learn how to overcome decision-making traps
- ✓ Practice reviewing decisions as part of self-development



Good to hear other people's thoughts, and the general topic is very relevant to our business right now."

Managing a Hybrid Team

Managing hybrid teams has become a hot topic over the last few years. We are now much more likely to work from home, at alternative locations, or even on the other side of the world, which means managers might rarely see you. Consequently, you are asked to lead these hybrid teams. In addition to dealing with the usual leadership dilemmas, you also have to be able to adapt to these challenges in an environment where the rules have changed.

This training course will provide you with the tools and techniques to overcome the challenges of managing a hybrid team. You will be provided with practical tips to help you lead effectively, communicate successfully and consequently increase the performance of your hybrid or remote team.

Course objectives:

- ✓ Understand and develop the skills required to effectively manage a hybrid team
- ✓ Learn how to build engagement and trust with members of your hybrid team
- ✓ Understand how to effectively use technology and tools to support communication within your team
- ✓ Learn how to improve your communication and feedback approach with your hybrid team
- ✓ Learn how to track progress and performance management of team members to achieve success



It was helpful to understand the science behind when you should be productive."

Managing Client Expectations

Client care and responsiveness is key, however, one challenge that is faced by us all at work is managing the expectations of our client, both internal and external.

Taking time to talk to them from the outset, explaining to them what the priorities are, while considering what they think the priorities should be, and identifying a communication time frame and method that is acceptable to both of you allows you to work more effectively and provide a better service.

This training course will provide you with the tools and techniques required to effectively work with your clients. It will help you to adapt your own approach to work in such a way that you can develop a positive relationship with your client which, in turn, will improve your personal skills and make you a more effective fee earner.

Course objectives:

- ✓ Learn what 'managing expectations' is, and what it isn't
- ✓ Learn how to identify the key challenges to managing expectations
- ✓ Learn how to understand the needs and expectations of your clients
- ✓ Understand how to exceed expectations to achieve 'Trusted Advisor' status.



It was very useful, some good tips and made me more confident about giving feedback in the future."

Managing Difficult Behaviours in a Law Firm

The modern work environment places many demands on lawyers, not least the need to treat 'difficult' employees with the same care and respect afforded to those who are less demanding. Recognising and understanding the cause(s) of this behaviour and self-awareness of your own behaviour and its impact, are vital in the fight to create a working environment where everyone is treated equally and are afforded the same opportunities.

This training course will provide you with both the knowledge to appreciate the reasoning behind what might be considered 'difficult' behaviour as well as the communication tools to manage and overcome difficult behaviours in the workplace.

Course objectives:

- ✓ Learn to identify the root causes of tension in the workplace
- ✓ Practice recognising common triggers and inhibitors of behaviour
- ✓ Appreciate the Stimulus-Response model and how to adapt to it
- ✓ Learn to explain the attitude and behaviour cycle and relate it to your own experience
- ✓ Understand and apply behaviours for defusing/calming situations



This covered some very interesting social and psychology points and the science of communication. Well presented and great interaction."

Managing Difficult Conversations

This training course will help you to improve your ability to manage difficult conversations with colleagues and clients. It will help you to identify the best method of relaying information, taking into account the message and the individuals involved and enable you to improve your communication skills through practical application.

There is also a focus on helping you to handle the communication of difficult messages to sometimes difficult individuals. The key focus is ensuring you have the confidence, knowledge and skills to effectively communicate to your clients and colleagues.

Course objectives:

- ✓ Learn how to identify the best method of communicating a difficult message
- ✓ Practice how to effectively structure and then communicate a difficult message
- ✓ Learn techniques to overcome personal barriers when communicating difficult messages
- ✓ Learn how to manage awkward behaviours and difficult personalities
- ✓ Practice how to facilitate effective communication sessions



It was helpful so understand how to better prioritise my work and also understanding the different tips used by my other colleagues."

Managing Emails as a Time-Poor Lawyer

This training course will help you make more effective use of your time.

Course objectives:

- ✓ Appreciate when to read emails so they are not a constant source of interruption
- ✓ Learn to manage your incoming emails so you spend the minimum amount of time required to deal with them effectively
- ✓ Learn how to take action to reduce the number of unnecessary emails you receive



Allowed time for self reflection about what is working and what isn't."

Managing the Performance of your Fee Earners

This training course will help you manage the performance of your team through common sense techniques that focus on the effective use of communication and goal setting to improve productivity and increase morale and motivation.

With the techniques demonstrated in this training course, you will feel empowered to enhance the performance of your team and begin to collaborate with them to improve your behaviours and ability in your role.

Course objectives:

- ✓ Learn to manage performance by setting clearly aligned goals that are documented
- ✓ Recognise causes of poor performance in order to allow you to improve and develop
- ✓ Practice recognising and communicating success, focusing on behaviour and results
- ✓ Learn how to cooperate with fee earners in order to increase productivity, morale and motivation



I am looking to work better with my team and we discussed various ways to achieve that."

Managing Upwards in a Law Firm

Most of us face one great challenge at work: balancing our own priorities with those of our partner. Understanding what is important to your partner and knowing how they prefer to work and communicate, allows you to work more effectively and provide a greater number of opportunities.

This training course will provide you with the tools and techniques required to effectively work with your partners. It will help you to adapt your own approach to work in such a way that you can develop a positive work relationship with your partner, which in turn will improve your personal skills and make you a more effective fee earner.

Course objectives:

- ✓ Learn what 'managing upwards' is, and what it isn't
- ✓ Learn how to identify the key challenges to managing upwards
- ✓ Learn how to understand the needs and expectations of your partner



Encourage deeper thinking about key points rather than just giving those points without detailing what they were about and focused on."

Managing your Wellbeing in a Law Firm

Simply defined, the term 'wellness' can be described as 'the quality or state of being healthy in body and mind, especially as the result of deliberate effort'. It is a conscious, self-directed and evolving process of achieving full potential, encompassing lifestyle, mental and spiritual wellbeing, and the environment.

Wellness is seen as the sum of all the positive steps you take to lead a healthier life and depends on your physical, social and mental state. These positive steps are often overlooked by lawyers, ignored as the emails keep mounting, neglected as the final contract needs proofing, but they are important to live a healthy and happy life.

This training course will look at how to manage your wellbeing, irrespective of your workload and the ever-growing to-do list, encourage it in the workplace and examine the importance of work-life balance.

Course objectives:

- ✓ Define wellness and its importance in the workplace
- ✓ Practice rational and positive thinking
- ✓ Apply to six dimensions of wellness
- ✓ Explain the importance of work-life balance
- ✓ Describe the business case for wellness



Informative and honest."

Mentor Training

Mentoring is a learning support mechanism where you, as an experienced person provides guidance, knowledge and advice to someone who is in development or has less experience in a given topic or function.

Your role as a mentor is a very important one and whether the relationship is formal or informal, the fact is that a good mentor can be instrumental in the development of not only your mentee's skills and knowledge, but also your behaviour, attitude and social outlook.

This training course will help you to develop your skills as a mentor, increase your awareness of the role and responsibilities as a mentor and highlight how the role of mentor might personally benefit your own development.

Course objectives:

- ✓ Understand the mentor/mentee relationship and your roles and responsibilities
- ✓ Develop a clear set of guidelines and principles for a successful mentor relationship
- ✓ Understand and use specific tools to help you provide effective support for the mentee
- ✓ Practice confidently delivering exceptional mentor support



Useful to hear from other participants as to their thoughts and experiences."

Negotiation Skills for Lawyers

This training course will help you to understand negotiation more and will provide tools to help you negotiate well on behalf of your clients. You will also have the opportunity to practice using those tools in the safety of the training environment.

Course objectives:

- ✓ Learn how to negotiate with the aim of achieving mutually acceptable outcomes
- ✓ Understand how to make effective preparations before starting to negotiate
- ✓ Learn how to set a negotiating range that you can work within
- ✓ Practice following a clear structure for negotiations that will help you focus and achieve results



Excellent 'toolkit' provided and covering range of aspects in respect of networking."

Networking Skills for Lawyers

This networking skills training course will help your participants build a professional reputation and develop a network of connections through the two key methods available to them; face-to-face and online.

They will discover how to effectively combine these two approaches and create a strategy for networking success that will generate their own community and actively grow their personal network. This will result in an improved performance in their approach to networking and consequently provide opportunities and prospects that will increase their business success.

The training provides them with the tools and techniques to both plan a successful, strategic approach to networking and develop their personal communication skills, which will ensure they build effective business relationships.

Course objectives:

- ✓ Understand how to develop a successful networking strategy
- ✓ Learn to maximise your effectiveness with face-to-face/online networking opportunities
- ✓ Learn to improve your approach, attitude and behaviours when networking
- ✓ Learn how to create a plan for networking that will help you meet your goals



Clear definitions and guidance to understand how to set objectives.”

Objective Setting in a Law Firm

The aim of the course is to help you understand why it is worthwhile engaging in objective setting and to be able to do so in a way that makes your job more fulfilling, purposeful, and rewarding.

Course objectives:

- ✓ How do objectives differ from visions, mission statements, goals, KPIs strategies and tactics?
- ✓ Understand the FACTS model
- ✓ 10 possible types of performance objectives
- ✓ Key characteristics of good objectives
- ✓ Making objectives practically effective using key results
- ✓ Who should own the objective?
- ✓ How to write good objectives
- ✓ How to make sure they don't become a paper exercise



I have never had this type of training for support staff. It dealt with many areas of effectiveness and gave ideas on how it could be implemented in your life not only professionally but also personally.”

Participating in Client-Facing and Internal Meetings

It is fair to say that meetings are not always productive. Often this is because as attendees, we often fail to follow a few simple ground rules. This is partly because training is often provided to people who lead meetings, but fail to address the needs of the other attendees.

This training course provides a short workshop, which will help you maximise your contributions to both internal and client-facing meetings.

Course objectives:

- ✓ Learn how to prepare effectively for the meetings you are required to attend
- ✓ Understand how best to participate effectively in meetings by following a few simple ground rules

“The trainer was very helpful. I have learned so much.”

Personal Branding

Personal branding is about adding-value and being someone the team can trust.

The fee earners that develop a strong internal personal brand can be relied upon to act in an appropriate way with support staff, colleagues and partners at all times.

Personal branding requires a consistency of approach, high EQ and a unique responsiveness to whatever task is at hand.

Internally presenting yourself in the right way can make all the difference.

Course objectives:

- ✓ Your language – is it permissive?
- ✓ The problem with acquiescence
- ✓ Why does having an opinion matter?
- ✓ Why speaking up in meetings is important
- ✓ How to project confidence even in non-routine scenarios
- ✓ How to speak so that you will be heard
- ✓ Goal setting and productivity

“I like the workbooks and having a chance to peruse these before the session and think about things. As ever the course was well presented and the presenters were passionate and well informed about their subject.”

Personal Effectiveness

Personal effectiveness is about making use of all the resources you have available to you, to achieve your career (and life) goals. How you manage yourself impacts on how you are perceived, both internally and by stakeholders.

Course objectives:

- ✓ Understand what being productive really means by exploring some of the science behind productivity myths
- ✓ Understand why you procrastinate and find new ways to banish this from your working day
- ✓ Identify what big tasks you keep ‘putting off’ and ensure you are clear about what you are doing and why you are doing it
- ✓ Learn how to prioritise your day, balancing your own workload with the firm’s performance priorities
- ✓ Challenge your mindset – are you open to growth or are you fixed in your views on how achieve your goals?

“Gave more confidence in the subject.”

Pitching for Lawyers

This training course will provide you with the skills necessary to develop a successful sales approach and assist you in enhancing your overall performance when pitching.

Course objectives:

- ✓ Understand what makes the best lawyers good at sales
- ✓ Learn how to set personal goals and follow them through to sales success
- ✓ Learn some useful and practical sales skills to increase your selling potential
- ✓ Practice your newly learned skills

“Practical tips that you can put into effect as well as understanding the theory behind the tips/issues.”

Planning and Prioritising to Achieve More Chargeable Hours

This training course will provide you with an awareness of the areas that you can improve in your day-to-day planning, as well as giving you some tips for dealing with time management issues.

Course objectives:

- ✓ Learn the importance of prioritising tasks by urgency and importance
- ✓ Learn how to create an effective to-do list
- ✓ Learn how to schedule tasks effectively
- ✓ Recognise and deal with the issues of procrastination
- ✓ Learn some techniques to reduce your stress levels



Useful in making you relate particular examples to general concepts (rather than seeing them as isolated examples that happened without reason). Good information and further reading in the workbook."

Planning for Change in a Law Firm

This training course has been developed to introduce you to practical tools and techniques that will enable you to better understand your staff during the transformation of your business. It will also provide you with clear methodologies that will assist you in influencing the change for your Firm and the people within it.

The training course will equip you with the skills to be able to change the nature of the conversations you have with your fee earners when working through a change programme and ensure you are equipped to have meaningful discussions that assist with the implementation of change.

Course objectives:

- ✓ Understand how to adapt to different situations through a journey of change
- ✓ Learn some practical methods of delivering a change message
- ✓ Learn how to prepare a message for your team, using a standard process to engage and empathise with your staff
- ✓ Learn how to explain a simple change model that will help you move people through the various stages of change
- ✓ Learn how to distinguish the seven steps to influencing change



Good at engaging with everyone here and encouraging participation."

Presentation Skills for Lawyers

In a survey carried out amongst experienced associates and senior lawyers, designed to determine the things that they feared most, public speaking came out as number one. This is a key skill for any lawyer.

Course objectives:

- ✓ Learn how to plan a presentation, keeping your audience in mind
- ✓ Learn how to develop clear objectives for your presentation
- ✓ Learn how to use 'attention grabbers' to enhance your opening
- ✓ Understand the effectiveness of visual aids
- ✓ Learn how to use several different methods and tools for presenting
- ✓ Understand different positive presentation style behaviours
- ✓ Practice your newly found presenting skills

“Some useful guidance on areas which I tend to neglect.”

Questioning Skills for Lawyers & Support Staff

The ability to question effectively is important to all of us.

This training course will help you to question effectively, using a range of techniques that can be adapted to any situation where questioning is necessary.

Course objectives:

- ✓ Understand the importance of effective questioning
- ✓ Learn how to question effectively using the funnel technique
- ✓ Learn how to prepare questions that focus on the objective you are trying to achieve
- ✓ Practice using appropriate questions and techniques to encourage the speaker to supply the information you need

“I found it really interesting to reflect on myself, specifically positives and weaknesses. I've learnt where I can support others and where I need to work on growth for myself.”

Self-Development for Lawyers & Support Staff

Self-development is about investing in yourself, building your skills, knowledge and experience. It encourages you to be proactive, set yourself objectives and commit to pursuing those objectives.

This training course will help you focus on learning opportunities, giving you a clear idea of where you are now and where you want to be in the future. It will help encourage you to see your own development as a lifelong commitment to improvement through formal and informal learning activities.

Course objectives:

- ✓ Understand the philosophy of self-development
- ✓ Understand the skills, qualities, and functions of managers
- ✓ Recognise and assess your self-development needs
- ✓ Learn how to develop key skills and qualities
- ✓ Practice setting goals and creating a self-development plan

“A useful guidance on personality styles and practical examples of stakeholder management.”

Stakeholder Management for Lawyers & Support Staff

This training course will help you identify your stakeholders; learn how to establish behavioural styles, understand the relationship between other styles and your own and use this knowledge to build a strong working partnership that gets results.

By following a logical progression, through identification of stakeholders, initial contact, mapping of aims and ongoing planning, increased positive results can be achieved.

The early identification of the key influencers will ensure that projects are well managed from the start. Communication can be effectively tailored to the right people so as to guarantee an easier flow of information and quicker decision making. In the longer term, projects will require less micro-management as all involved will have a clear understanding of progress and goals.

Course objectives:

- ✓ Recognise your style of stakeholder management along with the needs of your client and/or colleague
- ✓ Recognise ways of securing stakeholder agreement
- ✓ Understand the 6 different persuasion styles
- ✓ Learn the various methods to build an on-going relationship

“Good to understand current skills and how to improve them”

Strategic Risk Management for Legal Professionals

Navigating risk is inherent in legal practice.

Having the ability to understand, calculate and strategically manage risks is a key skill for all lawyers and a cornerstone of confident decision-making.

This course has been designed to increase your confidence when assessing risk, by equipping you with a framework to analyse the information available and follow the best course of action in a dynamic legal landscape.

Course objectives:

- ✓ Evaluate the legal environment's risk factors
- ✓ Quantitative Risk Assessment: Develop skills in calculating and quantifying risks
- ✓ Legal Compliance: Understand legal frameworks to ensure compliance and mitigate risks
- ✓ Risk Communication: Master conveying legal risks effectively to clients and stakeholders
- ✓ Strategic Decision-Making: Integrate risk considerations into strategic legal decisions
- ✓ Case Studies: Apply risk management principles to real legal scenarios



I found it helpful. The course allowed me to self reflect on my own confidence and understand my colleagues better."

Strategic Thinking in a Law Firm

Strategic management, and therefore strategic thinking, is a responsibility for all fee earners. This responsibility is growing in importance as management is no longer seen only as a function just for partners. Modern legal organisations exist in a complex environment with an increasing demand for effective strategic responses. At the very least, this requires a basic understanding of strategy; at best it requires fee earners who think strategically.

This training course will help guide you through the strategy development and implementation process. You will learn key terminology and processes and will practice developing strategic alignment.

Course objectives:

- ✓ Understand the purpose of strategy in the strategic hierarchy
- ✓ Learn how to set a strategy in line with organisational vision and mission
- ✓ Learn how to set objectives and strategy measurements
- ✓ Learn how to link corporate strategy to operational activities
- ✓ Learn how to manage the strategic change process



This course will help me to put in place processes to improve my emotional management, and has allowed me to understand that stress management must be approached like any other task."

Stress Management in a Law Firm

The word 'stress' is used to describe the physical and/or emotional response to the demands and pressures that modern living means we come under from time to time.

Stress can be a positive thing, which drives us on and helps us to grow, develop and be stimulated. However, when stress reaches a certain level, it can overcome your ability to cope and can impact on your physical and mental health.

This training course will help you to identify the causes and effects of stress and assist you to develop the skills required to effectively manage the stress in your life.

Course objectives:

- ✓ Understand stress and the affect it has on the body
- ✓ Learn how to use specific relaxation techniques to overcome stress
- ✓ Identify your own model for coping with stress
- ✓ Identify methods of avoiding stress where possible
- ✓ Learn how to reduce your own stress by following clear techniques



Good to be able to discuss with others and exchange ideas with colleagues."

Success with Change in a Law Firm

Change is a normal part of business life in today's fast paced environment. All employees need to be open to change and as a leader, you need to know how to manage this process. This training course is aimed at ensuring that you have all the tools you require to effectively manage change in the workplace.

This training course is useful in a variety of situations. It is suitable for anyone involved in the change process in a legal environment and is particularly useful for leaders who are required to implement change.

Course objectives:

- ✓ Understand how to tackle change more effectively at a personal level
- ✓ Learn how to lead change for those around you
- ✓ Appreciate how to assess the people in your team and support them with change
- ✓ Learn how to plan your approach to changes in the workplace
- ✓ Practice presenting an effective change briefing



Really helpful hearing everyone's insights and knowing you're not alone."

Supervising Trainee Solicitors

Effectively supervising trainees is a delicate balance with the demands of fee earning. It is even more challenging with the hybrid working pattern.

This training course will provide you with the tools and techniques to overcome these challenges. You will be provided with practical tips to help you lead effectively, communicate successfully and thus increase the performance of your trainees.

Course objectives:

- ✓ Understand how to drive high-performance
- ✓ Appreciate how to deliver high-quality feedback
- ✓ Develop communication with trainees, so there is clarity of expectations
- ✓ Understanding the trainees' perspective by demonstrating care
- ✓ Managing challenging development situations
- ✓ Utilise a matrix for the hybrid working pattern



Some good concepts to discuss and relating to the business in practice."

Supporting Clients through Stressful Situations

Ensuring your client feels listened to is key in your role as a lawyer. Whether it is a house purchase, drafting a will, getting a divorce, or a debt matter, these situations are often stressful for the client. As a result, they often require a considerable amount of emotional support from their lawyer. This in turn, can have an impact on your own wellbeing and stress levels.

This course is designed to look at both sides of the coin. How to compassionately support your client, without them becoming too needy, while managing your own stress levels. This can be a difficult balance to strike.

Course objectives:

- ✓ Effective strategies to reduce stress for both you and the client
- ✓ How to remain resilient when emotions 'spill over'
- ✓ How emotions affect the decision-making process
- ✓ What is Emotional Intelligence?
- ✓ Why Emotional Intelligence can really make the difference
- ✓ How to care and manage expectations
- ✓ Discuss signposting strategies



Insightful, open, cohesive thinking."

Talent Management in a Law Firm

Talent management was initially used as an HR tool in the recruitment process. It has since developed into an essential business wide practice, used by management to cover many areas such as succession planning, development of the organisation and individuals, performance enhancement and organisational capability.

This training course is suitable for any legal organisation no matter how far into their talent management journey. The training will help you set up a talent management system or can be used as a health check to refocus or identify problem areas.

Course objectives:

- ✓ Recognise the business case for talent management and succession planning
- ✓ Identify the need to have talent management integrated into the strategy of your organisation in order to retain talent
- ✓ Recognise the key steps required to implement the talent management continuum
- ✓ Learn how to draw up an action plan to address your talent management needs



It enabled my colleagues and I to think about our strengths and weaknesses and how we can improve how we work as a team to achieve results in the work that we do."

Team Building in a Law Firm

This training course will help you to develop your team working skills. It will help you define a common goal, understand how you want to work together as a team and create an understanding of the behaviours required to develop better team performance. Therefore, it is relevant to anyone who has a role where team building is important.

This training course revolves around developing actions and identifying improvements for your team. You will be challenged and work together to improve specific workplace issues.

Course objectives:

- ✓ Understand and appreciate different team skills and dynamics
- ✓ Identify and develop personal skills to become a more effective team member
- ✓ Learn how to establish effective team processes
- ✓ Learn how to improve team communication
- ✓ Demonstrate skills that help you to implement effective changes in the workplace



Good discussions about ways to be more productive."

The Lawyer that can Manage in one Minute

This training course will provide you with the key skills of goal setting, praising and reprimanding. The focus is on providing instant skills that will help you, as a manager, develop lawyers' goals and then react swiftly and effectively, catching people doing it right and challenging them when they get it wrong. The end goal is to increase productivity by using your most important resource, your team.

Course objectives:

- ✓ Understand the value of one-minute managing
- ✓ Learn how to set clear and measurable goals
- ✓ Learn how to give praise effectively
- ✓ Learn how to give redirects to re-focus behaviours
- ✓ Appreciate how to get the best results from your people



Use of scientific studies (e.g. manager/staff survey) to explain behaviours, rather than more general concepts without backup."

The Leader that Lawyers want to Follow

This training course will help you to develop your leadership skills, whether you are new to leadership or are in need of a fresh perspective to your existing leadership role.

Modern leadership is about having the skills to unlock the power and potential of those around you. It's about bringing people together to achieve great results. This training course gives you all the tools and expert knowledge to be an effective leader.

Course objectives:

- ✓ Understand the core requirements of personal, team and task leadership
- ✓ Increase your self-awareness and develop a positive approach to leadership
- ✓ Learn how to utilise clear methods of getting the best out of your team and those around you
- ✓ Learn how to implement working practices that will assist you in becoming a great leader



Very useful. It was delivered clearly and questions were answered."

The Power to Influence Culture in a Law Firm

Each day you are influenced by the actions of others. Whether you are aware of it or not, you are manipulated and persuaded to comply with requests by people who either naturally, or through mastery have developed tools of influence.

This training course will help you identify the methods used and equip you with an in-depth knowledge of how to use these skills to your own advantage and through this, increase your influencing ability.

Course objectives:

- ✓ Understand the 'human shortcut' and why it makes influence possible
- ✓ Understand the six principles of influencing and how they are used
- ✓ Identify key situations where you can apply the influencing principles in your own environment
- ✓ Learn how to follow an action plan for influencing success

“This is the best course I've attended. It showed me that the challenges I face are also common for my colleagues. It also gave me excellent tools to use going toward to improve not only my productivity but also my mindset.”

Time Management in a Law Firm

Time Management is the process of organising and planning to divide time between specific activities. Good time management enables you to work smarter – not harder – so that you get more done in less time, even when time is tight and pressures are high.

This training course will help you to increase your personal effectiveness through time management.

Course objectives:

- ✓ Identify what being productive really means, and explore some of the science behind productivity myths
- ✓ Understand why we procrastinate, and find new ways to banish this from our working day
- ✓ Identify what big tasks we keep 'putting off' and ensure we are clear about what we're doing and why we're doing it
- ✓ Explore how we prioritise our day; balancing our own workload with the Firm's priorities
- ✓ Challenge our mindsets – how open are we to growth or are we fixed in our views on how to achieve our goals?

“I found that it has allowed me to 'learn' what I can do to help by linking knowledge together.”

Unconscious Bias

We all have unconscious bias. Without realising it, we make judgements on people based on our past experiences, stereotypes, and culture. In a workplace setting this can create a toxic environment, and be detrimental to both your colleagues and the firm.

By understanding the types of unconscious bias and techniques to manage them, you will be able to contribute to a fair and equal workspace, from recruitment to long-standing colleagues.

This training course will provide you with the tools to identify and overcome your own unconscious bias.

Course objectives:

- ✓ Understand the nature of unconscious bias
- ✓ Understand why it is detrimental to business
- ✓ Learn the key mindset reframes necessary to tackle it
- ✓ Consider strategies and techniques to combat its effect



Insightful and personally thought provoking."

Understanding Body Language

If we can learn to identify and appreciate non-verbal clues, we can begin to improve our communication. This use of body language skills could impact situations such as; client meetings, negotiations, presentations and normal day to day interactions where body language plays a part.

This body language training course is an interactive and enjoyable method of ensuring your participants become aware of the importance of body language, how to read body language and thus improve communication.

Course objectives:

- ✓ Explain the important elements to consider when interpreting body language
- ✓ Identify the messages being portrayed by their and others body language
- ✓ Apply their understanding of body language to improve their communication style



Very specific examples to assist in the future and making you think about how you deal with difficult conversations."

Understanding Effective Communication

Being able to communicate effectively is a cornerstone to building positive working relationships; it will enable you to build rapport, develop relationships and feel comfortable and confident around others. Lawyers who can communicate effectively are great at getting others to open up and discuss feelings and emotions. They are able to respond appropriately during difficult conversations and feel less pressure when communicating with superiors and peers.

Course objectives:

- ✓ Learn how to communicate clearly and get your message across
- ✓ Develop techniques to encourage others to open up and speak freely with you
- ✓ Learn to communicate confidently with people at all levels
- ✓ Practice coping with difficult communication situations

To start **your** leadership programme, get in touch:

info@professional-training.co.uk



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