

Gary Beddingfield
TRAINING



Training Directory

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Our Training Courses

- Train the Trainer
- Time Management
- Managing People
- Leadership Skills
- Aspiring Leaders
- Customer Service
- Workplace Communication
- Presentation Skills
- Sleep Better, Work Better

Gary Bedingfield Training, an award-winning training and development company based near Glasgow, Scotland, has been delivering innovative and cost-effective training courses to private, public and third sector organisations since 2009. Our deep understanding of learning strategies and opportunities, combined with our commitment to helping people reach their full potential, has led to a growing demand for our services nationwide.

Our approach focuses on delivering high-quality, cost-effective training delivered directly at your premises. By coming to you, we can reduce overheads and provide a highly competitive service tailored to your specific needs. Before each course, we consult with our clients to ensure we offer the most suitable variation of our training programmes, precisely meeting their requirements. This personalised approach is one of the reasons our clients keep returning to us.

2024 Best Creative Training and Development Firm (Scotland)

Global Business Awards

Train the Trainer

With over 25 years of hands-on training experience and 15 years of delivering Train the Trainer courses, we are experts in training trainers. Whether you're new to training or have years of experience, our Train the Trainer course will help you become a more effective trainer.



Our intensive, interactive two-day course covers essential topics such as learning styles, training resources, delivery methods, constructive feedback, and evaluation. The course includes five trainer-led sessions and a micro-training session, allowing participants to showcase their newly acquired skills.

This course is particularly beneficial for those involved in workplace training, focusing on one-to-one and small group delivery, as well as demonstration techniques. We regularly deliver our Train the Trainer course across various industries, including care, automotive, food production, offshore, recycling, adult education, aviation, hair and beauty, housing, digital and retail.

Train the Trainer Content

- How We Learn
- Starting a Training Session
- Delivering Training
- Ending a Training Session
- Planning and Designing
- Micro-training

"Best course I have attended in a long time!"

"Thank you very much for the fun, interactive training. You make it a safe environment to try things."

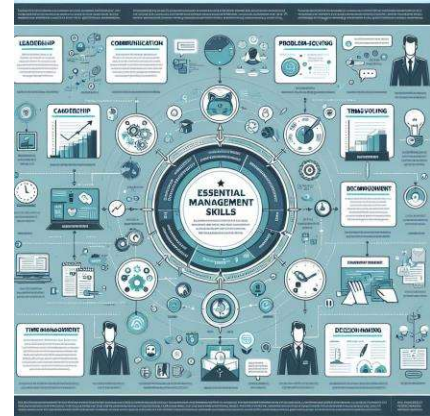
"Thoroughly enjoyable course. Relaxed, informative, well presented and organised. 10 out of 10!"

"I found the course very helpful and I know what to look for within training. Gary was approachable which made it easier for me to ask questions and made me feel comfortable."

Managing People

Our Managing People training course is designed to equip attendees with the essential skills and knowledge needed to excel in a management role. Over two days, attendees engage in interactive sessions that cover key areas such as leadership, communication, team development, introducing change and performance management.

Our experienced trainers guide attendees through practical exercises, scenarios and group discussions to ensure they can apply what they've learned directly to their workplace. Whether they're a new manager or looking to refine their skills, this course will provide valuable insights and tools to help them lead their team effectively and achieve organisational goals.



Managing People Content

- Introduction to Managing People
- Workplace Culture
- Team Development
- Motivation
- Leadership Styles
- Providing Constructive Feedback
- Time Management
- Running Successful Meetings
- Managing Remote Employees
- Introducing Change
- Preparing for Difficult Conversations
- Conflict Resolution
- Performance Management

"I now feel more confident as a manager and able to deal with difficult situations."

"This is exactly what I needed as I go forward into my management role."

"Excellent management course. Covers everything that is relevant."

"I now have so many new tools and ideas to implement."

"Fantastic. Would highly recommend."

Leadership Skills

Our one-day Leadership Skills course is all about unlocking your potential as a leader and equipping you with the tools to inspire and drive your team to success.

Throughout this immersive day, you'll dive into key leadership principles through engaging activities, thought-provoking discussions, and hands-on exercises. We'll explore how to communicate with impact, provide valuable constructive feedback, motivate your team, and navigate conversations with confidence.



Our goal is to create a dynamic and interactive learning environment where you can share experiences, gain new perspectives, and build practical skills that you can apply immediately. Whether you're new to leadership or looking to sharpen your abilities, this course is designed to help you lead with clarity, purpose and effectiveness.

Leadership Skills Content

- Introduction to Leadership
- Team Development
- Motivation
- Leadership Styles
- Delegating and Giving Clear Instructions
- Providing Constructive Feedback
- Running Successful Meetings
- Preparing for Difficult Conversations

"Relevant, concise and well presented. Thank you."

"A worthwhile course given in a relaxed manner."

"Thoroughly enjoyed the course and can take a lot from it."

"Very practical, insightful and appropriately paced."

"Being a new supervisor, everything Gary touched on was useful in supervising people and having the confidence to do so."

"Interesting and enjoyable activities throughout."

Aspiring Leaders

Preparing Tomorrow's Workplace Leaders

In today's dynamic and fast-paced work environment, effective leadership is crucial for organisational success. A well-structured training course for aspiring workplace leaders can equip individuals with the necessary skills and knowledge to lead teams effectively, drive innovation, and foster a positive work culture. This course is designed to address the core competencies required for leadership, including communication, team development, constructive feedback and introducing change.



This two-day course is designed to be interactive and practical, with a mix of lectures, group activities, and hands-on exercises. By the end of the course, participants will have a solid foundation in leadership principles and the skills needed to lead their teams to success. This comprehensive training programme not only prepares individuals for leadership roles but also fosters a culture of continuous learning and development within the organisation.

Aspiring Leaders Content

- Leadership Overview
- Workplace Culture
- Team Development
- Workplace Motivation
- Leadership Styles
- Delegating and Giving Clear Instructions
- Providing Constructive Feedback
- Running Successful Meetings
- Introducing Change
- Preparing for Difficult Conversations

“Excellent delivery and great thought-inducing content.”

“Enjoyable and inspiring.”

“Great training, thoroughly enjoyed it. Liked being able to discuss and work through ideas.”

Customer Service

Our one-day Customer Service training course is designed to enhance your customer service skills and ensure you provide exceptional experiences for every customer interaction.



Throughout the course, you'll learn how to identify and meet the diverse needs of your customers, develop skills to communicate clearly and empathetically, and gain strategies for resolving customer issues efficiently and satisfactorily. You'll also discover ways to build lasting relationships that foster customer loyalty and learn techniques for managing challenging customer interactions with professionalism and poise.

Through interactive sessions and scenarios, you'll gain practical skills that you can apply immediately to improve customer satisfaction and drive business success.

Customer Service Content

- What is Customer Service and Why is it Important?
- The Fundamental Needs of All Customers
- The Golden Rules of Customer Service
- Customer Interaction
- Handling complaints and Dealing with Challenging Calls
- Preparing for a Difficult Conversation

"I feel as though I have gained more confidence within myself to deal with the public."

"Gary was great in explaining things and giving examples. Course was really helpful, interactive and fun. In general, much more than I expected."

"Very professional delivery. Well paced and informative."

"A fantastic course that will benefit me loads."

Workplace Communication

Effective communication is the cornerstone of a productive and harmonious workplace. Our one-day Workplace Communication workshop is designed to enhance your communication skills, enabling you to interact more effectively with colleagues, supervisors and clients.

Throughout the workshop, you will learn about different communication styles and how to adapt your approach to various situations and personalities. Understanding these styles will help you tailor your communication to be more effective with diverse individuals. Additionally, you will develop active listening skills, practicing how to listen empathetically and attentively to ensure you fully understand and respond to others' needs and concerns.

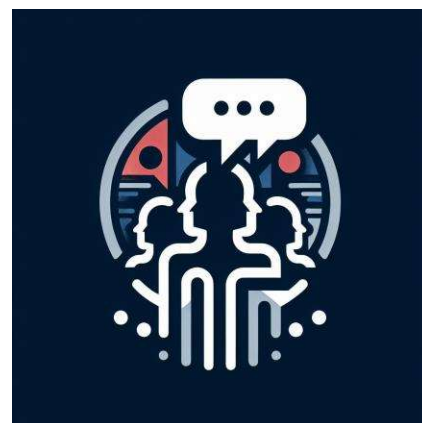
Mastering clear and concise messaging is another key focus of the workshop. You will gain techniques for conveying your messages clearly and succinctly, both in written and verbal communication, which is essential for avoiding misunderstandings and ensuring your points are understood. The workshop also explores non-verbal communication, helping you understand the impact of body language, facial expressions, and other non-verbal cues on your interactions.

Through interactive activities, group discussions and scenarios, you will build practical skills that can be immediately applied to improve workplace communication.

Workplace Communication Content

- Introduction to Communication
- Active Listening
- Asking the Right Questions
- Body Language
- Assertiveness
- Delegating and Giving Clear Instructions
- Managing Interruptions
- Providing Effective Feedback
- Preparing for Difficult Conversations
- Learning to Say No
- Email and Telephone Communication

"Thoroughly enjoyed the course. Great content, activities and scenarios."



Presentation Skills

This two-day course is designed to help you develop the confidence and skills needed to deliver engaging and effective presentations. Whether you're presenting to a small team or a large audience, this course will provide you with the tools to communicate your message clearly and persuasively.



Throughout the course, you will learn how to structure your presentations for maximum impact, use visual aids effectively, and engage your audience with compelling storytelling techniques. You'll also practice essential skills such as managing nerves, using body language to enhance your message, and handling questions with confidence. Whether you're a novice presenter or looking to polish your existing skills, you'll gain practical experience and receive constructive feedback to help you refine your presentation style.

Presentation Skills Content

- Understanding and Coping with the Natural Fear of Public Speaking
- Effective Communication and Body Language
- How to Include Visual Aids
- How to Structure a Presentation
- How to Deal with Questions
- Micro-presentation Delivery

"An excellent course, very informative and given me more confidence to deliver presentations."

"I was dreading standing up there but Gary led us gently to the point where it was natural to get up in front of the group."

"I found this course very informative and it will undoubtedly provide a basis and useful skills for delivering my future presentations."

"Brilliant course, highly recommended, especially if presenting is part of your job role. Definitely gained more confidence."

Sleep Better, Work Better

Unlocking Productivity Through Improved Rest

The UK loses 200,000 working days a year, costing £40bn or 1.86% of GDP as a result of poor sleep. We're excited to introduce a new course in our staff development programme that tackles the often-overlooked connection between sleep and workplace productivity. This half-day course is filled with practical tips and techniques to help your staff improve their sleep and overall well-being.



In today's fast-paced world, the importance of quality sleep is often overlooked. However, getting a good night's rest is crucial for maintaining high levels of productivity and overall well-being. When we sleep better, we work better. Here's how improved rest can unlock your productivity:

Enhanced Cognitive Function: Quality sleep enhances brain function, including memory, problem-solving skills and creativity. This means you're more likely to come up with innovative solutions and retain important information when you're well-rested.

Increased Energy Levels: A good night's sleep replenishes your energy reserves, making you feel more alert and ready to tackle the day's tasks. This leads to higher efficiency and effectiveness in your work.

Better Mood and Stress Management: Adequate rest helps regulate your mood and reduces stress levels. When you're less stressed and in a better mood, you're more likely to have positive interactions with colleagues and handle work challenges more gracefully.

Improved Physical Health: Sleep is essential for physical health, supporting everything from immune function to muscle recovery. When you're physically healthy, you're less likely to take sick days and more capable of maintaining consistent productivity.

Enhanced Decision-Making: Sleep deprivation can impair judgement and decision-making abilities. By ensuring you get enough rest, you can make more informed and effective decisions at work.

Boosted Creativity and Innovation: Restful sleep fosters creativity by allowing your brain to process and integrate new information. This can lead to more innovative ideas and solutions in your professional life.