



Training Resources from Fenman

Toolkits / Training Games / Activity Packs / CD-ROM resources



Toolkits

Toolkits provide you with the instruments and checklists needed to develop your own professional skills and knowledge as a trainer

Toolkit for Organisational Change

Plan, communicate and implement change and encourage people to step out of the 'business as usual' mentality **£199 + carriage + VAT**

The Business Writing Toolkit

105 valuable tools to give your people the confidence and skills in using business writing to benefit themselves and your organisation **£249 + carriage + VAT**

The Competency Toolkit

A practical and pragmatic resource that describes each step in the process of creating and implementing a competency framework **£249 + carriage + VAT**

Excellent Customer Service

Comprehensive coverage of all areas of customer care **£249 + carriage + VAT**

Managing Age Diversity

Interesting, relevant and effective training interventions that will enable you to create an enriched organisational culture **£249 + carriage + VAT**

The Emotionally Intelligent Trainer's Toolkit

Assess your current view and self-awareness of EQ in training **£249 + carriage + VAT**

The Action Learning Toolkit

Harness the power of Action Learning as a way of finding solutions to any workplace issue **£199 + carriage + VAT**

Developing a Learning Organisation

Inspire people at every level in your organisation to embark on the adventure of learning **£199 + carriage**

First-time Leadership

22 fresh ideas that will have your people focussing on what leaders do, rather than who they are **£249 + carriage + VAT**

Practical Decision-Making Skills for Managers

Help inspire considered, thoughtful decision-making in your organisation **£249 + carriage + VAT**

Learning Needs Analysis

Help your managers understand the importance of identifying learning needs in people development **£199 + carriage**

Developing People: The Manager's Role

Use these activities to help managers view 'developing people' in the context of their own objectives and results **£199 + carriage**

The Performance Management and Development Toolkit

How to establish an effective performance management and development programme **£199 + carriage**

The Assessment and Development Centre Toolkit

Design, develop and implement your own Centre, complete with superb exercises **£249 + carriage**

The Induction Toolkit

Harness new starters enthusiasm, motivation and fresh ideas by settling them into the company quickly **£249 + carriage + VAT**

Talent Management

Identify, nurture and retain talented staff within your organisation, whatever their current position **£249 + carriage + VAT**

101 Questionnaires, Checklists and Proformas

101 easy-to-use tools that will help you and your managers learn and develop **£249 + carriage + VAT**

The Evaluation Toolkit

The complete guide to assessing the outcome of training, enabling you to build a strong business case **£249 + carriage**

Practical Training Skills

The complete guide to preparing and delivering training sessions **£249 + carriage**

The New Trainer's Toolkit

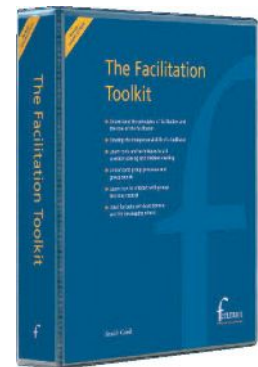
Key training techniques, clearly explained – and thoroughly tested by experienced trainers **£249 + carriage**

The NVQ Assessor Toolkit

This toolkit is packed with helpful advice, valuable tips and loads of support for everyone involved in assessing NVQs **£249 + carriage + VAT**

The Facilitation Toolkit

All the skills, tools and techniques you'll need as an effective facilitator **£249 + carriage + VAT**



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Training Games

Training Games are designed to make your delegate's experience different, more meaningful and, above, all, FUN!

10 Top Teambuilding Games

Working within and across teams is critical to the success of many businesses. Their communication skills and understanding of each other's personalities and strengths will enable them to work more effectively and productively.

The 10 complete games in *10 Top Teambuilding Games* are ready to go – all the materials are included – battleships, pegs, dice, counters, plans, game cards, pencils, delegate handouts and trainer's guides. You could use one of these games in practically any teambuilding course you run, from communication to creativity, from decision making to planning and much more! *£497 + carriage + VAT*



Activate!

15 card games that can be used in over 60 different ways to organise, energise and create learning opportunities.

- **Organise:** sort or sequence participants, assess needs, summarise a session ...
- **Energise:** lighten the mood, encourage interaction, change the dynamics ...
- **Activate:** open a discussion, illustrate a point, explore a concept, provide an experience ...

Each card game in *Activate!* comes in its own case, and all 15 are packed into a handy carry case – you can slip one or more into a pocket or briefcase. This simple, yet powerful, concept will mean that you are never at a loss for an activity – keep them at your side at all times!

£149 + carriage + VAT

Professional resources for self-development

Train the Trainer

Train the Trainer is a self-directed learning product, written and developed by training professionals. It comprises case studies and articles that are based on solid research, and offers practical tips and techniques in a bite-size form that can easily be implemented into the learning environment. *£190 + carriage for the complete resource*

Coach the Coach

Coach the Coach is a step-by-step guide to self-development for coaches. It has been designed with professional coaches in mind, but it will also be relevant and hugely beneficial to all business people who use coaching as a management and people development tool.

£127.50 + carriage for the complete resource

Management Essentials

Management Essentials is a powerful resource for management development, providing all the core skills that an effective, high performing manager must have. It introduces a wide range of management techniques, and addresses both the wider view and the detail by providing practical support to develop new skills, ideas and practices. *£125 + carriage for the complete resource*



The Training Games Compendium

The eight complete games in *The Training Games Compendium* are ready to go - all the materials are included - playing cards, blindfolds, stepping stones, game cards, pens, delegate handouts and trainer's guides.

- Clear, practical and easy-to-use for facilitators and participants
- Embraces all learner styles, learner-centric games
- Games to help the learning process across the whole organisation
- Eight games plus 21 variations.

The individually packed games are flexible, practical, and packed with excitement, fun and learning opportunities. You and your participants can't help but have a great time! *£397 + carriage + VAT*

10 Top Customer Service Games

The 10 complete games in *10 Top Customer Service Games* are ready to go - all the materials are included for up to 12 players for each game - game cards, dice, wheel spinner, counters, players' and facilitator's instructions. There are timings and applications grids, and suggestions for using the games from 'mini' sessions to a 2-day course.



Key learning points

- Interact with both internal and external customers
- Clarify the skills involved in delivering great customer service
- Remove internal barriers to the service your organisation provides
- Become acutely aware of all the signals given off by customers
- Adopt appropriate behaviour dependent upon the mood of your individual customers
- Build questioning skills to discover the customer's needs and desires.

£497 + carriage + VAT

NB: Due to their nature, the Training Games products listed on this page are non-returnable

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Activity Packs

Activity Packs are ready-to-use resources for you to dip into and extract materials to enhance your training sessions



Diversity

Valuing Diversity at Work

21 activities focussing on the business benefits to be gained from valuing all people, regardless of age, gender, race, personal circumstances or disability £249 + carriage

Working with Disability

Explains the Disability Discrimination Act, and how it can be used as a basis to make the work environment more user-friendly £249 + carriage

Emotional intelligence

Using Emotional Intelligence at Work

Introductory activities for developing EQ. What it is, why it's important and how it contributes to success £249 + carriage + VAT

Developing an Emotionally Intelligent Team

Enhance the capability of your teams by giving them understanding of the soft issues as well as their tasks £249 + carriage + VAT

Leadership

30 Practical Exercises: Successful Leadership

30 easy-to-use activities to help you consolidate your training efforts for the leaders in your organisation £199 + carriage + VAT

Developing Teams: The Leader's Role

20 activities designed to help you develop highly-motivated and confident team leaders £199 + carriage

Management

The Essentials of Management

A compendium of core skills for management development training £249 + carriage + VAT

Managing People through Change

These 19 activities deal with the human side of organisational change £249 + carriage

The Project Management Activity Pack

Ensure your managers have the skills to successfully plan and manage projects £249 + carriage + VAT

Delegation Skills

Use these activities to show your managers how to create an empowered and motivated team £199 + carriage

Creative Problem Solving

Encourage everyone to look at problems and opportunities from new and innovative angles £249 + carriage

Time to be Effective!

Explore why people haven't used time management techniques in the past – and how to find approaches that work for them £249 + carriage + VAT

Continuing Professional Development

Make sure your people plan and take advantage of learning opportunities to become more effective at work £199 + carriage

NLP for Business Excellence

This manual sorts all of the really useful ideas surrounding NLP from the more obscure ones and demonstrates the concepts vividly £199 + carriage

Mentoring and Coaching

Mentoring

How to implement and improve a mentoring programme within your organisation. £249 + carriage + VAT

CD-ROM version also available – see page 7.

The Coaching Skills Activity Pack

Tap into these goal-focussed activities to inspire performance coaching that really gets results £249 + carriage

The Manager as Trainer, Coach and Guide

Covers everything from preparing and conducting a coaching session, to evaluating learning outcomes £249 + carriage

The Feedback Skills Activity Pack

Develop the feedback skills of your managers so they can use it everyday – not just in appraisals £199 + carriage

Managing Tricky Situations Involving People at Work

Managers must be able to deal professionally and sensitively with awkward situations involving people at work £249 + carriage + VAT

Motivation and People Management

Motivation in Practice

Help your managers understand key motivational theories, and apply them in their own work context £249 + carriage + VAT

30 Practical Exercises: Making Motivation Work

Motivation works when managers understand their team and understand what motivates them £199 + carriage + VAT

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Activity Packs continued

Communication Skills

Communication Skills

22 training activities covering listening, questioning and influencing skills and team communication techniques *£249 + carriage + VAT*

Negotiation Skills

Become an effective negotiator, in formal negotiations and day-to-day between colleagues *£249 + carriage + VAT*

Influencing Skills

Build strong relationships and achieve goals with these 22 influencing activities *£249 + carriage*

Essential Interpersonal Skills for Outstanding Managers

Develop an insight into how other people think, feel and act *£199 + carriage + VAT*

The Assertiveness Skills Pack

Recognise and respond appropriately to the three broad styles of assertive behaviour *£249 + carriage + VAT*

Conflict Resolution

Dealing with Difficult and Aggressive Behaviour

19 practical activities to give people the skills they need to handle aggressive or unwelcome behaviour *£249 + carriage + VAT*

Managing Conflict

20 proven activities to develop techniques for managing conflict effectively and to achieve positive outcomes *£249 + carriage*

Discipline and Grievance: 30 Case Studies

A practical resource for all trainers and managers who deal with discipline and grievance at work, giving people the skills and confidence to tackle these issues *£249 + carriage + VAT*

Competencies

The Competencies Activity Pack

Show how Competencies work in practice using these 20 practical hands-on activities *£249 + carriage + VAT*

Sales Skills

Ten-Minute Sales Skills

This resource can be used for training die-hard sales people to customer service staff – anybody who is involved in the sales process *£249 + carriage + VAT*

Call Centres: Maximising Performance

These activities focus on the vital issues and challenges that apply to all call centre environments *£249 + carriage*

Selling through Customer Service

Get your customer service team spotting buying signs, triggering needs and encouraging customers to want to buy *£199 + carriage*

Activities and Energisers

Best of Icebreakers and Endings

100 top activities to ensure you start and end every session with impact! *£249 + carriage + VAT*

Best of Energisers and Pacechangers

100 easy-to-run activities to give your group a change in tempo *£249 + carriage + VAT*

101 Great Training Games

You'll find a use for at least one of these great games in every training session! *£249 + carriage + VAT*

Training that Sticks!

50 creative approaches for using Post-it® Notes in training *£199 + carriage*

Light Bulb Learning

Gain real commitment in your training sessions with 50 energetic training activities *£199 + carriage*

The Trainer's Treasure Trove

A remarkable collection of ideas, tactics, tools and techniques for all occasions *£199 + carriage*

Flipchart Session Shakers

50 ready-to-run activities which require minimal resources and minimal preparation but giving you maximum flexibility *£199 + carriage*

Session Shakers

50 short activities to liven up any training session *£199 + carriage*

Training Games for Trainers

Over 130 games for every need – from energisers to interpersonal skills and much more! *£249 + carriage + VAT*

CD-ROM version also available – see page 7

Customer Service

Ten-Minute Customer Service

How to tackle face-to-face, telephone, written and electronic customer service *£249 + carriage + VAT*

30 Practical Exercises: Improving Customer Care

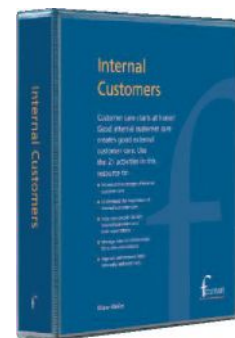
Comprehensive coverage of all aspects of customer service to create and maintain high standards *£199 + carriage + VAT*

The Customer Care Pack

20 activities that focus on making improvements to the way your participants work with customers *£249 + carriage*

Internal Customers

Activities to sustain a customer care culture amongst teams and between departments *£199 + carriage*



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Activity Packs continued



Stress and Health

Stress Management at Work

Understand the true nature of stress, and harness it for improved performance and a better quality of life *£249 + carriage + VAT*

101 Ways to Manage Workplace Stress

Packed with tools for recognising stress, reducing pressure and enhancing performance

£249 + carriage + VAT

Ten-Minute Health, Safety and Responsibility at Work

These 50 ten-minute sessions cover everything from fire procedures to harassment, bullying and more *£249 + carriage + VAT*

Team Working

Teams in Action

Help your team members to understand why their team exists and how their contributions affect overall performance *£199 + carriage*

Winning Teams

Create teams that do better, teams that beat expectations and teams that deliver faster *£199 + carriage*

Team Triumphs

20 challenging, intriguing and innovative activities that cover a wide range of performance subjects *£199 + carriage*

Indoor and Outdoor Team Development

Locate and deliver ready-to-run, powerful teambuilding activities *£199 + carriage*

The Team Repair Kit

Revitalise weakened and under-performing teams with these 21 powerful activities *£199 + carriage*

Team Challenges

15 competitive activities to help teams share responsibility, take collective decisions and think creatively *£249 + carriage*

The Team Working Activity Pack

Includes case studies, role-plays and team working activities designed for developing teams *£249 + carriage + VAT*

The Team Leader's Development Manual

Help supervisors and team leaders to become effective leaders and communicators *£249 + carriage + VAT*

Recruitment, Selection and Induction

Recruiting and Keeping the Right People

Help managers to develop their skills and knowledge of recruitment and employee retention

£199 + carriage

Interviewing Skills

Ready-made activities that take a step-by-step approach to improving your people's interviewing abilities *£249 + carriage*

Train the Trainer

New Ideas for Trainers: 70 Ways to Reinvent your Training

Ideas and activities to refresh and revitalise *£249 + carriage + VAT*

Storytelling for Trainers

50 versatile stories to augment virtually any training session – each with its own ready-to-use activity *£199 + carriage*

The Ten-Minute Trainer

Stimulating, focused training in just 10 minutes! *£249 + carriage + VAT*

Using Accelerated Learning Techniques

How to make the best use of Accelerated Learning techniques in your training *£249 + carriage + VAT*

Performance Management

Skills of Appraisal and Performance Review

Ready-made activities that will get everybody practicing effective performance review skills *£249 + carriage + VAT*

Ten-Minute People Development

Run a 10-minute session on a whole range of topics related to people development *£249 + carriage + VAT*

Managing the Poor Performer

Give your managers the confidence and ability to deal with poor performers *£249 + carriage + VAT*

30 Practical Exercises: Reducing Absenteeism

Learn and practise the skills needed to get to the root cause of absenteeism *£199 + carriage + VAT*

Setting Objectives and Seeing Them Through

Improve the use of performance objectives in your organisation *£199 + carriage + VAT*

Presentations and Meetings

Advanced Presentation Techniques

Train your senior people to speak winningly on any topic at a moment's notice *£249 + carriage + VAT*

Presentation Skills

Help your participants develop confidence in delivering presentations *£249 + carriage*

Effective Meetings

All the skills and techniques needed to plan, lead and participate effectively in meetings *£249 + carriage*

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CD-ROM resources – portable and easy to use!

Training Placemats

Training Placemats offers learners a novel way of keeping focused on the subject. They promote the concept of 'constructive doodling' whereby learners benefit by noting and drawing as part of the learning process. Other learners will benefit from simply having the placemats in front of them to remind them of key ideas and concepts. £97 + carriage + VAT

Training Placemats 2: Managing Workplace Issues

Training Placemats 2 follows the same format as the original best-selling *Training Placemats*, but the 21 placemats in this volume concentrate on a wide variety of workplace issues. These include health & safety, discrimination, fraud prevention, data protection, drugs & alcohol in the workplace and many other relevant issues. £97 + carriage + VAT

Training Templates

Training Templates has all the routine documents you need to make your sessions run like clockwork! These invaluable templates will save you hours of routine planning, so you can do more of the real design and delivery of the course. The templates cover joining instructions and pre-course questionnaires to a session checklist, planning chart and learning log. £97 + carriage + VAT

Training Games for Trainers CD-ROM

This CD-ROM is packed with 135 practical games that can be used to enhance any training session. A trainer's guide is included, containing activity listings, applications grid, timings and instructions. £175 + carriage + VAT

Mentoring CD-ROM

Using the 20 ready-made activities in this CD-ROM, you'll be able to introduce a successful mentoring system to your organisation. Mentors will also be able to link the learning to other development activities such as performance reviews and development planning. £175 + carriage + VAT

NB: Due to their nature, the CD products listed on this page are non-returnable



Trainer's Portfolio CDs

The *Trainer's Portfolio* series of CDs are designed to be used by training specialists for the formulation of development strategies and the design of high quality learning interventions. These resources contain an extensive range of topics that have been written by a team of learning & development specialists. Each CD is bursting with information and ideas including leading thinking, models and strategies, good practice examples and top tips. There is also an extensive toolkit for trainers, which includes activities, diagnostics, handouts and slides. These are all ready to use and are provided as standard Word documents that can easily be customised and amended to suit your own requirements.

Trainer's Portfolio CD titles:

- **Accelerated Learning** *NEW TITLE*
- **Analysing Development Needs** *NEW TITLE*
- **Career Management**
- **Change Management**
- **Coaching & Mentoring**
- **Corporate Social Responsibility & Ethics**
- **Creating Great Teams**
- **Customer Care**
- **Developing People Effectively**
- **Facilitation** *NEW TITLE*
- **Interpersonal Communication**
- **Leadership**
- **Management Development** *NEW TITLE*
- **Managing Diversity** *NEW TITLE*
- **Negotiation & Influencing**
- **Performance Management**
- **Project Management**
- **Recruitment & Selection** *NEW TITLE*
- **Strategic HR** *NEW TITLE*
- **Talent Management** *NEW TITLE*

£125 + carriage + VAT each

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