

Mindset & Manners™



CPD
CONTINUING PROFESSIONAL DEVELOPMENT
2018-2020



PROFESSIONAL LEARNING PARTNERSHIP
MEMBER OF BRITISH LEADERSHIP & MANAGEMENT ASSOCIATION
2018-2020



A City & Guilds Group Collaboration

INVESTORS IN PEOPLE™
We invest in people Standard



Mindset & Manners™

Adolescence can be a tricky and bewildering time. The Internet and social media are a part of everyday life for many of today's teenagers and, as 'digital natives', they may have had less opportunity to engage in face-to-face communication.

This course is aimed at young people aged between 12-18 and will provide them with the tools and confidence to navigate the many situations they will encounter at school and beyond.

While academic qualifications are very important, research consistently shows that 85 percent of career success comes from having well-developed 'soft skills'. A growth mindset, strong communication skills and the ability to work as a team are vital in helping young people reach their professional and personal goals.

In a world where competition is fierce for university places, internships and jobs, having the extra polish to back up their academic qualifications will also give teenagers an important edge over their peers.

This enjoyable and interactive online group course Mindset & Manners™ is delivered via Zoom and will set your teenager on the road to becoming an independent, self-assured and respectful young adult.

See overleaf for course breakdown.

"I've gained a lot of confidence in my own skills, my abilities, and all I have done to this point. I believe this has helped me grow as a person. It has also helped me understand that I am a lot more than I think I am! I know I wouldn't have had the poise or confidence in my Cambridge University interview had it not been for my sessions with you. I am so thankful and completely over the moon."

— ANNA J.

Mindset & Manners™

First Impressions

- Meeting new people
- Introductions and forms of greeting
- Posture and body language
- Personal presentation

Communication

- Conversation techniques
- Listening skills
- Internetiquette™
- Social media and digital footprint
- Writing letters, emails and thank you cards

Mindset

- Developing emotional intelligence
- Resilience
- Time management
- Growth mindset vs. fixed mindset
- Positive self-talk and affirmations

Interview Skills and Public Speaking

- Preparing for interviews
- Staying calm and focused
- Effective follow-ups
- Presentation skills