

Learning that Meets your Specific Needs

Available as Nutshell modules...

Our extensive range of bite-sized learning sessions get right to the heart (or kernel if you prefer) of the matter.

Mix and match between Management Development, Agile and Project Management portfolios to provide a high value, personalised training programme. Build your own Microsoft software training courses from our comprehensive selection of End User Modules. Train your service team on the ITIL processes where they need extended knowledge.

Nutshell courses are entirely your own. Delivered at your site, you can be entirely flexible – your delegates can attend as many or few sessions as they wish during the day.

Management Development Modules

Communication

- ✦ Avoid death by Powerpoint
- ✦ Listen with empathy
- ✦ Be more assertive
- ✦ Your personality type

Creativity & Innovation

- ✦ Adopting the 5 key skills of innovators
- ✦ Listen with empathy

Personal Effectiveness

- ✦ Spend your time wisely
- ✦ The 7 habits of highly effective people

The 'happier' sessions (Positive Psychology)

- ✦ How to be happier – an overview
- ✦ Finding meaning in your work and life
- ✦ Being mindful – it's not just a buzzword
- ✦ Developing emotional resilience

Team Work & Coaching

- ✦ Belbin explained and your Belbin role*
- ✦ How to build an amazing team
- ✦ Using the GROW model to help your team

*Additional fee per Belbin team role profile

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Management Development Modules

Management & Leadership

- The key to motivating people
- Lean – Eliminating the seven wastes
- Create a compelling future for your team
- Meetings – no agenda, no actions, no point
- Authentic leadership – finding your true no

Business, Finance & Strategy

- Budget setting & cost control
- Balance sheets and P & L made easy
- Good strategy / bad strategy
- Tools for strategic business growth

Technical IT

Much of our end-user training portfolio can be put together using the Nutshell format to create high-value, focused Nutshell courses or programmes.

End User Training

- Microsoft Word Online
- Microsoft Excel Online
- One Drive for Users
- Teams for Users
- Microsoft Word
- Microsoft Excel
- Skype for Business Users
- Microsoft Outlook

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Project and Programme Management

Many, if not all, our Project and Programme management courses involve practical exercises which are used to reinforce learning outcomes. Depending on your Nutshell course needs we can also draw exercises from Project Phoenix, our project management simulation.

- Introduction to Project Management
- Stakeholder Engagements
- Communications
- Risk & Issue Management
- Planning & Scheduling
- Business Case Skills
- Benefits Management
- Management Controls
- Interpersonal Skills
- Project Management Boardroom Briefing

Agile and DevOps

We are happy to discuss any needs you may have in terms of Agile or DevOps Nutshell courses. Due to the nature of Agile rollouts, we find that these programmes are normally better constructed in consultation with our clients.

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IT Service Management

We can deliver much of the ITIL® syllabus as part of a modular nutshell course. All our ITIL® nutshell courses are based in the first instance around one or more of the 26 ITIL® Processes or associated activities. Nutshell courses are then created in tandem with our experienced ITIL® trainers. The final program may be 100% based around the nutshell training course or may include other services such as consultancy, coaching etc., to suit your needs.

Service Strategy Processes

- Financial Management (SS)
- Service Portfolio Management (SS)
- Strategy Generation (SS)
- Business Relationship Management (SS)
- Demand Management (SS)

Service Design Processes

- Service Level Management (SD)
- Capacity Management (SD)
- Service Catalogue Management (SD)
- Design Coordination (SD)
- Availability Management (SD)
- IT Service Continuity Management (SD)
- Information Security Management (SD)
- Supplier Management (SD)

Service Transition

- Change Management (ST)
- Transition Planning and Support (ST)
- Change Evaluation (ST)
- Knowledge Management (ST)
- Service Asset & Config. Management (ST)
- Release and Development Management (ST)
- Service Validation and Testing (ST)

Service Operation

- Incident management (SO)
- Request Fulfilment (SO)
- Event Management (SO)
- Problem Management (SO)
- Access Management (SO)
- Operational Activities (SO)

Associated Activities

- Managing Service Desk
- Aligning Service Management with Projects
- Requirements Definition
- Organisational Change for Service Management

We are always open to discussing other requirements, including with emerging approaches e.g. VeriSM and SIAM.