

## Welcome to LTI Solutions

LTI Solutions provides high quality training, coaching and development for your managers and staff at a reasonable price. We help develop your business and people to achieve peak performance in whatever you do.

### 1. Our services

Our aim is to develop organisations through their people. We provide a **wide range of training courses** and we work closely with you to tailor the objectives and content to your needs.

We use **accelerated learning** in our course design. This means delegates enjoy a practical and interactive experience where they learn and retain more.

We provide **performance coaching** services, where we work one-to-one with people, or in small groups, to raise levels of skill and ability. Our **Prism360**® tool combines coaching with on-line 360° appraisal. This targets development where it counts.

**Our guarantee:** every person leaves us with an action plan to improve their work performance and the drive to achieve it.

Our depth of experience in particular areas enable us to provide specialist services to organisations. We can author, edit and proof written material using **plain business English**. We can provide support for your **Human Resource or Personnel Service**. We can provide **Project Management** support and services from establishing the brief to completion and post project review.

### 2. LTI profile

LTI Solutions has been in business since 2003, however, our depth in training, coaching and developing people goes back much further. The practitioners we use in our company all have well over ten years experience in developing people. Our sector experience covers a wide breadth: blue chip, retail, education, Government, finance and banking, manufacturing, health and small to medium enterprises.

Martin Searle set up the company following 20 successful years working in the public and private sectors. Martin has a BSc Psychology (Honours) degree and his background is in people management, organisational development and project management.

Martin is a Chartered Member of the Chartered Institute of Personnel and Development (CIPD), the leading professional body for managing and developing people at work. He has a Diploma in Performance Coaching and is trained in plain English writing techniques.

Our clients are drawn from a wide range of sectors for instance, Universities, local Authorities and businesses - large, medium and small.

We pride ourselves on the breadth and depth of experience we can offer you. By using us you will find that we are professional, reliable and supportive at all times. Also, for the quality of service you receive you will find our rates are highly competitive.

### 3. Our approach

For each assignment we listen to your business needs and the needs of your participant managers or employees. We then provide you with a proposal - a tailored solution - to meet the needs.

Our **training programmes** are well structured with quality content. Case studies, exercises and advice are grounded in real experiences and we can tailor exercises to your sector.

We provide training courses and workshops in four areas:

- Communication skills including business writing skills
- Management Development including project management
- People management skills
- Personal Effectiveness including time management

We use accelerated learning techniques with plenty of involvement and participation. Delegates feel supported in their learning but challenged in the right way, so that they can improve their skills and understanding.

We communicate in plain English so that people pick up information in a clear and concise way. We like to keep things as free of jargon as possible.

Our **coaching services** help people develop to their full potential. We use a range of techniques to assist the individual in moving towards achieving their goal. These are drawn from NLP (neuro-linguistic programming), emotional intelligence, transactional analysis and well-grounded psychological theory.

### 4. Our Training workshop portfolio

The course titles below indicate the breadth of subjects we cover. For most, outline course programmes can be downloaded at [www.ltisolutions.co.uk](http://www.ltisolutions.co.uk). Each can be tailored to suit your organisational needs. We are constantly updating this portfolio.

### 5. Contact us

You can contact us via telephone or e-mail below. If we are not available we aim to respond within 24 hours of your message.

## Course and Workshop Titles

### Communication Skills

1. Advanced Report Writing
2. **Agenda, Note-taking and Minutes**
3. Assertiveness Skills
4. **Better Letters and e-mails**
5. Customer Care Skills
6. **Effective Interpersonal Skills**
7. Effective Writing skills: introduction to Plain Business English
8. **Impact: Writing for Marketing (brochures, leaflets, flyers and web)**
9. Presentation and Public speaking skills
10. **Read Fast and Remember (speed reading)**
11. Report Writing Skills
12. **Selling to win**

### Management Development

13. Creating a Customer Service Culture
14. **Experienced Manager's Refresher Workshop**
15. First Time Manager
16. **Getting the Best from the Team**
17. Introduction to Management
18. **Leading and Chairing Meetings**
19. Leading and Managing Change
20. **Middle Manager Development 5-module programme**
21. Negotiation for Results
22. **Project Management - one day, two day and three day**
23. Supervisory Skills 5-module programme
24. **The New Leaders: leadership in the 21<sup>st</sup> century**

### People Management Skills

25. Age and Employment: a manager's guide
26. **Coaching and Developing People**
27. Disability Confident
28. **Eliminating Harassment and Bullying at work**
29. Getting The Best from People
30. **Interview Skills**
31. Making Appraisals Work
32. **Managing Absence**
33. Managing Difficult People
34. **Managing Discipline and Grievance**
35. Managing Equality and Diversity at work
36. **Successful Recruitment and Selection**
37. Train the Trainer

### Personal Effectiveness

38. Creativity Unleashed
39. **Managing Personal Change**
40. Managing your Career
41. **Personal Effectiveness**
42. Presenting Positively for Job Opportunities
43. **Problem Solving and Decision Making**
44. Thriving under pressure: avoiding and managing stress
45. **Time Management and Self-Organisation.**

## Our Clients

**Arun District Council**  
**Ashford Borough Council**  
**Bank of Kuwait**  
**British Transport Police**  
**BZC Limited**  
**Canterbury City Council**  
**Cassidy Davies Insurance**  
**Chartered Institute of Purchasing and Supply**  
**Canterbury, Christ Church University**  
**Cordie Limited**

**Crawley Borough Council**  
**Crawley Homes**  
**Diageo**  
**DVS Limited**  
**Eastbourne Borough Council**  
**Gulf Bank**  
**Hastings Borough Council**  
**Horsham District Council**  
**iManage Performance Limited**  
**Inspire Leisure**

**Lewes District Council**  
**London Metropolitan University**  
**London Underground**  
**Medway Unitary Council**  
**Mid-Sussex District Council**  
**MTV**  
**Rother District Council**  
**SEEDA**  
**South Downs Conservation Joint Committee**  
**Sussex Training Consortium**

**Swale Borough Council**  
**TEBS**  
**1066 Housing**  
**Tunbridge Wells Borough Council**  
**Unicorn e-learning**  
**University of Brighton**  
**University of Sussex**  
**VT Careers**  
**Wealden District Council**  
**West Sussex County Council**