

TRAINING APPLICATIONS REFERENCE GUIDE

Use this at-a-glance reference chart to determine the primary skills that each of the Trainer Toolkits focus on.

 SKILLS	TOOLKIT													
	The Action Learning Toolkit	The Assertiveness Skills Pack	Communication Skills	Counselling Skills At Work	The Customer Care Pack	Developing Teams: The Leader's Role	Developing People: The Manager's Role	The Evaluation Toolkit	The Facilitation Toolkit	First-Time Leadership	The Induction Toolkit	Learning Needs Analysis	Light Bulb Learning	
Accountability				●		●			●					
Assertiveness	●	●	●		●	●	●							
Attitude				●		●	●	●	●			●	●	
Change Management	●	●		●		●	●		●		●	●	●	
Coaching And Mentoring	●	●	●	●	●	●	●		●	●			●	
Communication Skills	●	●	●	●	●	●	●		●	●	●	●	●	
Conflict Management		●	●		●	●	●		●	●			●	
Creativity / Creative Thinking					●			●					●	
Customer Service and Sales		●	●		●									
Decision Making								●	●					
Delegation				●		●			●					
Emotional Intelligence					●				●					
Employee Development	●	●	●		●	●	●		●			●	●	
Facilitation	●							●				●		
Feedback	●	●	●	●	●	●	●	●	●			●	●	
Games / Energizers / Icebreakers		●		●	●								●	
Group Effectiveness	●	●	●		●								●	
Leadership	●	●	●		●		●		●	●	●			
Learning Methodologies	●	●	●		●		●	●				●	●	
Management / Supervision Skills		●	●	●	●	●	●	●	●	●				
Meetings			●					●				●		
Motivation	●	●	●		●	●	●		●	●	●	●	●	
Negotiation		●	●						●				●	
Organizational Effectiveness	●	●	●	●		●		●	●			●		
Organizational Learning	●	●	●				●	●				●	●	
Performance Appraisal		●	●	●		●	●	●						
Performance Management				●	●	●	●			●	●			
Personal Development	●	●	●	●		●	●	●	●			●	●	
Presentation Skills			●									●	●	
Problem Solving	●		●		●	●		●					●	
Project Management					●							●		
Recruitment / Induction										●				
Teamwork / Team Building	●	●	●		●			●	●				●	
Telephone Skills			●	●										
Time Management		●						●	●					
Train-The-Trainer		●				●	●			●	●	●		
Writing Skills			●	●			●							



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	Managing Change	Mentoring	The New Trainer's Toolkit	The Performance Management And Development Toolkit	Skills Of Appraisal And Performance Review	Storytelling For Trainers	The Supervisor Development Pack	The Team Working Activity Pack	Teams In Action	Time To Be Effective	The Trainer's Treasure Trove	Training Games For Trainers	Training That Sticks!	Using Emotional Intelligence At Work	
Accountability			●	●	●				●						
Assertiveness			●		●					●		●			
Attitude	●		●	●	●		●			●	●		●		
Change Management	●			●	●			●	●		●	●	●		
Coaching And Mentoring		●		●	●		●		●	●		●			
Communication Skills	●	●	●	●	●	●	●	●	●	●	●	●	●		
Conflict Management	●		●		●	●	●	●			●		●		
Creativity / Creative Thinking	●		●	●	●		●		●	●	●	●	●		
Customer Service and Sales				●							●		●		
Decision Making	●				●	●	●	●	●		●		●		
Delegation					●	●	●	●	●			●			
Emotional Intelligence					●						●		●		
Employee Development	●	●		●	●	●	●		●	●			●		
Facilitation	●	●	●				●	●				●			
Feedback	●	●		●	●		●	●		●	●	●	●		
Games / Energizers / Icebreakers			●		●		●			●	●	●			
Group Effectiveness	●				●		●	●	●	●	●		●		
Leadership	●			●	●	●	●	●	●		●	●	●		
Learning Methodologies			●	●	●					●	●	●			
Management / Supervision Skills	●	●			●	●	●	●					●		
Meetings		●	●		●	●	●			●					
Motivation		●		●	●	●	●		●	●			●		
Negotiation	●						●	●			●				
Organizational Effectiveness	●	●	●	●	●	●	●	●	●	●					
Organizational Learning		●	●		●	●				●	●	●	●		
Performance Appraisal					●							●			
Performance Management		●		●	●		●					●			
Personal Development	●	●	●	●	●	●	●		●	●	●	●	●		
Presentation Skills			●							●		●			
Problem Solving	●	●	●		●	●	●	●	●	●	●	●	●		
Project Management	●	●	●					●							
Recruitment / Induction					●							●			
Teamwork / Team Building	●		●		●	●	●	●	●	●	●	●	●		
Telephone Skills							●				●				
Time Management	●		●			●	●	●	●			●	●		
Train-The-Trainer			●		●					●	●	●			
Writing Skills			●						●	●		●			



