

## Infinity Self-development Library

### Course List – Managing People

#### Appraisal

- Delivering Better Appraisals Certificate
- Making the Most of Your Annual Appraisal
- Appraisals - Giving Feedback
- Are You Really Listening?
- Ask Better Questions
- Become a Better Communicator Using the LAER Method
- Building Confidence in Others
- Get the Most From Your High Achievers
- Give Your Feedback Technique a BOOST
- Giving Critical Feedback
- How SMART are Your Objectives?
- How to Handle a Difficult Conversation
- Managing Average Performers
- Managing Performance in Appraisals
- Managing Unambitious People
- Motivate for a Happy Workforce
- What Makes a Good Appraisal?
- WIIFM – Getting People to Listen

#### Coaching

- Develop Your Coaching Skills *ILM accredited*
- Developing Yourself and Others *ILM accredited*
- A coaching approach to feedback
- Are You (Un)Conscious and (In)Competent?
- Bring Your Team to Life With the Pygmalion Effect
- Change Someone's Life - Become a Great Mentor
- Coach with PRACTICE
- Developing Others - Six Categories of Intervention
- Facilitating Peer-to-Peer Learning
- Helping people GROW - a coaching model
- How good a coach are you?
- How SMART are Your Objectives?
- No Opt Out - A Questioning Technique for Teachers and Trainers

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- Stretch It - A Questioning Technique for Teachers and Trainers
- Train effectively with the learning cycle
- Understanding learning styles
- What is the Right Question?
- Writing Effective Learning Outcomes
- Address Performance with OSKAR

### Conflict

- Conflict at Work
- An everyday guide to anger management!
- Dealing with Angry People - Conflict Resolution
- How to be Assertive
- How to Handle a Difficult Conversation
- Stand Your Ground
- Stop Playing the Blame Game!
- What is Your Conflict Management Style?
- Why Are You So Angry? The Eight Causes of Conflict
- Working with Difficult Colleagues

### Diversity

- Diversity in the Workplace
- Being a Workplace Ally
- Being Aware of your Unconscious Bias
- Diversity in Leadership
- Do You Need to Change Your Attitude?
- Inclusive Interviewing
- Managing Equality and Diversity for Senior Managers
- The Importance of Empathy
- Understanding and Using Gender Pronouns in the Workplace
- Understanding Inclusive Language

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### Course List – Managing People

#### From Good to Great Manager

- From Good to Great Manager *ILM accredited*
- A Manager's Guide to Stress in the Workplace
- Are You The Entrepreneurial Type?
- Avoid Incompetence - Understanding The Peter Principle
- Avoid the Dangers of Groupthink
- Avoiding the pitfalls of micro-management
- Bring Your Team to Life With the Pygmalion Effect
- Building Confidence in Others
- Change Someone's Life - Become a Great Mentor
- Conduct an Effective Team Briefing
- Create Understanding and Trust - The Johari Window
- Discipline and grievance at work
- Get the Most From Your High Achievers
- How to Get More Done - Delegate!
- How to Handle a Difficult Conversation
- How to Retain Talent
- Managing Average Performers
- Managing By Wandering Around (MBWA)
- Managing Former Peers
- Managing Poor Performance
- Managing to Eliminate Bad Habits
- Managing Unambitious People
- Managing Virtual Teams
- Overcome resistance to change
- Using Pressure to Maximise Productivity

#### Interviewing

- Understanding Recruitment of New Staff
- Are You Really Listening?
- Ask Better Questions
- Barriers to Communication
- Conducting an Interview
- How to Remember People's Names

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- How to Shine Like a STAR in Interviews
- Inclusive Interviewing
- Recruit and Retain Talent in a Post-COVID Workplace
- Safer Recruitment

### Motivating

- Applying the FISH! Philosophy to Boost Morale and Productivity
- Bring Your Team to Life With the Pygmalion Effect
- Does Happiness = Productivity?
- Increase Your Productivity - Engage Your Employees
- Keeping you and your virtual team motivated
- Motivate for a Happy Workforce
- Motivating Others - A Powerful New Theory
- Motivating to Improve Poor Performance

### New Manager

- Developing yourself as a Team Leader
- Leading your Work Team
- Learning to Supervise People *ILM accredited*
- 'That'll never work!' - How to Manage Negative People
- Be a Manager Who Makes a Difference!
- Bring Your Team to Life With the Pygmalion Effect
- How to Get More Done - Delegate!
- How to Handle a Difficult Conversation
- Managing By Wandering Around (MBWA)
- Managing Former Peers
- Managing Virtual Teams
- New Manager - Getting It Right From the Start



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### Course List – Managing People

#### Teams and Leadership

- Effective Leadership Skills *ILM accredited*
- Leading your Work Team
- 'That'll never work!' - How to Manage Negative People
- A high performing team - How to build one!
- Are You Using the Right Leadership Style?
- Conduct an Effective Team Briefing
- Do You Want to Transform Your Leadership Capability?
- Effective Teamwork – Understanding Team Roles
- Engage Learners with Assertive Questioning
- Great Team Building Exercises
- How to be a Successful Visionary
- Leading and Managing a Hybrid Workforce
- Managing Virtual Teams
- Successful Leadership in Difficult times
- What is Leadership?
- What Type of Leader are You?
- What's the difference between Power and Influence?
- Why do Teams Fail to Perform?
- Winning Hearts and Minds - Motivational Leadership
- Flow Together to Boost Team Efficiency
- Get a GRIP on Building an Effective Team