

Full Course Guide

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Leadership

Being a Leader	READ MORE
Compassionate Leadership	READ MORE
Emotionally Intelligent Leadership	READ MORE
Leader as Coach	READ MORE
Transform your with Appreciative Inquiry	READ MORE

Management

Coaching Skills for Managers	READ MORE
Embracing Change	READ MORE
Enhancing Team Effectiveness	READ MORE
Introduction to People Management	READ MORE
Leading your Team and Raising the Bar	READ MORE
Managing for Efficiency and Effectiveness	READ MORE
Mastering People Management	READ MORE
Supervision Skills	READ MORE
The Art of Delegation, Motivation & Empowerment	READ MORE
The Essentials of People Management	READ MORE

Coaching

We believe that transformational coaching is the key methodology for raising self-awareness and enabling behavioural change. We offer both 1-2-1 and Team Coaching

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Finance & IT

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Excel Intermediate	READ MORE
Excel Advanced	READ MORE
Finance for Non-Finance Managers	READ MORE

Human Resources (HR)

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Conflict and Dispute Resolution	READ MORE
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Dealing with Grievance Matters	READ MORE
Developing Workplace Mediation Skills	READ MORE
Disciplinary Investigations and Hearings	READ MORE
Essential HR for Managers	READ MORE
How to run Effective Employee Forums	READ MORE
Interviewing and Onboarding	READ MORE
Recruiting and Interviewing Excellence	READ MORE

Mindset

Introduction to Emotional Intelligence	READ MORE
Using NLP to Improve your Communication	READ MORE
Mental Health Awareness at Work	READ MORE
Positive Psychology, Strengths & Resilience	READ MORE
Training the Brain - Mindfulness in the Workplace	READ MORE
Unconscious Bias in the Workplace	READ MORE

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Click the course titles below to find out more

Effective Communication

Assertiveness, Self Confidence & Communication	READ MORE
Becoming a more Confident and Assertive Woman	READ MORE
Dealing with Difficult People and Negativity	READ MORE
Emotionally Intelligent Communication	READ MORE
Negotiation Skills	READ MORE
The Essential Art of Persuasion and Influence	READ MORE

Customer Service

Building Client Rapport (Conversational Selling)	READ MORE
Building Effective Customer Relationships	READ MORE
Customer Service Excellence	READ MORE
Emotionally Intelligent Selling	READ MORE
Managing Challenging and Demanding Customers	READ MORE
Managing Customer Expectations and Handling Dissatisfaction	READ MORE
The Art of Selling	READ MORE

Bespoke training

Much of the work we do at Crisp is tailored to accommodate to the unique needs of our clients. If you can't see the course you're looking for here, please give us a call, we can most likely put together a bespoke course for you and your team.

Essential Business Skills

Effective Meetings and Minute Taking	READ MORE
Introduction to Process Improvement	READ MORE
Introduction to Project Management	READ MORE
Powerful PowerPoint Presentations	READ MORE
Presentation Skills	READ MORE
Problem Solving and Decision Making	READ MORE
Time Management	READ MORE
Train the Trainer	READ MORE
Writing for Business and Marketing	READ MORE



Want to motivate and reward your team with an internationally recognised qualification? We can help

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