



Calendar of Events - 2023

What's on at
Tickety Boo HQ...
in 2023!

ABOUT US

Tickety Boo Training are one of Scotland's leading training, coaching and professional development organisations.

As specialists in organisational development, we have been supporting our clients to 'Explore, Soar and Grow' through the delivery of high-quality training & coaching interventions since our establishment in 1998.

We are an SQA, ILM, and REHIS accredited training provider, and are also accredited members of the Association of Coaching, with a proven track record in Executive, Personal & Team Coaching.

Our Open Course calendar

Ideally located in the beautiful, rural surrounds of Bridge of Allan in central Scotland, our Tickety Boo HQ provides a perfect, tranquil 'space to breathe' for individuals wishing to advance their careers through immersive learning experiences.

Our Open Courses are available to apply for now and detailed here, offering a range of development opportunities for individuals within ambitious organisations to advance, develop and grow.

Spaces are limited and our open course calendar is popular, therefore, we advise early booking to guarantee your place.

The benefits of attending one of our open courses include;

- Peer to peer networking with like-minded professionals
- The opportunity to share best practice and learn from other professionals in different sectors to your own
- Learning dedicated to you, with internationally recognised qualifications available





Institute of Leadership & Management (ILM)

LEVEL 5 AWARD IN LEADERSHIP & MANAGEMENT

Who should attend?

The Level 5 Award in Leadership and Management is designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities. More info is available here - <https://allticketyboo.com/training/leadership-management/>

What does it cover?

Developing and leading a team: this unit will support you to develop understanding and ability in developing & leading teams, as required by a practising or potential middle-to-senior manager.

Becoming an effective leader: this unit is to develop knowledge and understanding of effective leadership as required by a practising or potential middle manager.

How long does it take?

There are 5 x full day, interactive sessions & the final session includes a presentation. This programme is delivered in a blended style, with access to a variety of online learning modules to enhance face to face sessions.

Dates sessions are taking place in 2023 at Tickety Boo Training are as follows;

Course 1 dates:

Thursday 26th January
Wednesday 1st March
Tuesday 4th April
Tuesday 9th May
Wednesday 14th June

Course 2 dates:

Thursday 17th August
Tuesday 20th September
Tuesday 24th October
Wednesday 22nd November
Tuesday 19th December

LEVEL 3 AWARD IN LEADERSHIP & MANAGEMENT



Who should attend?

The Level 3 Award in Leadership and Management is ideal for individuals who have management responsibilities but no formal training and are serious about developing their abilities.

This programme particularly supports practising team leaders seeking to move up to the next level of management, and managers who need to lead people through organisational change, budget cuts or other pressures.

What does it cover?

- Leading and motivating a team effectively
- Understanding the communication process in the workplace
- Developing yourself and others

More information can be found here - <https://allticketyboo.com/wp-content/uploads/2022/05/ILM-Level-3-Award-in-Management-Overview-April-22.pdf>

How long does it take?

There are 4 x full day, interactive sessions & the final session includes a presentation. Sessions will take place at Tickety Boo Training.

Course 1 dates:

Wednesday 18th January
Wednesday 22nd February
Tuesday 28th March
Tuesday 2nd May

Course 2 dates:

Wednesday 16th August
Tuesday 19th September
Wednesday 25th October
Tuesday 28th November





Institute of Leadership & Management (ILM)

LEVEL 5 CERTIFICATE OR DIPLOMA IN EFFECTIVE COACHING & MENTORING

Who should attend?

The Level 5 Certificate in Coaching and Mentoring is ideal for managers with significant responsibility for coaching and mentoring as part of their day-to-day role. This Level 5 qualification will allow you to maximise your career opportunities while equipping you to deal with real-world leadership and management challenges. More detail can be found here –

<https://alltickyboo.com/courses/ilm-level-5-certificate-in-effective-coaching-and-mentoring/>

What does it cover?

- Understanding the Skills, Principles and Practice of Effective Coaching and Mentoring within an Organisational Context
- Undertaking an Extended Period of Effective Coaching or Mentoring within an Organisational Context
- Reviewing Own Ability as a Coach or Mentor within an Organisational Context

How long does it take?

There are 5 x full day, interactive sessions & the final session includes a presentation.

Course dates:

Wednesday 22nd February

Thursday 23rd March

Thursday 20th April

Thursday 18th May

Wednesday 21st June

LEVEL 3 AWARD IN COACHING & MENTORING



Who should attend?

The Award and Certificate in Coaching are designed for people in their first management roles, including team leaders and first-line managers. They are both ideal for individuals seeking to develop the tools, knowledge and confidence to coach people as part of their normal working role

What does it cover?

- Understanding good practice in workplace coaching
- Undertaking coaching in the workplace
- Reflecting on workplace coaching skills

More information can be found here - <https://allticketyboo.com/courses/ilm-level-3-award-in-effective-coaching/>

How long does it take?

There are 3 x full day, interactive sessions. Sessions will take place at Tickety Boo Training

Course 1 dates:

Wednesday 8th March
Thursday 6th April
Wednesday 3rd May

Course 2 dates:

Wednesday 30th August
Thursday 28th September
Tuesday 31st October





Practical Trainer Programme

Who should attend?

Managers, Heads of Department, Supervisors, Team Leaders and Trainers who are responsible for delivering on-the-job practical skills training

What does it cover?

The Practical Training Programme is designed to equip those responsible for on-the-job training with the confidence and skills to deliver practical training in the workplace

By the end of the programme, learners will be able to:

- analyse tasks in order to plan effective training
- design 2 practical training sessions using the ABC structure to meet specified needs
- deliver 2 short pieces of Practical Training
- provide constructive feedback to learners following practical training sessions

How long does it take?

This is an interactive 3-day programme.

Course 1 dates:

Tuesday 16th May
Wednesday 17th May
Tuesday 23rd May

Course 2 dates:

Wednesday 1st November
Thursday 2nd November
Wednesday 8th November



Group Training Techniques

Who should attend?

The Group Training Technique programme is suitable for Managers, Heads of Department, Supervisors, Team Leaders and Trainers who are responsible for delivering theoretical information to groups of people.

What does it cover?

This highly participative programme provide supervisory staff, management, team leaders and trainers with the necessary skills to design and deliver theoretical information (GTT) in an effective style.

This programme will help attendees to:

- Write and evaluate structured objectives
- Plan training to meet the defined objectives
- Identify appropriate methods to maximise the group's understanding
- Develop skills to engage all members of the group
- Ensure training is applied in the workplace
- Confidently deliver workshops, to any audience without stress and anxiety
- Create materials which “speak” to all four different energies and personality styles

How long does it take?

This is a 3-day interactive programme. Sessions will take place at Tickety Boo Training

Course 1 dates:

Tuesday 7th February
Wednesday 8th February
Tuesday 14th February

Course 2 dates:

Monday 28th August
Tuesday 29th August
Tuesday 5th September



Planning Training & Development

Who should attend?

This programme has been designed for individuals who want to focus on self-development, to build their knowledge and job performance skills. Also ideal for Managers or Supervisors who are responsible for the continual professional development of their team members.

What does it cover?

- Why is development so important?
- Approaching development systematically
- Job performance standards
- Identification of learning needs
- Setting and agreeing learning objectives
- Drawing up learning plans
- Evaluating learning objectives and plans

This programme will help attendees to:

- Approach people development in a systematic way
- Carry out a needs analysis exercise within your organisation
- Produce development plans to meet the needs of your staff
- Evaluate the effectiveness of learning objectives and plans

How long does it take?

This is a 3-day interactive programme. Sessions will take place at Tickety Boo Training

Course date: Monday 13th, Tuesday 14th & Tuesday 21st March 2023



GUEST SERVICE EXCELLENCE

Tickety Boo Training have developed a market-leading 'Guest Service Excellence' training programme, which is regularly used to train team members at some of Scotland's leading and most iconic luxury Hotels, Leisure and Accommodation resorts.

We are now offering this fantastic learning experience as an open course, available for smaller cohorts or individuals to attend at our HQ in Bridge of Allan. This two-day programme provides participants with the knowledge and skills to consistently deliver a customer experience that truly exceeds guest expectations.

Tickety Boo's Guest Service Excellence programme will ensure participants have the mindset, skills and ability to anticipate their guests needs, and have the courage to recommend suitable experiences, activities or services – leaving a lasting positive impression on guests as part of their overall experience.

Who should attend?

This programme is suitable for anyone in a customer facing role across the wider hospitality, catering or tourism sectors.

Tickety Boo Training will be running Guest Service Excellence at our HQ in Bridge of Allan on the following dates:

Course 1

Wednesday 10th May
Thursday 11th May

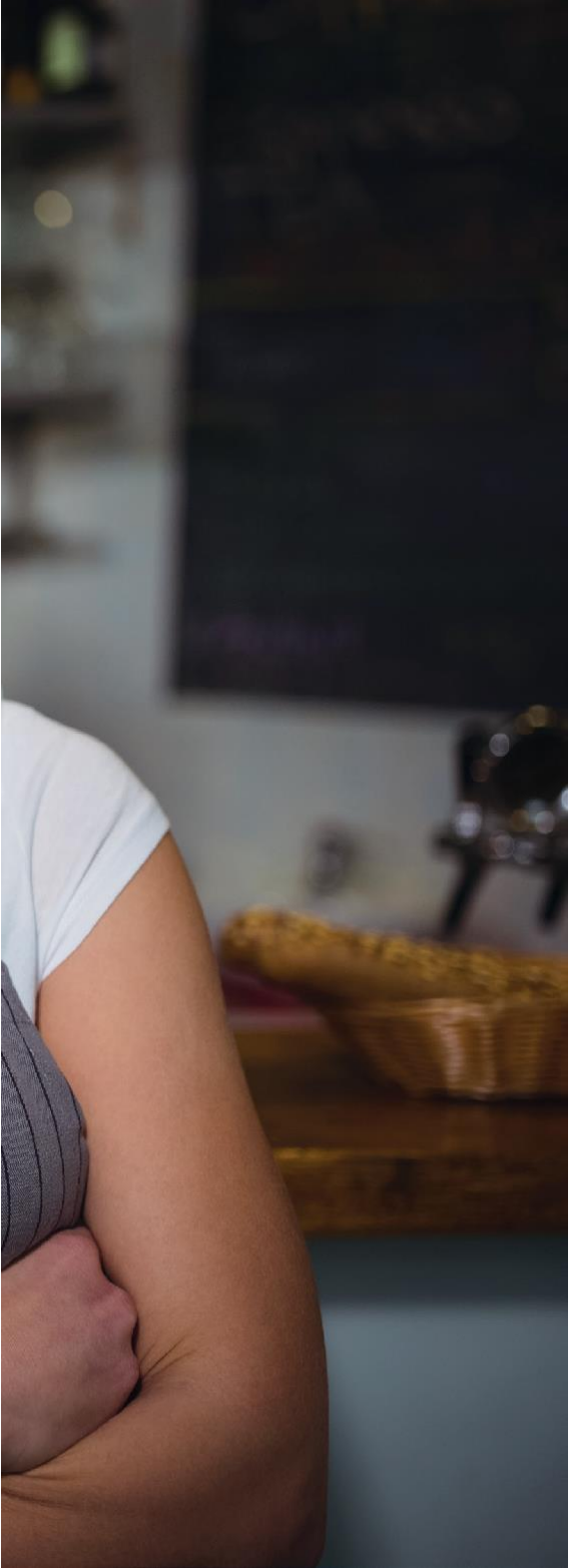
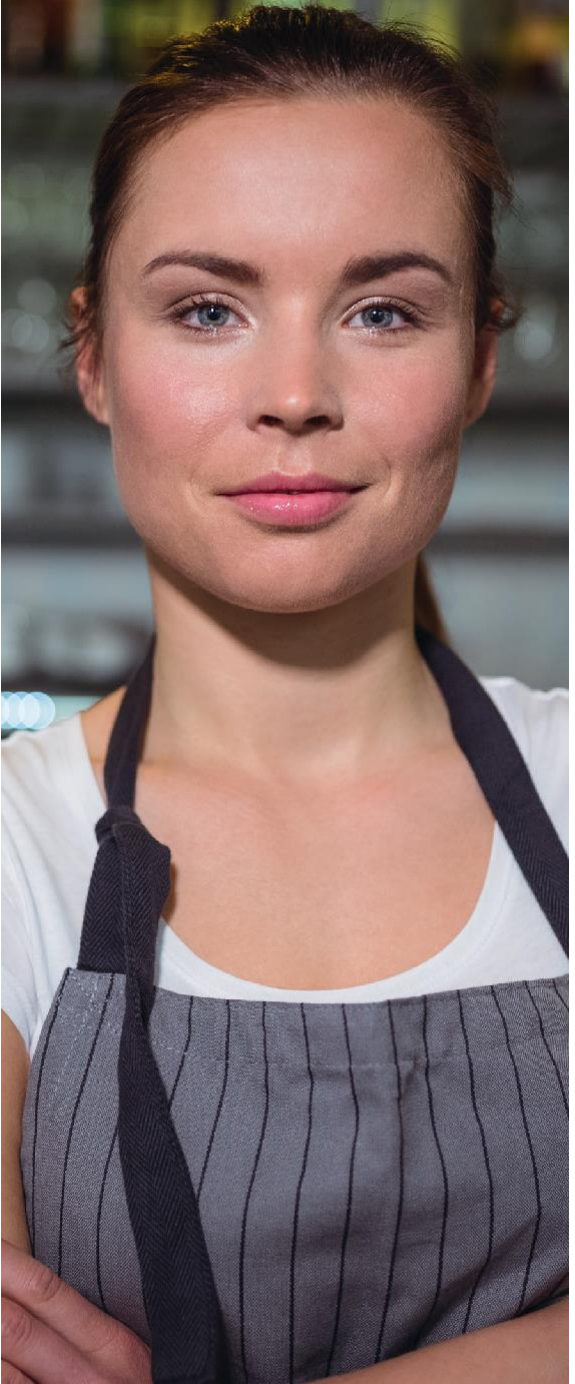
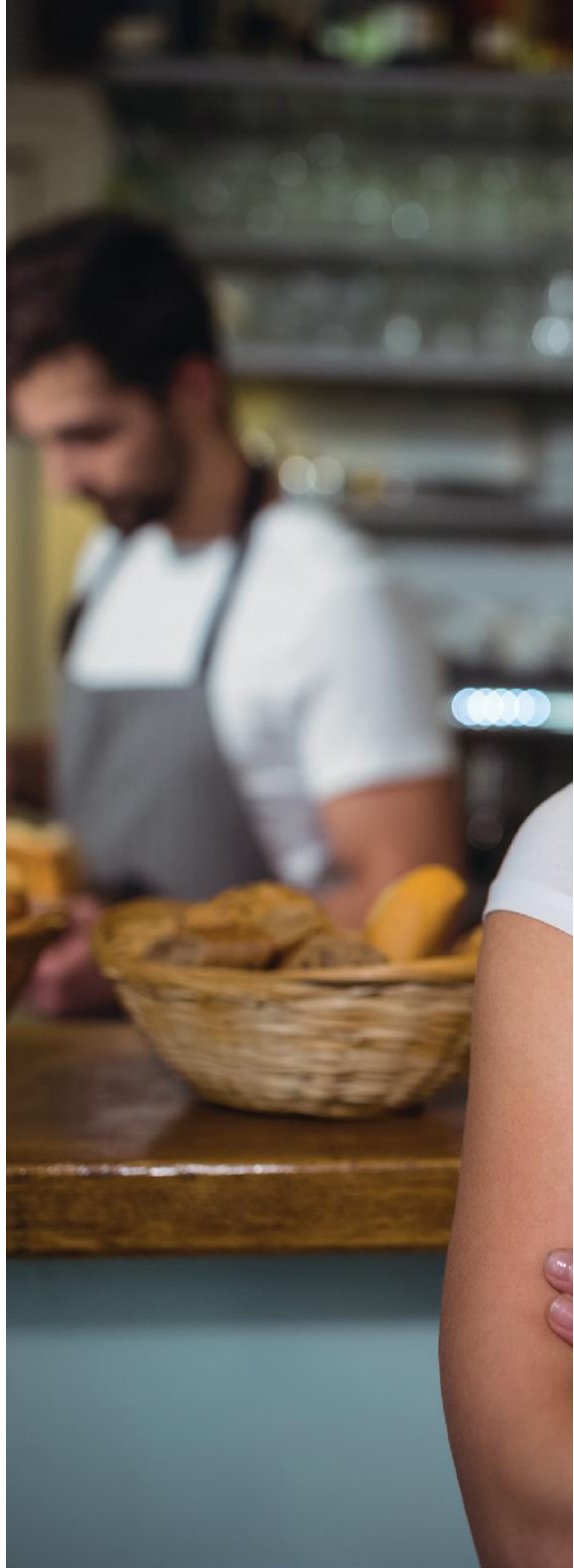
Course 2

Tuesday 26th September
Wednesday 27th September

Topics included in our Guest Service Excellence Programme:

What is customer service
Exceeding excellence
Effective communication
Personality profiling
FISH philosophy

It's Showtime philosophy
Getting the right information from our guests
Knowing your products
Asking for the business and getting it



Effective Selling

Who should attend?

All employees representing your organisation to your customers across any industry sector or job role. Those with the opportunity to connect and build rapport adding value to the customer experience and maximising the potential to increase sales.

What does it cover?

Through better understanding of your customer needs and identification of opportunity to recommend comes increased confidence in selling and successful conversion of those opportunities to revenue.

Throughout this interactive programme delegates will look at and practice all aspects of the customer sales journey from building deep rapport, creating a positive environment, identifying needs and benefits, heightening desire, overcoming objection and closing the sale.

More information can be found here - <https://allticketyboo.com/training/effective-selling/>

How long does it take?

This is a 2-day interactive programme. Sessions will take place at Tickety Boo Training

Course 1 dates:

Tuesday 18th April
Wednesday 19th April

Course 2 dates:

Tuesday 3rd October
Wednesday 4th October





LEGISLATIVE TRAINING BY TICKETY BOO

Scottish Certificate for Personal License Holders

Suitable for all owners, managers and supervisors in the on and off sales trade, enabling the application for a Personal Licence on successful completion. This will allow individuals to authorise and supervise the sale of alcohol. Those who are Named Premises Managers on a premises licence application must have this qualification. It is assessed formally with a 40 question multiple choice exam at the end of the training session and the Certificate is awarded and accredited by SQA for the purposes of the Licensing (Scotland) Act 2005.

DATES

- Thursday 16th February
- Wednesday 12th April
- Tuesday 6th June
- Thursday 3rd September

Elementary Food Hygiene

Suitable for all food handlers, this one day programme provides a general introduction to food hygiene issues including hazard analysis and provides the necessary knowledge and information needed to underpin good food safety practices in your establishment.

DATES

- Thursday 30th March
- Wednesday 24th May
- Tuesday 5th September



Disc Personality Profiling Workshop



Who should attend?

All employees representing your organisation who wish to develop their communication skills, their understanding of alternative personality styles and ability to build rapport with colleagues and clients.

Some aims and objectives of the workshop:

- To highlight individual strengths ,discuss how we can balance out any potential weaknesses
- We will have a deep drive into Personality profiling
- We will review the Personality feedback reports
- Discuss how we can improve our working relationships
- Understand our preferred way of working
- Discuss methods to adapt and connect with different colour energies
- How processes around communication could be improved to facilitate information, knowledge sharing and collaborative working
- Giving and receiving feedback in a constructive way

How long does it take?

This is a 1-day interactive workshop. Sessions will take place at Tickety Boo Training

Workshop1:
Tuesday 6th June

Workshop2:
Thursday 21st September



Emotional Intelligence Workshop



Who should attend?

Those who wish to develop their own levels of Emotional Intelligence. Managers and leaders who wish to better connect with their people.

Outcomes/Objectives:

By the end of this Emotional Intelligence workshop, you will be able to :

- Explain what Emotional Intelligence is and highlight the benefits that people and organisations can gain if they commit to developing their Emotional Intelligence abilities.
- Identify some of the tools and techniques that can help you to further develop your skills and abilities.
- Fully understand your own personal Emotional Intelligence Report
- Commit to practising some of the development suggestions highlighted in your report to help you to further develop your own personal levels of emotional intelligence.

How long does it take?

This is a 1-day interactive workshop. Sessions will take place at Tickety Boo Training

Workshop1:

Thursday 8th June

Workshop2:

Wednesday 13th September



QUESTIONS & BOOKINGS:

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