



Local | National | International

LEARNING AND DEVELOPMENT

Training directory

**harrison clark
rickerbys**
SOLICITORS



A PASSION FOR PEOPLE

This training directory has been designed to support your personal development plan. It offers ideas of the types of training courses that develop key skills in alignment with the competency framework.

The directory is a guide and offers ideas of training courses to enhance business skills and management and Leadership skills. However, you may have your own ideas of further training that you feel would enhance specific development areas. You may also wish to consider different forms of training, for example, webinars, coaching, mentoring and shadowing.

Compliance training will be covered by mandatory courses throughout the 2018/2019 training year and we will be working alongside Heads of Departments and Learning Leads to develop and facilitate the provision of technical and legal training.



Personal business skills

To enhance interpersonal and relationship skills, to develop individual attributes and qualities. To develop personal business skills that align with the Firm's values and culture.



Commercial business skills

To develop specific business acumen that will achieve and deliver results to shape the Firm's financial future and strategic goals and meet client needs.



Management and leadership skills

To bring out the best in the Firm's people, to inspire and develop individual talent, skills and expertise to deliver client needs and the Firm's vision and values.

Business skills

Commercial

- Time management
- EXCEL IT - Introduction / Intermediate / Advanced
- Word - Introduction / Intermediate / Advanced
- Decision making and Problem solving
- SOS - Introduction / Client contact / Matter creation / Billing / Time Recording
- Legal research - Lexis Nexis / PLC
- Ambition and career progression
- Speed reading
- Pitching skills
- Confidentiality
- Standards of service
- Creating the right impression
- Telephone Skills

Relationship management

- Challenging clients
- Dealing with complaints
- Understanding behaviours in a team
- Effective business and relationship management
- Client care
- Dealing with difficult clients and situations
- Client communication

Personal

- The balancing act - work/life balance
- Combating stress
- Developing resilience
- Communicating up - making that great impression
- Assertiveness
- Impact of positivity on business

Financial contribution

- Confident negotiating skills
- Firm's strategy
- Winning work
- Finance for non-finance managers
- Strategic business planning

Marketing the firm

- Maximising impact of internal and external referrals
- Powerful presentation skills
- Social Media - Writing blogs / Introduction to LinkedIn and Twitter / Utilising Social Media as a marketing tool
- Writing articles with impact
- Networking and building effective relationships



Management and leadership

- Coaching/mentoring
- Feedback
- Delegation
- Motivation/ team engagement
- Goal setting/ SMART
- Building relationships with your team
- Knowing your management style
- Review and redirect
- Empowerment
- From competent manager to effective leader
- Essential management skills
- Generating energy and well-being within teams to maximise performance
- Supervision
- Managing up and down
- Handling difficult conversations
- Inspire others to achieve success
- Emotional intelligence
- Building high performing teams
- Managing/ developing managers
- Strategic management and succession planning
- Performance management
- Recruitment and selection
- Disciplinary and grievance
- Sickness absence
- Team retention
- Appraisal training
- Dealing with and recognising stress



Birmingham

63 Church Street
Birmingham
B3 2DP

Cambridge

Compass House
Chivers Way
Histon
Cambridge
CB24 9AD

Cheltenham

Ellenborough
House
Wellington
Street
Cheltenham
GL50 1YD

Hereford

Thorpe House
29 Broad Street
Hereford
HR4 9AR

London

New Broad
Street House
35 New
Broad Street
London
EC2M 1NH

Thames Valley

100 Longwater
Avenue
Green Park
Reading
Berkshire
RG2 6GP

Worcester

5 Deansway
Worcester
WR1 2JG

Wye Valley

Overross House
Ross Park
Ross-On-Wye
HR9 7US

