



CALENDAR OF EVENTS 2024 WHAT'S ON

Tickety Boo Training and Coaching [>](#)

WHAT WE DO ?

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 both executive and management level coaching.

Tickety Boo are an extension to your team - discovering innovative, practical solutions to the challenges faced in your business.





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

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.



LEVEL 4 AWARD IN LEADERSHIP & MANAGEMENT

Who Should Attend?

The ILM Level 4 Award in Leadership and Management is ideal for middle managers looking to enhance their leadership capabilities and drive organisational success. This program is specifically designed for those who have a solid foundation in management and are eager to deepen their knowledge, refine their skills, and take on greater responsibilities. It's particularly beneficial for managers involved in strategic planning, managing budgets, or leading teams through significant changes and challenges.

What Does It Cover?

- **Developing Effective Leadership Styles:** Learn to adapt and apply different leadership approaches to suit various team needs and organisational goals.
- **Managing Stakeholders:** Gain insights into effectively managing relationships with key stakeholders to support organisational objectives.
- **Enhancing Decision-Making Skills:** Build your ability to make informed, strategic decisions that drive business success.
- **Leading Through Change:** Equip yourself with the tools to successfully lead teams through organisational change, ensuring smooth transitions and sustained performance.

Course Duration:

The ILM Level 4 Award comprises 5 full-day, interactive sessions.



LEVEL 5 AWARD IN LEADERSHIP & MANAGEMENT

Who should attend?

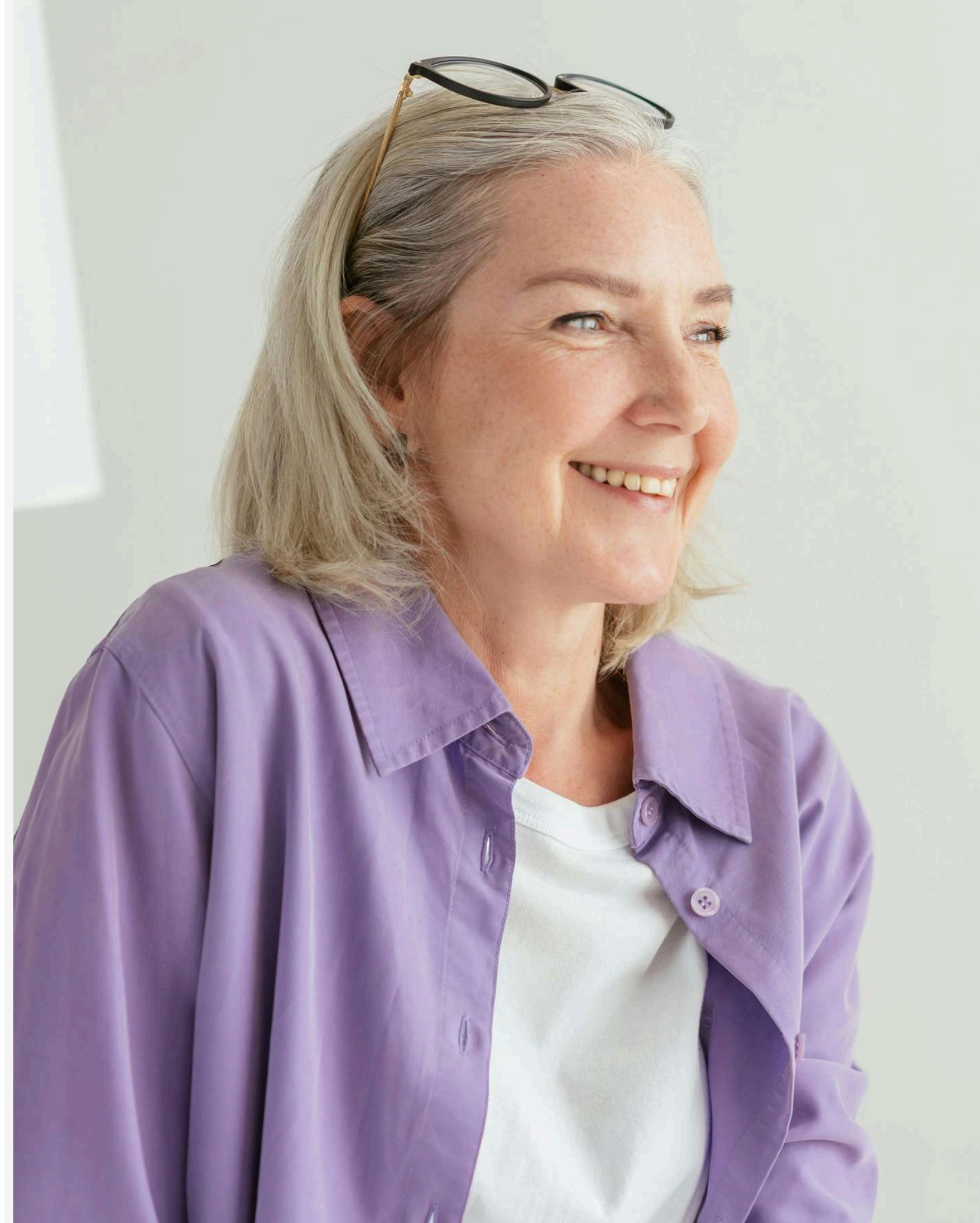
The Level 5 Award in Leadership and Management is designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities. More info is available here - <https://alltickyboo.com/training/leadership-management/>

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.



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://alltickyboo.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 Ticky Boo Training





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://allticketyboo.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:



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.

Group Training Techniques

Who should attend?

The Group Training Techniques 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 provides 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



PLANNING TRAINING AND 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

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GUEST EXCELLENCE SERVICE

Why Choose Our Guest Service Excellence Programme?

This two-day transformative learning experience equips participants with the skills and knowledge to consistently deliver a customer experience that not only meets but exceeds guest expectations. Attendees will gain the confidence to anticipate guest needs and make personalised recommendations, creating memorable, positive experiences that guests will cherish long after their stay.

Who Should Attend?

Perfect for anyone in a customer-facing role within the hospitality, catering, or tourism sectors. Whether you're looking to enhance your team's skills or take your personal service delivery to the next level, this programme is designed for you!

Programme Highlights:

1. **What is Customer Service?:** Understanding the core principles of exceptional service.
2. **It's Showtime Philosophy:** Bringing energy and enthusiasm to every guest interaction.
3. **Exceeding Excellence:** Going above and beyond to wow your guests.
4. **Getting the Right Information from Our Guests:** Techniques for understanding guest needs.
5. **Effective Communication:** Mastering verbal and non-verbal communication skills.
6. **Knowing Your Products:** Becoming an expert on what your establishment offers.
7. **Personality Profiling:** Tailoring service to different guest personalities.
8. **Asking for the Business and Getting It:** Strategies to increase guest engagement and loyalty.
9. **FISH Philosophy:** Creating a fun, productive, and service-oriented workplace.

Course Details:

- Duration: 2 Days
- Location: Tickety Boo HQ, Bridge of Allan
- Availability: Open for individuals and small groups

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



Legislative Training by Tickety Boo - SCPLH

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 License on successful completion.

This will allow individuals to authorise and supervise the sale of alcohol. Those who are Named Premises Managers on a premises license application must have this qualification.

It is assessed formally with an exam at the end of the training session and the Certificate is awarded and accredited by REHIS for the purposes of the Licensing (Scotland) Act 2005.



Legislative Training by Tickety Boo - Food Hygiene

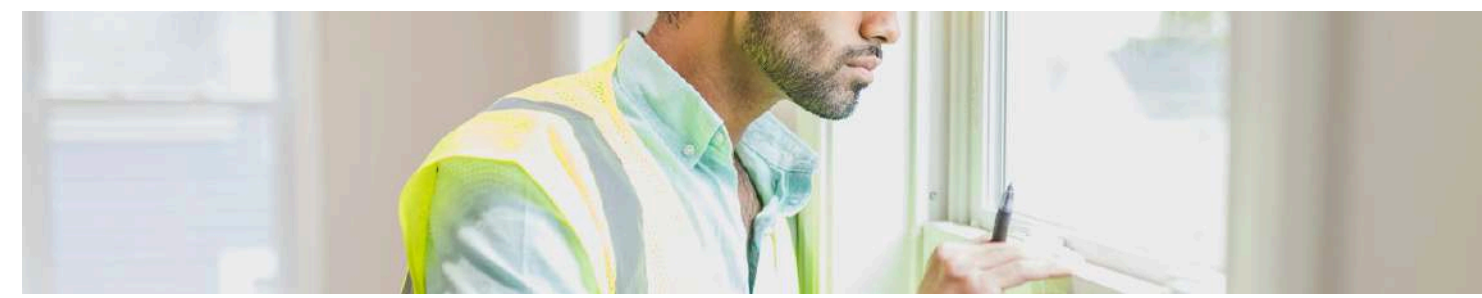
Intermediate Food Hygiene

Ideal for individuals seeking to deepen their understanding of food safety, this comprehensive intermediate-level course is designed for food handlers with some prior knowledge or experience. This three-day programme delves into more advanced aspects of food hygiene, including in-depth hazard analysis, risk assessment, and the implementation of effective food safety management systems. Participants will gain the essential skills and knowledge required to maintain and enhance food safety practices within their establishments, ensuring compliance with regulatory standards and promoting a safe dining environment for all.

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.





LEGISLATIVE TRAINING BY TICKETY BOO - HEALTH AND SAFETY

Elementary Health & Safety Course

Overview: A comprehensive, one-day REHIS-accredited course introducing essential health and safety principles for the workplace. Perfect for new employees, those new to safety roles, or anyone needing a refresher.

Course Content:

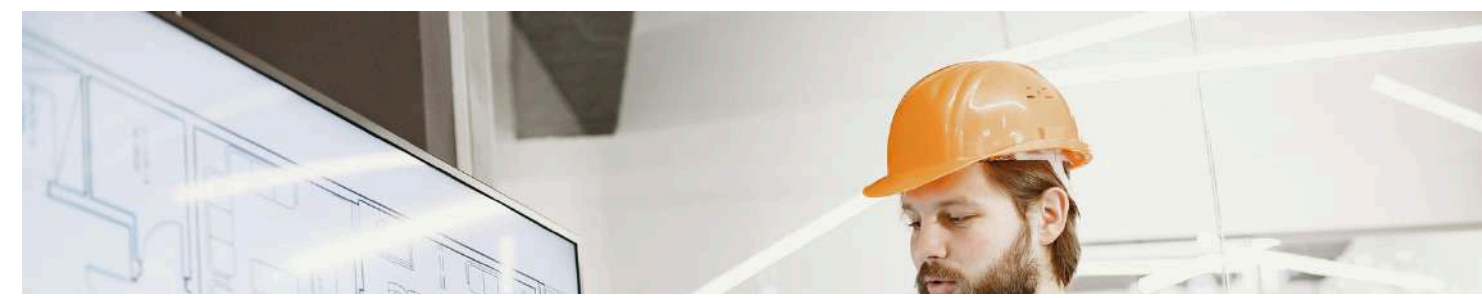
- **Health & Safety Law:** Understanding legal requirements and compliance.
- **Risk Assessment:** Identifying and managing workplace hazards.
- **Manual Handling:** Safe techniques to prevent injury.
- **COSHH:** Managing hazardous substances safely.

Objectives:

- Equip participants with essential health and safety knowledge.
- Promote a proactive safety culture.
- Ensure understanding of employer and employee responsibilities.

How long does it take?

- Duration: 1 Day
- Certification: REHIS-accredited, certificate upon completion



LEGISLATIVE TRAINING BY TICKETY BOO - HEALTH AND SAFETY

Overview: This REHIS-accredited course is designed for supervisors and managers with health and safety responsibilities. It covers essential UK health and safety legislation and provides practical instruction on managing workplace safety, including risk assessments.

Course Content:

1. **General Introduction:** Course objectives and importance of workplace health and safety.
2. **Health & Safety Legislation:** Overview of key UK laws and compliance strategies.
3. **Management of Health & Safety:** Implementing effective safety policies and procedures.
4. **Working Environment:** Identifying and mitigating workplace hazards.
5. **Slips, Trips, and Falls:** Prevention strategies and control measures.
6. **Machinery and Equipment:** Safe use and safety protocols.
7. **Electricity at Work:** Understanding and managing electrical hazards.
8. **Fire Safety:** Fire prevention and emergency response planning.
9. **Hazardous Substances:** Safe handling and storage practices.
10. **Noise at Work:** Managing noise levels to protect health.
11. **Personal Protective Equipment (PPE):** Proper selection and use of PPE.
12. **Manual Handling:** Safe lifting techniques and use of aids.
13. **Ergonomics:** Designing tasks to minimise strain and injury.
14. **Stress Management:** Identifying and reducing workplace stress.
15. **Accident Prevention:** Techniques for preventing and analyzing workplace incidents.

Objectives:

- Understand UK health and safety regulations.
- Develop skills for effective risk management.
- Learn strategies for accident prevention and response.
- Promote a proactive safety culture.

Course Details:

- Duration: 16 Hours
- Certification: REHIS-accredited, certificate upon completion.

DISC PERSONALITY PROFILING WORKSHOP

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Who should attend?

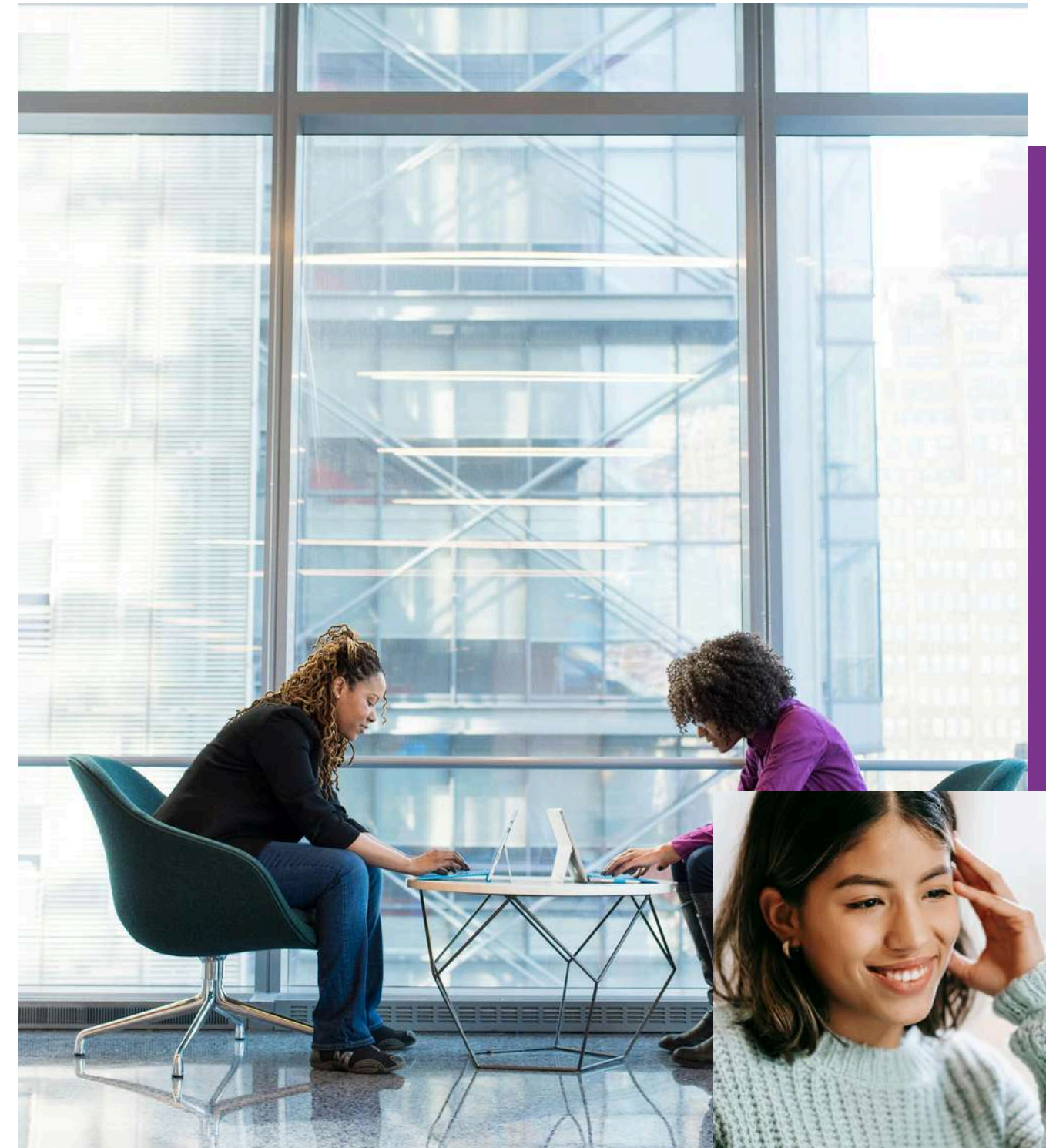
All employees representing your organisation who wish to develop their communication skills, their understanding of alternative personality styles and ability to build rapport with colleagues and clients.

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 dive 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



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



Contact us

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Learn
something
new
everyday

