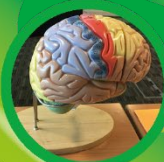


Linac Learning

Courses, Workshops & Masterclasses



**For more information or to make a booking,
please get in touch with us at:**

Tel: +44 (0)1242 529822

Email: info@linac.co.uk

Why Linac Learning?

Every course, workshop and masterclass is evaluated for effectiveness and satisfaction. We concentrate on the really important things like content innovation, learning blend, how to provide a personalised experience and how learning traction is achieved and sustained. At the centre of our approach is a brain-friendly design and delivery methodology. We focus on the person and all interventions break from tradition to provide refreshing and stimulating experiences, boosting confidence and capability.



Over **2,000**
people
trained this
year alone



Outstanding
satisfaction score of
99.1%

Great Choice

Our range includes leadership, personal effectiveness, sales, customer service, next generation, learning & development, and a suite of specialist courses. All courses are ready to go but we tailor and adapt each intervention to precisely meet your needs, at off the shelf prices!

Mix & Match

You can choose to mix and match content elements or get us to create your own unique intervention. A dedicated team will guide you through this process and help you create the perfect solution. With our large repository of resources, we can go from concept to design to delivery in a matter of days.

Go Mobile & Virtual

Mix up the way you deliver, and support face-to-face delivery with digital learning. Spaced micro-mobile learning is proven to engage and deeply embed learning. As humans, we now want to be able to access and learn in the moment, 24/7, wherever we are.



Read on to browse our range of courses...

Leadership Development

For Core Leadership:

- Change management
- Coaching skills
- Courageous conversations
- Effective team working
- Facilitation skills
- First line leadership essentials
- Managing difficult people
- Managing diversity
- Managing remote & virtual teams
- Motivating for performance
- Performance management
- Objective setting

For Senior Leadership:

- Advanced coaching skills
- Business process re-engineering
- Commercial acumen
- Developing a corporate strategy
- Developing a high performing team culture
- Formulating a business plan
- Introduction to strategy
- Leading in the VUCA world
- Leading difficult change
- Media training
- Speaking professionally
- Stepping into senior leadership
- Voice coaching

Next Generation Development

Foundation Skills:

- Business etiquette
- Communication skills
- De-cluttering & time management
- Emotional intelligence & self-awareness
- Managing myself
- Personal brand
- Playing your A Game (coping, resilience and well-being)
- Presentation skills
- Positive thinking
- Understanding my manager

Young Leader Development:

- Coaching skills
- Effective team working
- Essentials of management
- Introduction to team leadership
- Motivating for performance
- Objective setting
- Performance management



Personal Effectiveness

- Advanced communication skills
- Advanced presentation skills
- Anger management
- Assertiveness skills
- Building self-esteem
- Communication skills
- Conflict resolution
- Coping with and managing stress
- Coping with change
- Counselling skills
- Creative thinking
- Creative problem solving
- De-cluttering & time management
- Developing a passion for life
- Effective appraisals
- Effective delegation
- Effective feedback skills
- Effective interviewing
- Effective meetings
- Effective report writing
- Emotional intelligence & self-awareness
- Impact & influencing skills
- Mentoring skills
- Negotiation skills
- Networking skills
- Playing your A Game (coping, resilience and well-being)
- Presentation skills
- Professional written communication

Customer Service Training

- Building a customer service charter
- Building and retaining customer relationships
- Effective telephone techniques
- Email & telephone communication techniques
- Essentials of customer service excellence
- Handling customer complaints
- Improving the customer experience
- Managing call centre teams
- Managing customer service teams



Sales Training

- Active sales questioning & listening
- Advanced sales negotiation skills
- Advanced sales skills
- Advanced tele selling
- Basics of tele selling
- Basic sales negotiation skills
- Consultative selling
- Emotionally intelligent selling
- Face to face selling
- Introduction to sales
- Key account management
- Leading and coaching a sales team
- Sales presentations and pitches
- Stepping into account management



Learning & Development

- Train the Trainer
- Train the Trainer for FMCG
- Neuroscience of Learning Trainers' Master Class (ILM Accredited)
- Train the Assessor
- Return on investment (ROI) from learning
- Accelerated learning design principles
- Effective training administration
- Learning & Development cycle



Specialist Courses

Project Management:

- Introduction to project management
- Managing a successful project
- People management for project managers
- Project management for non-project managers

HR & Recruitment:

- Awareness & managing diversity
- Developing assessment centres
- Effective interviewing skills
- Essentials of employment law
- Managing absence
- Managing a disciplinary
- Mental health & wellbeing
- Recruitment and selection skills
- Successful appraisals & reviews

Secretarial:

- Administrative support to projects
- Effective minute taking
- Effective office management
- Effective time management
- Managing conflicting demands
- Organisational & planning skills
- Professional receptionist skills
- Successful PA skills
- Writing effective emails

Finance Courses:

- Analysing company accounts
- Effective budgeting
- Effective credit control
- Finance for non-finance managers
- Interpreting financial statements

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