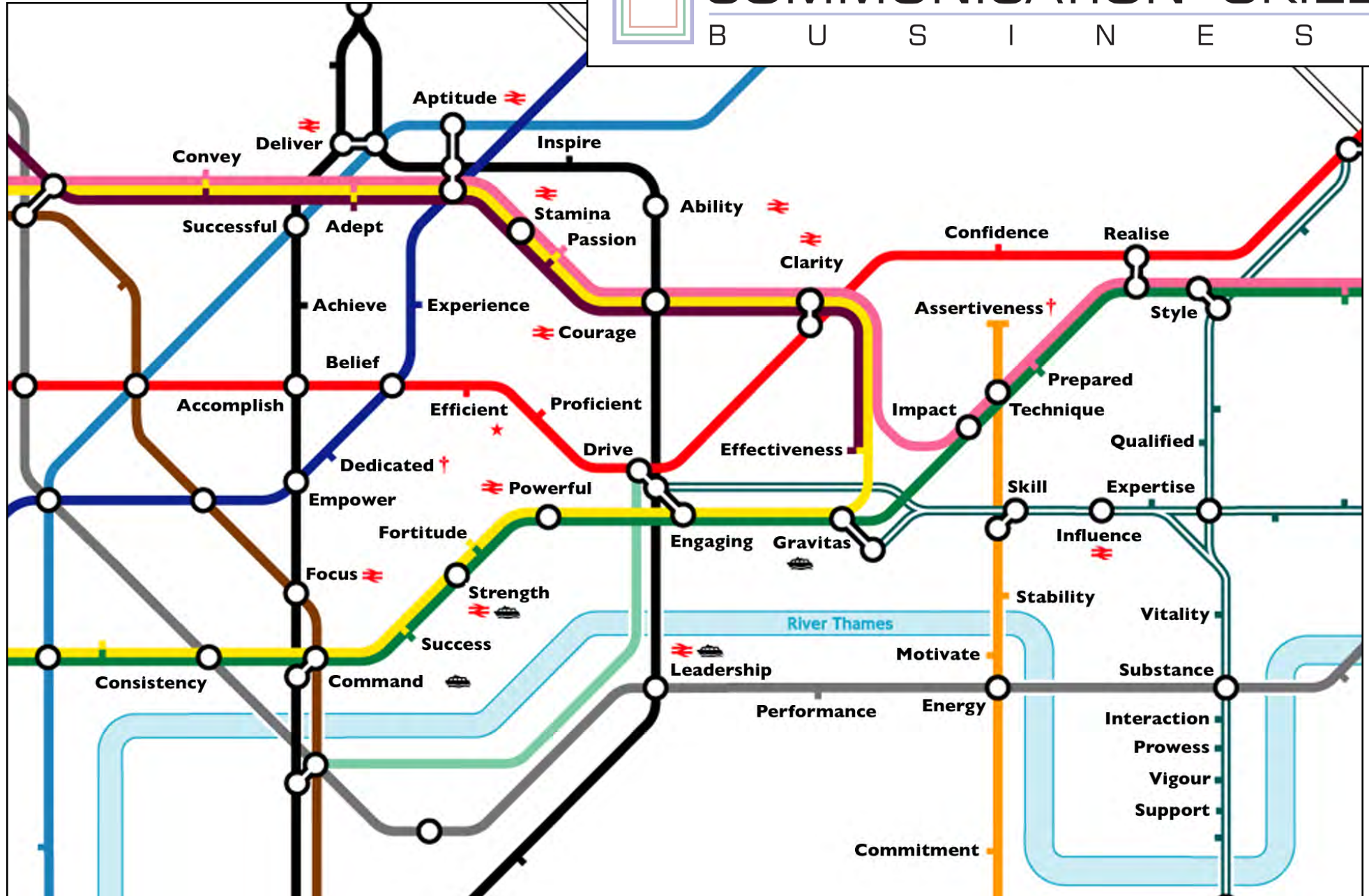


COMMUNICATION SKILLS

B U S I N E S S



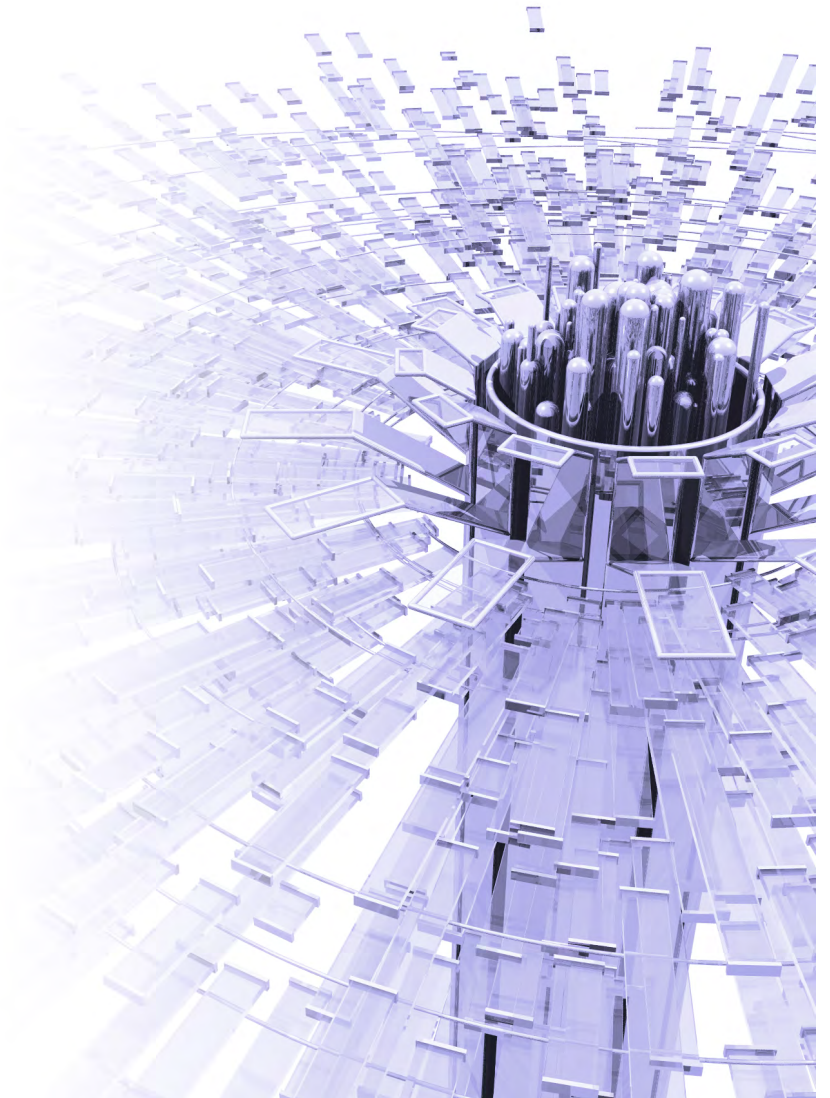
COMMUNICATION SKILLS BUSINESS addresses one of the biggest challenges facing today's businesses... how colleagues and customers interact and how to utilise those skills in a positive, successful and profitable way.

We are dedicated to offering our clients the very best in behavioural training; enhancing and inspiring your workforce in a practical way — allowing them to explore how to maximise their potential in a safe, supportive, 'hands-on' environment.

results through...

- Understanding your business goals
- Focussed training for your needs
- Active engagement with delegates and management
- Interaction, supportive and constructive coaching
- Bringing training models supported by business psychology to life in a practical and realistic environment

CSB's tailor-made anonymous online and offline feedback model supports ongoing development of both your people and to assess the impact of our training.



feedback

'exceeded my expectations — **delivered impeccably** —
very interesting and realistic'

Good use of training time & budget?
95% approval

'I gained a **deeper understanding** of the way I portray myself
to others and how I can adapt my style to make the best
of difficult situations'

How would you rate this form of training?
92% approval

who we are

We are a team of professional Trainers with over 25 yrs experience across many sectors including advisory, legal, accountancy, health & safety, pharmaceuticals, oil & gas, retail and government bodies.

Our qualified trainers and communication experts have backgrounds in both business and live performance, using practical communication techniques to develop engaging, interactive modules which are effective and memorable.

Our experience is extensive, and ranges from

- running graduate training programmes for the banking, legal, accounting and other professional services sectors;
- coaching senior executives (incl board level) across a range of companies internationally;
- creating and delivering ongoing appraisal and development programmes;
- developing brand and commercial management, with detailed knowledge of financial models, raising investment, negotiating contracts, delivering JV partnerships and 'start-ups'

We are proud to say we have worked with a diverse range of clients who report that CSB provides high impact training that really works.

Our trainers have worked with numerous companies and industries including...

Allen & Overy	Louis Vuitton
Alliance Trust	Maersk (UK/Europe)
American Express	Menzies
Astellas (UK/Europe)	Merrill Lynch
Barclays	Ministry of Defence
BP (Far East)	MTCnovo
Boehringer Ingelheim	Olswang
BurnessPaull	Pinsent Masons
Citigroup	PWC (UK/Europe/US)
Diageo	Roche (Europe)
EY (UK/India/UAE)	Royal London
Eversheds	Royal Mail
Generalii (Europe)	Scottish Crown Office
Halliburton	Scottish Executive
HBOS	Scottish Widows
Husqvarna (Europe)	Shell
Iron Mountain	Standard Life
KPMG (UK/Europe)	Stephenson Harwood
Linklaters (UK/Europe)	Talisman Energy
LloydsTSB	UK Passport Service

feedback

'never seen such a happy and motivated group of managers — already seen it in practice at work — **significant difference to customer care**'

Developing interpersonal skills?
92% approval

'enjoyed the course immensely — puts concepts across in an **easy-to-understand** way'

Instructor encouraged participation?
89% approval

benefits / courses

Employees with over six months' continual employment in the UK have the right to request time for personal training to help them become more effective at work and consequently improve the performance of the business.

The benefit to your organisation, when working with CSB, is tangible and has real impact...

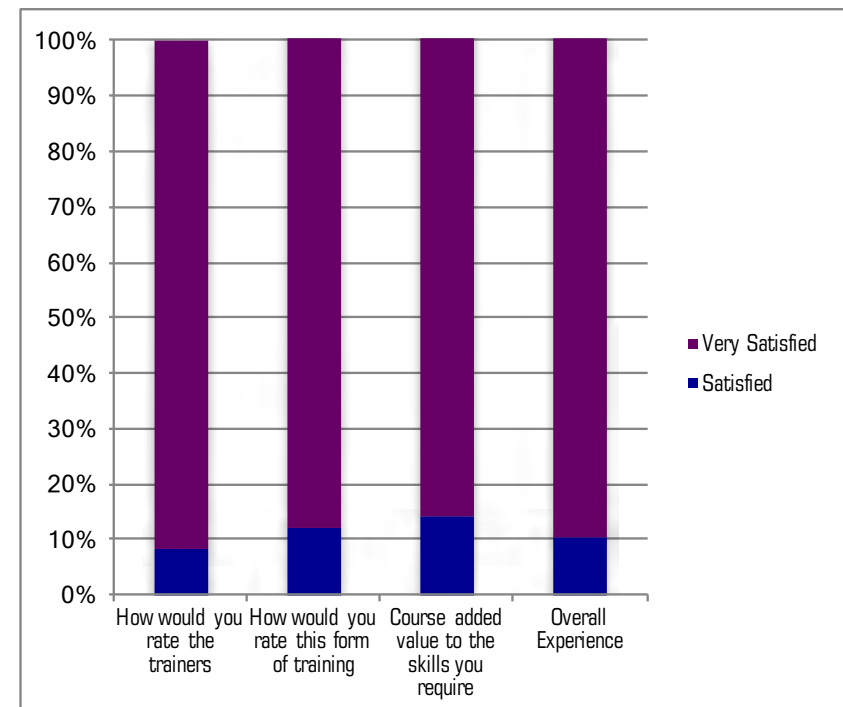
We understand that all training is an important investment and respect the need to make that investment work for both the business and the individual.

Every programme we run is focussed on delivering *your* goals and range from high-impact half days to more detailed full day courses.

We provide organisations with the platform they need to enable an open dialogue ensuring effective long-term communication internally and externally.

CSB has run successful skills-based courses and workshops including:

Appraisal, Assertiveness, Building Relationships, Coaching, Difficult Conversations, Executive Coaching, Impact, Influencing, Interviewing, Leadership, Levels and Styles of Listening, Internal / External Presentation, Relationships, Sales, Talent Development



feedback

'extremely popular — managers have commented on the strength at bringing characters to life — **high level of added value'**

Modifying behaviours to elicit a particular response?
93% approval

'gained confidence and analysed my own ability'

Course added value to the skills you require?
90% approval

courses

CSB has developed a range of training modules and formats to ensure the most successful results across a whole range of industries.

Our courses utilise the skills of professional and qualified 'corporate' trainers, who bring specific skills and knowledge to create an engaging and supportive environment.

We encourage delegates to experience issues and positive solutions in practical real time, allowing them to 'own' the results leading to long-term personal improvement and development.

CSB has proved that its engaging and interactive methodology is more cost, time and result-efficient than standard 'chalk and talk' programmes.

The exceptional feedback from both HR departments and delegates has reinforced our commitment to developing truly engaging and supportive training systems.

Certain requirements can be fulfilled by 'tweaking' current programmes, which clearly has a cost benefit. These courses tend to focus more on 'actualities' in the work place (eg Compliance, Bullying & Racism, Presentation Skills etc).

CSB will always seek to explore any corporate-specific issues, particularly to reflect personalities and work environments.

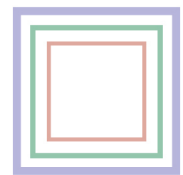
feedback

‘**invaluable** in taking up a new position —
content and presentation at **just the right level**’

Help in dealing with difficult personalities?
93% approval

‘handled extremely sensitive rôle-plays
and training with a **high level of professionalism**
– **superb feedback** from the officers’

How would you rate this form of training?
92% approval



COMMUNICATION □ SKILLS

B U S I N E S S

RESULTS THROUGH PRACTICAL TRAINING

www.communicationskillsbusiness.com