C&Ctraining

working in partnership : achieving results

Personal Development
Accuracy & Attention to Detail

Course overview:

Personal Development training, or soft-skills training as it is sometimes referred to, is increasingly being recognised as an essential contributor towards making businesses more competitive, profitable and better places to work.

With the focus on improving personal skills and competence, our aims are to nurture the skills of individuals in a safe yet fun learning environment. Personal Development encompasses such a variety of topics, many of which are interlinked, which is why C&C's approach to this area of skills development is very flexible.

"I was thoroughly impressed with how yesterday panned out. The course was completely tailored to me and in no way generic. The environment created was very open and honest, which in turn gave me confidence in the course subject and therefore allowed me to really engage with the day."

Dr Robert Peter Dowling, PhD.
Health Technology Assessor, KiTEC – King's Technology Evaluation Centre

This highly participative workshop aims to equip delegates with the confidence, skills & knowledge to deliver the highest levels of accuracy in their role.

Workshop Aims
This highly participative workshop aims to equip delegates with the confidence, skills & knowledge to deliver the highest levels of accuracy in their role. Looking particularly at working with text and numbers, it also considers the impact of inaccurate work and looks at individual personality types and how these influence the typical types of mistakes we make.

Workshop Content
The main topics covered in the workshop are:

- Common errors and what causes us to make them
- Personality types and how this influences the mistakes we make
- The importance of accuracy and detail
- The impact of making mistakes and errors
- Tips & techniques for error free working

Other topics covered will include:

- Proof Reading
- Punctuation & spelling
- Data entry
- Standardisation and formatting
- Planning skills
- Personal development – putting it altogether

On successful completion of the course, delegates will receive a C&C Training Certificate of Attendance.

Duration:
½ or 1 day depending on delegate numbers

Who Should Attend?
Anyone who needs to produce high quality, accurate work in their role whether through typing, data entry or checking others' work.

The other related courses that we run include:

- Assertive Behaviour
- Business Letter Writing
- Business Report Writing
- Coaching and Mentoring
- Customer Complaint Handling
- Customer Service Excellence
- Delegation Skills
- Internal Communication Skills
- Maximising Telesales
- Minute Taking
- Negotiating Techniques
- Perfecting Time Management