

# MaST International Skills Index

MaST International run all of the following courses as part of our In-House offering.

## Core Areas:

- Leadership & Management Skills
- Business Skills & Knowledge
- Communication Skills
- Personal Effectiveness

|                                         | In-House | Core Area |
|-----------------------------------------|----------|-----------|
| <b>Appraisal</b>                        |          |           |
| Appraisals                              | •        | ■         |
| Coaching Skills                         | •        | ■         |
| Giving Feedback                         | •        | ■         |
| Handling Appraisal Discussion           | •        | ■         |
| Interviewing Skills                     | •        | ■         |
| Objective Setting                       | •        | ■         |
| Preparing for Appraisals                | •        | ■         |
| <b>Budgeting</b>                        |          |           |
| Finance for Managers and Sales Teams    | •        | ■         |
| Finance for Non-Financial Managers      | •        | ■         |
| Performance Management                  | •        | ■         |
| Risk and Controls                       | •        | ■         |
| Understanding Accounts                  | •        | ■         |
| Understanding Finance                   | •        | ■         |
| <b>Coaching</b>                         |          |           |
| Coaching Skills                         | •        | ■         |
| Counselling for Performance Improvement | •        | ■         |
| Executive Coaching                      | •        | ■         |
| Mentoring                               | •        | ■         |
| <b>Communication</b>                    |          |           |
| Assertiveness                           | •        | ■         |
| Business Writing                        | •        | ■         |
| Communication                           | •        | ■         |
| Facilitation Skills                     | •        | ■         |
| Influencing and Persuading Others       | •        | ■         |
| Influencing by Email                    | •        | ■         |
| Meetings Skills                         | •        | ■         |
| Presentation Skills                     | •        | ■         |
| Presenting with Impact (Advanced)       | •        | ■         |
| Reading and Comprehension               | •        | ■         |
| Report Writing                          | •        | ■         |
| Speed Reading                           | •        | ■         |
| Strategic Influencing                   | •        | ■         |
| <b>Confidence</b>                       |          |           |
| Administrative/Support Team Development | •        | ■         |
| Assertiveness                           | •        | ■         |
| Image Consultancy                       | •        | ■         |
| Influencing & Persuading Others         | •        | ■         |
| Presentation Skills                     | •        | ■         |
| Presenting with Impact (Advanced)       | •        | ■         |
| Secretarial Development                 | •        | ■         |
| Stress Management                       | •        | ■         |
| <b>Conflict</b>                         |          |           |
| Administrative/Support Team Development | •        | ■         |
| Assertiveness                           | •        | ■         |
| Counselling for Performance Improvement | •        | ■         |
| Giving Feedback                         | •        | ■         |
| Grievance Management                    | •        | ■         |
| Secretarial Development                 | •        | ■         |
| Strategic Influencing                   | •        | ■         |
| <b>Clients</b>                          |          |           |
| Business Writing                        | •        | ■         |
| Cross-Cultural Working                  | •        | ■         |

|                                           | In-House | Core Area |
|-------------------------------------------|----------|-----------|
| Customer Care                             | •        | ■         |
| Diversity                                 | •        | ■         |
| Employment Law                            | •        | ■         |
| Graduate Development                      | •        | ■         |
| Image Consultancy                         | •        | ■         |
| Influencing and Persuading Others         | •        | ■         |
| Key Client Management                     | •        | ■         |
| Leadership and Team Working               | •        | ■         |
| Negotiation Skills                        | •        | ■         |
| Pitch Coaching/Beauty Parades             | •        | ■         |
| Presentation Skills                       | •        | ■         |
| Presenting with Impact (Advanced)         | •        | ■         |
| Proposal Writing                          | •        | ■         |
| Relationship Management                   | •        | ■         |
| Sales Training                            | •        | ■         |
| Strategic Influencing                     | •        | ■         |
| Strategic Selling                         | •        | ■         |
| <b>Diversity</b>                          |          |           |
| Cross-Cultural Working                    | •        | ■         |
| Diversity                                 | •        | ■         |
| <b>Effectiveness</b>                      |          |           |
| Administrative/Support Team Development   | •        | ■         |
| Appraisal Skills                          | •        | ■         |
| Business Writing                          | •        | ■         |
| Image Consultancy                         | •        | ■         |
| Interviewing Skills                       | •        | ■         |
| Managing Team Leaders                     | •        | ■         |
| Meetings Skills                           | •        | ■         |
| Priority Management                       | •        | ■         |
| Reading and Comprehension                 | •        | ■         |
| Secretarial Development                   | •        | ■         |
| Stress Management                         | •        | ■         |
| Study Skills/Passing Professional Exams   | •        | ■         |
| Team Effectiveness                        | •        | ■         |
| Time Management                           | •        | ■         |
| <b>EMPLOYMENT</b>                         |          |           |
| Appraisals                                | •        | ■         |
| Cross-Cultural Working                    | •        | ■         |
| Diversity                                 | •        | ■         |
| Employment Law                            | •        | ■         |
| Equal Opportunities                       | •        | ■         |
| Interviewing Skills                       | •        | ■         |
| Mock Tribunals                            | •        | ■         |
| <b>FACILITATION</b>                       |          |           |
| Facilitation Skills                       | •        | ■         |
| Presentation Skills - Building Confidence | •        | ■         |
| Running Effective Meetings                | •        | ■         |
| Train the Trainer                         | •        | ■         |
| Team Effectiveness                        | •        | ■         |
| <b>Feedback</b>                           |          |           |
| Assertiveness                             | •        | ■         |
| Coaching                                  | •        | ■         |
| Counselling for Performance Improvement   | •        | ■         |

|                                         | In-House | Core Area |
|-----------------------------------------|----------|-----------|
| Executive Coaching                      | •        | ■         |
| Giving Feedback                         | •        | ■         |
| Handling Appraisal Discussion           | •        | ■         |
| Key Client Management                   | •        | ■         |
| Mentoring                               | •        | ■         |
| Relationship Management                 | •        | ■         |
| Sales Training                          | •        | ■         |
| Strategic Influencing                   | •        | ■         |
| Strategic Selling                       | •        | ■         |
| Team Effectiveness                      | •        | ■         |
| <b>Finance</b>                          |          |           |
| Business Plans and Strategy             | •        | ■         |
| Finance for Managers and Sales Teams    | •        | ■         |
| Finance for Non-Financial Managers      | •        | ■         |
| Performance Management                  | •        | ■         |
| Risk and Controls                       | •        | ■         |
| Understanding Accounts                  | •        | ■         |
| Understanding Finance                   | •        | ■         |
| Value-Based Management                  | •        | ■         |
| <b>Human Resources</b>                  |          |           |
| Appraisal Training                      | •        | ■         |
| Communication Skills                    | •        | ■         |
| Cross-Cultural Working                  | •        | ■         |
| Counselling for Performance Improvement | •        | ■         |
| Counselling Skills                      | •        | ■         |
| Disciplinary                            | •        | ■         |
| Diversity                               | •        | ■         |
| Employment Law                          | •        | ■         |
| Equal Opportunities                     | •        | ■         |
| Facilitation Skills                     | •        | ■         |
| Grievance Management                    | •        | ■         |
| Influencing and Persuading Others       | •        | ■         |
| Interviewing Skills                     | •        | ■         |
| Mock Tribunals                          | •        | ■         |
| Strategic Influencing                   | •        | ■         |
| Training Evaluation and Strategy        | •        | ■         |
| Train the Trainer                       | •        | ■         |
| <b>Influencing</b>                      |          |           |
| Business Writing                        | •        | ■         |
| Image Consultancy                       | •        | ■         |
| Influencing and Persuading Others       | •        | ■         |
| Influencing by Email                    | •        | ■         |
| Key Client Management                   | •        | ■         |
| Leadership and Team Working             | •        | ■         |
| Negotiation Skills                      | •        | ■         |
| Performance Management                  | •        | ■         |
| Pitch Coaching/Beauty Parades           | •        | ■         |
| Presentation Skills                     | •        | ■         |
| Presenting with Impact (Advanced)       | •        | ■         |
| Relationship Management                 | •        | ■         |
| Report Writing                          | •        | ■         |
| Sales Training                          | •        | ■         |
| Stakeholder Mapping                     | •        | ■         |

|                                         | In-House | Core Area |
|-----------------------------------------|----------|-----------|
| Strategic Influencing                   | •        | ■         |
| Strategic Selling                       | •        | ■         |
| <b>Interviewing</b>                     |          |           |
| Appraisals                              | •        | ■         |
| Diversity                               | •        | ■         |
| Employment Law                          | •        | ■         |
| Equal Opportunities                     | •        | ■         |
| Interviewing Skills                     | •        | ■         |
| <b>Managing</b>                         |          |           |
| Appraisals                              | •        | ■         |
| Building New Team Leaders               | •        | ■         |
| Business Planning and Strategy          | •        | ■         |
| Coaching                                | •        | ■         |
| Counselling Skills                      | •        | ■         |
| Diversity                               | •        | ■         |
| Employment Law                          | •        | ■         |
| Equal Opportunities                     | •        | ■         |
| Facilitation Skills                     | •        | ■         |
| Handling Appraisal Discussion           | •        | ■         |
| Influencing and Persuading Others       | •        | ■         |
| Interviewing Skills                     | •        | ■         |
| Leadership and Team Working             | •        | ■         |
| Managing Team Leaders                   | •        | ■         |
| Performance Management                  | •        | ■         |
| Preparing for Appraisals                | •        | ■         |
| Priority Management                     | •        | ■         |
| Project Management                      | •        | ■         |
| Strategic Influencing                   | •        | ■         |
| Stress Management                       | •        | ■         |
| Supervisory Skills                      | •        | ■         |
| Team Effectiveness                      | •        | ■         |
| Time Management                         | •        | ■         |
| Understanding Finance                   | •        | ■         |
| Value-Based Management                  | •        | ■         |
| <b>Mentoring</b>                        |          |           |
| Mentoring Skills for Potential Mentors  | •        | ■         |
| Setting up a Mentoring Scheme           | •        | ■         |
| <b>Mock Tribunals</b>                   |          |           |
| Discrimination                          | •        | ■         |
| Diversity                               | •        | ■         |
| Employment Law                          | •        | ■         |
| Equal Opportunities                     | •        | ■         |
| Mock Tribunals (using Theatre)          | •        | ■         |
| <b>Negotiating</b>                      |          |           |
| Assertiveness                           | •        | ■         |
| Influencing and Persuading Others       | •        | ■         |
| Key Client Management                   | •        | ■         |
| Pitch Coaching/Beauty Parades           | •        | ■         |
| Relationship Management                 | •        | ■         |
| Sales Training                          | •        | ■         |
| Strategic Influencing                   | •        | ■         |
| Strategic Selling                       | •        | ■         |
| Successful Negotiating Skills           | •        | ■         |
| <b>Performance</b>                      |          |           |
| Appraisal Training                      | •        | ■         |
| Building New Team Leaders               | •        | ■         |
| Counselling for Performance Improvement | •        | ■         |
| Leadership and Team Working             | •        | ■         |
| Managing Team Leaders                   | •        | ■         |
| MaST e360                               | •        | ■         |

|                                             | In-House | Core Area |
|---------------------------------------------|----------|-----------|
| Objective Setting                           | •        | ■         |
| Performance Management                      | •        | ■         |
| Pitch Coach/Beauty Parades                  | •        | ■         |
| Supervisory Skills                          | •        | ■         |
| Value-Based Management                      | •        | ■         |
| <b>Personal</b>                             |          |           |
| Assertiveness                               | •        | ■         |
| Executive Coaching                          | •        | ■         |
| Image Consultancy                           | •        | ■         |
| Influencing and Persuading Others           | •        | ■         |
| Presentation Skills                         | •        | ■         |
| Presenting with Impact (Advanced)           | •        | ■         |
| Priority Management                         | •        | ■         |
| Stress Management                           | •        | ■         |
| Time Management                             | •        | ■         |
| <b>Persuading</b>                           |          |           |
| Assertiveness                               | •        | ■         |
| Business Writing Skills                     | •        | ■         |
| Influencing and Persuading Others           | •        | ■         |
| Influencing by Email                        | •        | ■         |
| Negotiation Skills                          | •        | ■         |
| Pitch Coaching/Beauty Parades               | •        | ■         |
| Report Writing                              | •        | ■         |
| Sales Training                              | •        | ■         |
| Strategic Influencing                       | •        | ■         |
| Strategic Selling                           | •        | ■         |
| <b>Presentation</b>                         |          |           |
| Image Consultancy                           | •        | ■         |
| Pitch Coaching/Beauty Parades               | •        | ■         |
| Presentation Skills                         | •        | ■         |
| Presenting with Impact (Advanced)           | •        | ■         |
| To Present with Focus - Building Confidence | •        | ■         |
| To Present with Focus - It's about you!     | •        | ■         |
| To Present with Focus - The Larger Stage    | •        | ■         |
| To Present with Focus - Coaching            | •        | ■         |
| Train the Trainer                           | •        | ■         |
| <b>Projects</b>                             |          |           |
| Managing Projects Successfully              | •        | ■         |
| Project Management                          | •        | ■         |
| Project Management for Support/Admin Staff  | •        | ■         |
| <b>Reading</b>                              |          |           |
| Rapid and Effective Reading Techniques      | •        | ■         |
| Reading and Comprehension                   | •        | ■         |
| Speed Reading                               | •        | ■         |
| <b>Recruitment</b>                          |          |           |
| Employment Law                              | •        | ■         |
| Equal Opportunities                         | •        | ■         |
| Giving Feedback                             | •        | ■         |
| Selection Interviewing Skills               | •        | ■         |
| <b>Relationships</b>                        |          |           |
| Administrative/ Support Team Development    | •        | ■         |
| Building New Team Leaders                   | •        | ■         |
| Influencing and Persuading Others           | •        | ■         |
| Key Client Management                       | •        | ■         |
| Leadership and Team Working                 | •        | ■         |
| Managing Team Leaders                       | •        | ■         |
| Relationship Management                     | •        | ■         |
| Strategic Influencing                       | •        | ■         |
| Strategic Selling                           | •        | ■         |
| Team Effectiveness                          | •        | ■         |

|                                            | In-House | Core Area |
|--------------------------------------------|----------|-----------|
| <b>Reports</b>                             |          |           |
| Business Writing                           | •        | ■         |
| Report Writing                             | •        | ■         |
| <b>Role-Plays</b>                          |          |           |
| Role-Plays                                 | •        | ■         |
| Theatre                                    | •        | ■         |
| <b>Sales</b>                               |          |           |
| Business Writing                           | •        | ■         |
| Finance for Managers and Sales Teams       | •        | ■         |
| Influencing and Persuading Others          | •        | ■         |
| Influencing by Email                       | •        | ■         |
| Key Client Management                      | •        | ■         |
| Negotiating Skills                         | •        | ■         |
| Performance Management                     | •        | ■         |
| Pitch Coaching/Beauty Parades              | •        | ■         |
| Presenting Skills                          | •        | ■         |
| Presenting with Impact (Advanced)          | •        | ■         |
| Priority Management                        | •        | ■         |
| Project Management                         | •        | ■         |
| Relationship Management                    | •        | ■         |
| Report Writing Skills                      | •        | ■         |
| Sales Training                             | •        | ■         |
| Strategic Influencing                      | •        | ■         |
| Strategic Selling                          | •        | ■         |
| Time Management                            | •        | ■         |
| <b>Secretarial</b>                         |          |           |
| Administrative/Support Team Development    | •        | ■         |
| Project Management for Support/Admin Staff | •        | ■         |
| Secretarial Development                    | •        | ■         |
| Team Effectiveness                         | •        | ■         |
| <b>Stress</b>                              |          |           |
| Assertiveness                              | •        | ■         |
| Priority Management                        | •        | ■         |
| Stressing the Benefits                     | •        | ■         |
| Time Management                            | •        | ■         |
| <b>Teams</b>                               |          |           |
| Building New Team Leaders                  | •        | ■         |
| Leadership and Team Working                | •        | ■         |
| Managing Team Leaders                      | •        | ■         |
| Team Effectiveness                         | •        | ■         |
| Team Working (Classroom or Outdoor)        | •        | ■         |
| <b>Theatre</b>                             |          |           |
| Launch Conferences                         | •        | ■         |
| Mock Tribunals                             | •        | ■         |
| Role-Play                                  | •        | ■         |
| Script Writing                             | •        | ■         |
| Theatre                                    | •        | ■         |
| Video                                      | •        | ■         |
| <b>Time</b>                                |          |           |
| Assertiveness                              | •        | ■         |
| Meetings Skills                            | •        | ■         |
| Priority Management                        | •        | ■         |
| Reading and Comprehension                  | •        | ■         |
| Speed Reading                              | •        | ■         |
| Stress Management                          | •        | ■         |
| Time Management                            | •        | ■         |
| <b>Writing</b>                             |          |           |
| Business Writing                           | •        | ■         |
| Report Writing                             | •        | ■         |
| Influencing by Email                       | •        | ■         |