



Training Brochure React 2 Training Ltd

Skills for Today, Growth for Tomorrow

About Us

Welcome to React 2 Training Ltd, established in 2013 and based in Maesteg. We specialise in short training courses, classes, and workshops for individuals and organisations across Wales and the South-West. We also offer in-house training and create bespoke training materials tailored to your organisation's needs.

Our approach to training focuses on encouragement, participation, and a relaxed learning environment. With trainers who have extensive experience in various industries, we set SMART learning objectives to ensure clear, measurable outcomes.

Our courses, designed by professionals with expertise in personal development, wellbeing, engineering, IT, and core skills, are aimed at delivering practical, real-world knowledge.





Inhouse Training

We provide a seamless and convenient inhouse training programme that can be conducted either at your organisation's location, at an off-site venue of your preference, or through online sessions with a live trainer. Our skilled trainers are adept at tailoring our existing courses to precisely align with your organisation's unique learning requirements.

Whether in person or online, this flexibility ensures that training can be adapted to your preferred setting, making it easier for your team to engage. This strategy enables us to deliver focused training that harmonises with your organisation's overarching goals, resulting in an optimal learning experience.

Additionally, our live online training offers the same interactive, engaging format as in-person sessions, allowing participants to learn and ask questions in real time. With our versatile delivery options, we ensure that every team member, regardless of location, can access the training they need for continued success.

Adapting to Change

Duration: 3 hours

Overview

Our course is designed to equip participants with practical skills and strategies to manage and thrive through life and work changes effectively, using a personalised, balanced learning approach.

Content

- Understanding the mental and physical impacts of change
- Identifying and managing the effects of constant change
- Exploring external factors that drive change
- Addressing organisational changes in structure or strategy
- Experiencing and navigating the change cycle
- Creating a personal coping strategy plan
- Learning various techniques to handle change positively
- Developing a customised action plan for immediate application





Assertive Communication

Duration: 3 hours

Overview

Our course empowers individuals to effectively influence, listen, and negotiate while building self-confidence and fostering respectful communication in various scenarios.

Content

- Understanding the fundamentals and myths of assertiveness
- Recognising barriers to assertiveness and learning assertive behaviour
- Applying assertiveness techniques in different situations
- Using assertiveness with empathy to enhance relationships
- Practicing assertiveness when others may overlook boundaries
- Learning strategies for saying "no" confidently and calmly

A woman with long brown hair, wearing a black dress with a vibrant floral pattern, is seated at a wooden table. In the foreground, a white coffee cup with a latte art design sits on a saucer. The background shows a blurred view of a building with windows, suggesting an indoor setting like a cafe or office.

Assertiveness

Duration: 3 hours

Overview

Empower your team to communicate effectively, set boundaries, and achieve greater success with our course.

Content

- Understanding assertiveness
- Assertive behaviour
- Thinking more assertively
- Challenging unassertive thoughts
- Assertiveness techniques
- How to say 'no'
- Assertively dealing with destructive criticism

Boosting Productivity (using EI)

Duration: 3 hours

Overview

Elevate your team's productivity by integrating emotional intelligence skills, fostering resilience, collaboration, and innovation with our course.

Content

- Emotional Intelligence and Resilience
- The 5 Tenets of Emotional Intelligence
- Resilience and Adversity
- Cognitive Distortions
- The 3 D's
- Productivity Influences
- Circles of Control, Influence and Concern
- The EI Window





Chairing Skills

Duration: 3 hours

Overview

Our half-day Chairing Skills course is specifically designed to equip delegates with the confidence and professionalism needed to effectively chair meetings.

Content

- Introduction to meetings
- Role of the chairperson
- Common mistakes of the chairperson
- Planning and preparation
- Managing time
- Encouraging participation
- Dealing with difficult participants
- Controlling the group
- Decision making

Coaching Skills

Duration: 3 hours

Overview

Our course empowers participants with essential coaching techniques for personal and professional development, making it ideal for managers, team leaders, and anyone interested in fostering growth and a positive work environment.

Content

- Understanding the roles, responsibilities, and characteristics of an effective coach
- Assessing personal communication skills for providing impactful feedback
- Developing a professional coaching style that promotes positivity
- Learning techniques to monitor, assess, and record progress towards goals
- Using coaching records to identify improvement areas in coaching practice
- Practising simulated one-to-one coaching sessions
- Reviewing and refining personal coaching performance in the workplace



Complaint Handling

Duration: 3 hours

Overview

This course is designed to equip delegates with the necessary techniques and strategies to handle complaints professionally, efficiently, and with empathy.

Content

- Defining a complaint
- The impact of handling a complaint in the correct manner
- Organisational procedure and your role
- Taking the initial complaint
- Active listening skills
- The initial complaint
- Investigating a complaint system
- Replying to a complaint



Conducting Staff Appraisals

Duration: 3 hours

Overview

By the end of this course, you will have the confidence and competence to conduct staff appraisals that drive employee development and improve performance.

Content

- Introduction to staff appraisals
- Understanding the process
- Impact of good and bad appraisals
- Discussing areas for improvements
- Using positive body language
- Managing difficult conversations
- Giving constructive criticism
- Closing the appraisal

A person wearing a blue t-shirt and a dark beanie is seen from the side, writing on a whiteboard with a brown marker. The whiteboard has some faint diagrams and text. The background is a solid blue color.

Confidence Building

Duration: 3 hours

Overview

Unlock your team's full potential by instilling the essential skills and mindset needed for confidence and self-assurance through our course.

Content

- Why self-confidence is important
- Self-confidence behaviour
- The characteristics of self-confidence
- Why people lack self-confidence
- Developing self-confidence
- Values and goals
- The Choice Point
- The Confidence Cycle



Conflict Management

Duration: 3 hours

Overview

Our course is designed to help participants confidently resolve conflicts through practical skills, improved communication, and an understanding of non-verbal cues.

Content

- Enhancing conflict resolution skills and confidence in handling conflicts
- Improving communication to prevent misunderstandings and breakdowns
- Recognising and interpreting non-verbal cues to identify early conflict signs
- Using practical tools and structured frameworks for conflict resolution
- Understanding and managing escalating situations effectively
- Developing proactive problem-solving techniques for conflict situations
- Engaging in interactive exercises to simulate real-life conflict scenarios

Creative Problem Solving

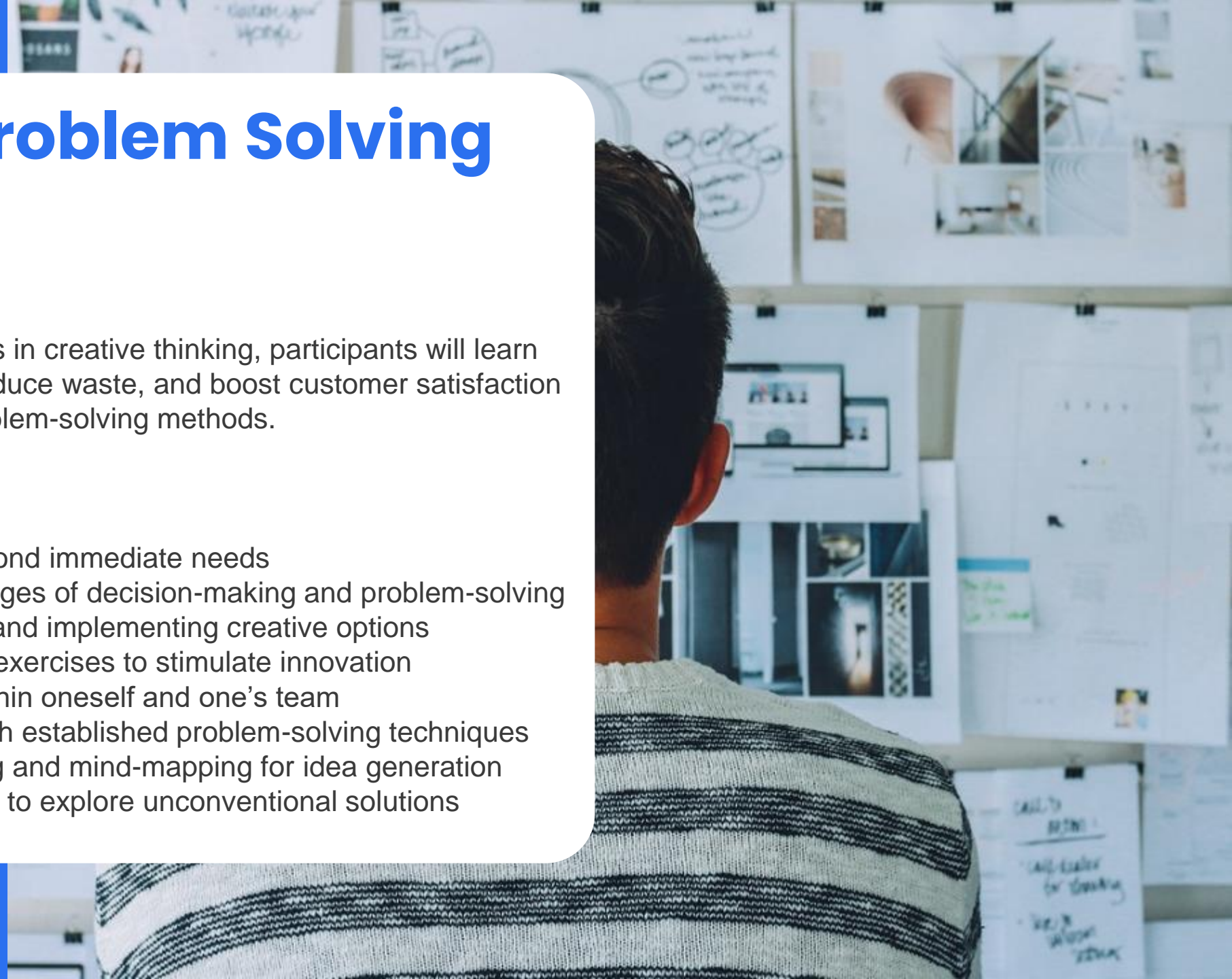
Duration: 3 hours

Overview

Through proven techniques in creative thinking, participants will learn to enhance productivity, reduce waste, and boost customer satisfaction by applying structured problem-solving methods.

Content

- Expanding thinking beyond immediate needs
- Following structured stages of decision-making and problem-solving
- Identifying, evaluating, and implementing creative options
- Using creative thinking exercises to stimulate innovation
- Cultivating creativity within oneself and one's team
- Combining creativity with established problem-solving techniques
- Practising brainstorming and mind-mapping for idea generation
- Applying lateral thinking to explore unconventional solutions



Critical Thinking

Duration: 3 hours

Overview

Enhance your team's problem-solving capabilities and decision-making prowess with our course, designed to foster analytical skills and strategic mindset.

Content

- Analysing and evaluating information
- Identifying assumptions and biases
- Developing logical and sound arguments
- Using probing questions to gain deeper Insights
- Applying problem-solving methodologies
- Root Cause Analysis and problem identification
- Creative and innovative thinking techniques
- Decision-making strategies and tools



Customer Services

Duration: 4 hours

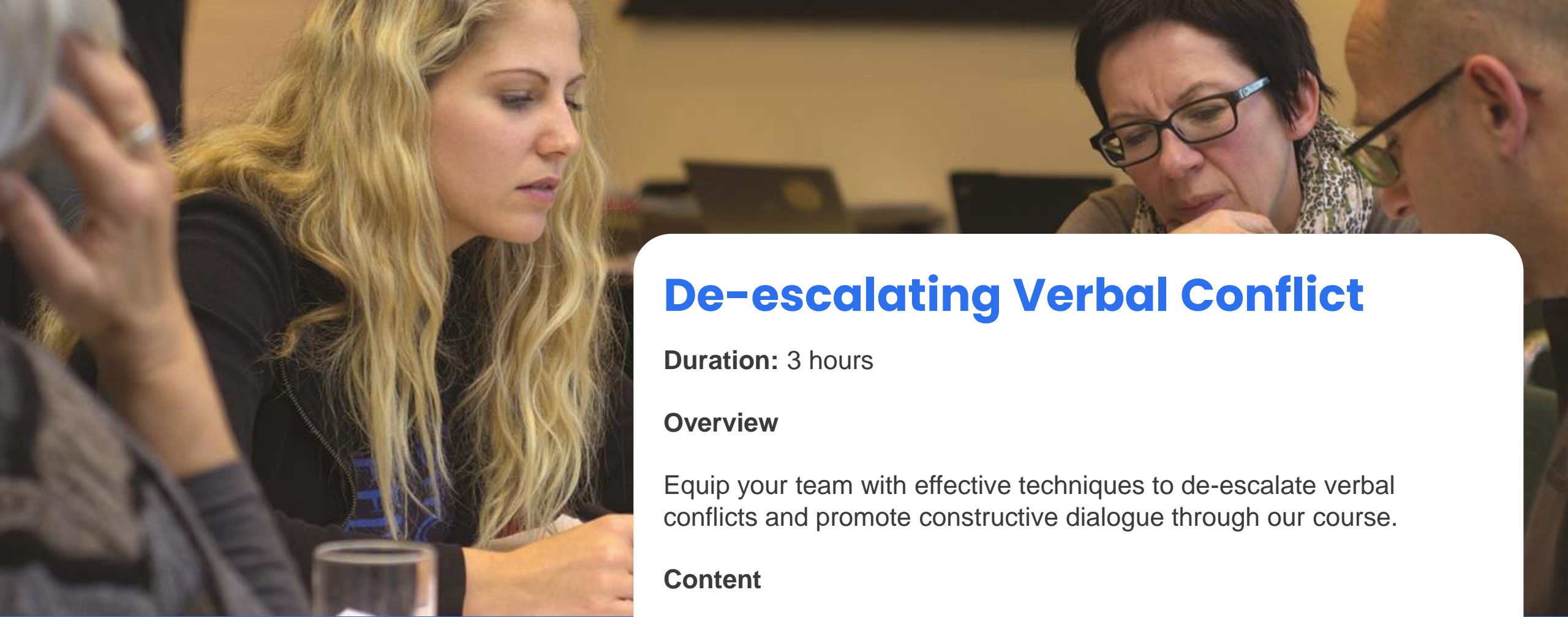
Overview

Empower your team to deliver exceptional customer experiences by mastering effective communication and problem-solving techniques through our course.

Content

- Introduction to Customer Service
- Effective Communication Skills
- Customer Needs & Expectations
- Handling Difficult Situations
- Problem-Solving Skills
- Building Customer Relationships
- Time Management & Efficiency
- Customer Feedback & Improvement





De-escalating Verbal Conflict

Duration: 3 hours

Overview

Equip your team with effective techniques to de-escalate verbal conflicts and promote constructive dialogue through our course.

Content

- Causes of conflict
- Active listening
- Asking effective questions
- Communication breakdown
- Communication resolution models
- Next steps when communication fails



Effective Communication

Duration: 3 hours

Overview

Empower your team with the essential tools and strategies to master effective communication, fostering stronger relationships and driving success with our course.

Content

- Basics of communication
- Barriers to communication
- Asking effective questions
- Building rapport
- Creating positive body language
- Active listening



Effective Meetings

Duration: 3 hours

Overview

Our course equips participants with strategies to run efficient, inclusive, and productive meetings that engage attendees and achieve tangible outcomes.

Content

- Analysing current meeting practices
- Planning essentials: agenda creation and preparation
- Establishing ground rules and icebreakers
- Assigning meeting roles (e.g., chairperson, minute-taker)
- Staying focused and on-topic during meetings
- Using facilitation tools
- Techniques for idea generation and problem-solving
- Managing disruptive or difficult attendees effectively
- Setting post-meeting action items and follow-ups

A woman with long brown hair, wearing a black dress with a vibrant floral pattern in shades of pink, orange, and green, is seated at a wooden table. In the foreground, a white ceramic cup filled with a latte sits on a matching saucer. The background is softly blurred, showing what appears to be an indoor setting with large windows and architectural details.

Emotional Intelligence

Duration: 3 hours

Overview

Enhance your team's interpersonal effectiveness and leadership skills by fostering emotional intelligence through our course.

Content

- Understand the theory, concept and brief history of EI
- Learn the importance of EI and how it is used
- Defining emotional and rational thinking
- Identify and understand which emotions you are feeling and why
- Understand the links between feelings, thoughts and emotions
- Manage impulsive feelings and negative emotions
- Understand Negative Automatic Thoughts (NAT's)



Emotional Resilience

Duration: 3 hours

Overview

Equip your team with the vital tools to navigate adversity and bolster their mental fortitude through our course.

Content

- Introduction
- The EI Choice Point
- Understanding away moves, towards moves and hooks
- Identifying personal values
- Understanding values and goals
- EI (Emotional Intelligence) & ACT related skills



Facilitation Skills

Duration: 3 hours

Overview

Empower your team to lead dynamic and productive group discussions, meetings, and workshops with our course, designed to enhance collaboration and decision-making.

Content

- Understanding facilitation
- Planning and preparation for facilitation
- Design and development
- Facilitation process tools
- Dealing with difficult participants
- Monitoring and feedback

Fulfilling Your Potential

Duration: 3 hours

Overview

Unlock the full potential of your team members by empowering them with the tools and mindset to reach their highest aspirations through our course.

Content

- Develop a guiding awareness of values and goals
- Set challenging goals and take calculated risks
- Find a sense of purpose and mission
- Recognise the benefit in seizing opportunities
- Persist in seeking goals despite obstacles and setbacks
- Operate from hope of success rather than fear of failure





Interview Skills

Duration: 3 hours

Overview

On this course you will learn and understand the main traditional and competency based/behavioural interviewing methodologies being currently used.

Content

- Preparation and Research
- Understanding Job Requirements
- Communication and Body Language
- Answering Common Interview Questions
- Behavioral Interview Techniques
- Highlighting Skills and Experience
- Handling Difficult Questions
- Post-Interview Follow-Up



Leadership Skills

Duration: 3 hours

Overview

Welcome to our course, a transformative experience designed to empower individuals with the essential tools and insights needed to excel in the dynamic landscape of modern leadership.

Content

- What is Leadership?
- The Power of Influence
- Leadership v Management
- Leadership Vision
- Creating a Vision
- Communication
- Building Trust
- Developing Self-Esteem
- Feedback to Feedforward



Managing Challenging Conversations

Duration: 4 hours

Overview

Empower your team to navigate difficult discussions with confidence and grace, fostering stronger relationships and achieving positive outcomes with our course.

Content

- Understanding a challenging conversation
- Understanding the causes of conflict
- Transactional analysis and ego states
- Breakdown in communication
- Communication models
- High Impact communication

Microsoft Access

Duration: 5 hours

Overview

In today's data-driven world, effective data management is essential for businesses and organisations to make informed decisions and stay competitive.

Content

- Navigating the workspace
- Creating a database
- Working with tables
- Finding, sorting, & filtering data
- Working with queries
- Working with forms
- Working with reports



Microsoft Excel

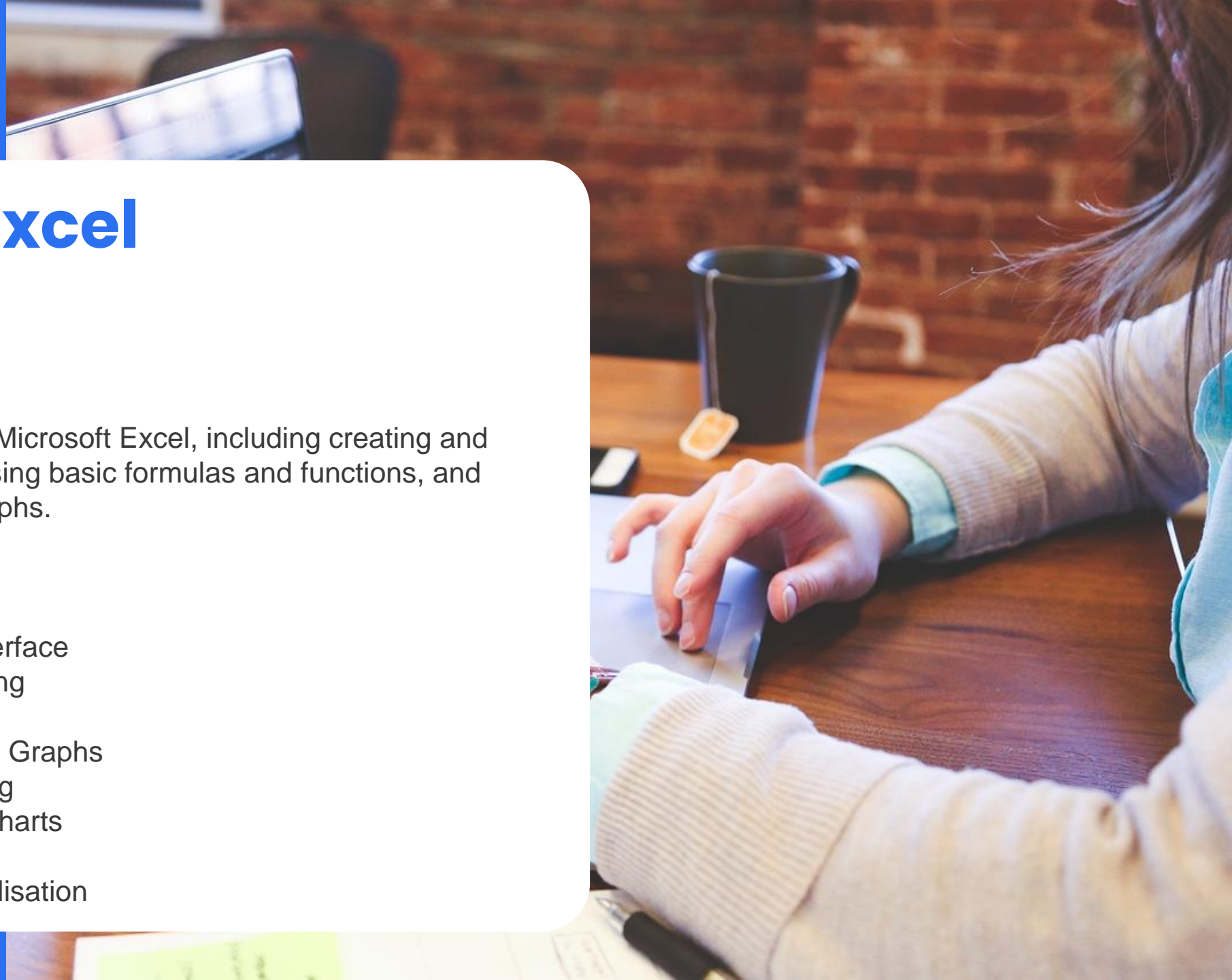
Duration: 5 hours

Overview

We will cover the basics of Microsoft Excel, including creating and formatting spreadsheets, using basic formulas and functions, and working with charts and graphs.

Content

- Introduction to Excel Interface
- Data Entry and Formatting
- Formulas and Functions
- Working with Charts and Graphs
- Data Sorting and Filtering
- Pivot Tables and Pivot Charts
- Conditional Formatting
- Data Analysis and Visualisation





Microsoft Power Automate

Duration: 3 hours

Overview

Welcome to our course, a comprehensive and transformative learning experience that will equip you with the tools to automate repetitive tasks and streamline workflows effortlessly.

Content

- Overview of Power Automate
- How to Access Power Automate
- Understanding the Navigation
- Creating a Basic Flow
- Variables
- Compose Statements
- Creating and Erasing Images
- Users Choices
- Manual Triggering
- Producing an Approval Flow
- Tracing the Approver Decisions



Microsoft Power Apps

Duration: 5 hours

Overview

A comprehensive learning experience designed to empower you with the skills and knowledge to create custom business apps without the need for extensive coding.

Content

- Using the Custom Form Tools
- Data Cards
- Column Snapping
- Images & Icons
- Visibility & Rules
- Creating from Blank Template
- Theme & Branding
- Screens & Transitions
- Using Search within a Power App

Microsoft PowerBI

Duration: 5 hours

Overview

PowerBI is a powerful business intelligence tool developed by Microsoft that allows you to analyse and visualise data from a wide range of sources, making it easier to gain insights into your business operations.

Content

- Introduction to Power BI Interface
- Connecting and Importing Data
- Data Transformation and Cleaning
- Creating Visualisations (Charts, Tables, etc.)
- Building Dashboards and Reports
- Using DAX (Data Analysis Expressions)
- Filtering and Slicing Data
- Sharing and Publishing Reports





Microsoft PowerPoint

Duration: 5 hours

Overview

In today's fast-paced world, visual aids and presentations have become a critical tool for communicating ideas and information effectively.

Content

- Introduction to PowerPoint Interface
- Creating and Formatting Slides
- Adding and Formatting Text, Images, and Shapes
- Designing Slide Layouts and Themes
- Working with Transitions and Animations
- Inserting Multimedia (Audio, Video)
- Preparing Presentations for Delivery
- Sharing and Collaborating on Presentations

Microsoft Project

Duration: 5 hours

Overview

Microsoft Project is a powerful project management software that enables you to plan, organise, and manage your projects effectively. In today's fast-paced business environment, effective project management is essential to the success of any organisation.

Content

- Environment setting options
- Planning and defining a project
- Scheduling tasks and creating the Gantt chart
- Linking tasks and defining relationships
- Setting milestones and constraints
- Outlining a project
- Critical path analysis



Microsoft Word

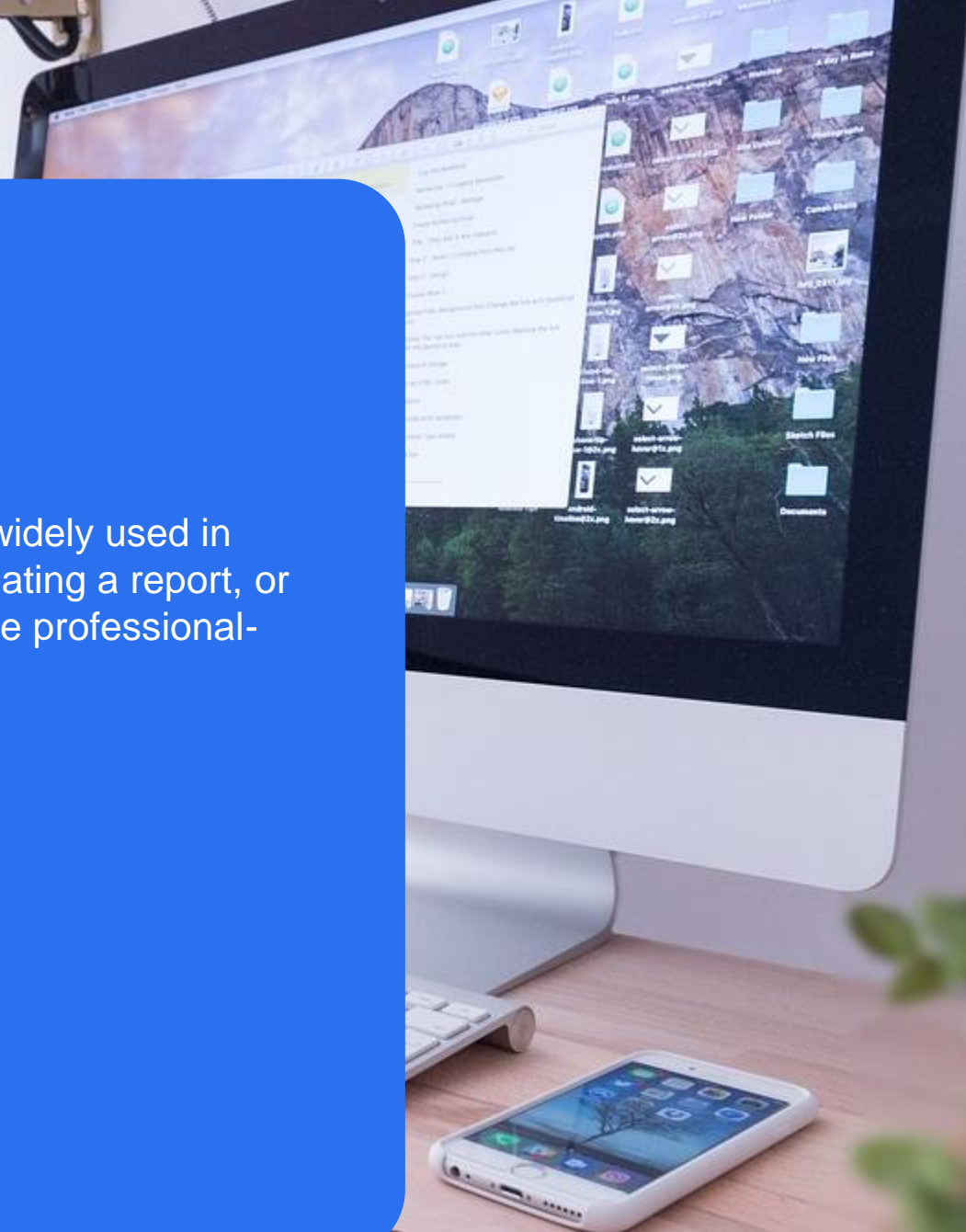
Duration: 5 hours

Overview

Microsoft Word is a word processing software that is widely used in around the world. Whether you are writing a letter, creating a report, or designing a flyer, Microsoft Word can help you produce professional-looking documents quickly and easily.

Content

- Introduction to Microsoft Word Interface
- Creating and Formatting Documents
- Working with Text Styles and Paragraphs
- Inserting and Formatting Images and Tables
- Using Headers, Footers, and Page Numbers
- Spell Check and Grammar Tools
- Document Collaboration and Review
- Saving, Printing, and Sharing Documents



A young man with blonde hair, eyes closed, in a meditative pose outdoors. He is wearing a light-colored, patterned shirt. The background shows bare tree branches against a bright sky.

Mindfulness Meditation

Duration: 3 hours

Overview

This course has been designed for delegates who are new to, or would like to learn more about the concept of mindfulness.

Content

- Introduction to mindfulness
- Mindfulness body scan awareness
- Mindfulness and the senses
- Experiential work (awareness of taste)
- Experiential work (awareness of smell)
- Using mindfulness in everyday life

Minute Taking

Duration: 3 hours

Overview

This course will enable delegates to take quick, accurate and most importantly relevant minutes saving your organisation time.

Content

- Introduction to minute taking
- The types of minutes that are taken
- Understanding the role of minute taker
- Preparation prior to the meeting
- Identifying what details to record
- Drafting the minutes
- Formatting and standardisation of minutes
- Using professional language



A photograph of a person's hands writing in a spiral notebook on a desk. A white coffee cup sits on a saucer to the left. The background is blurred, showing another person's arm and a blue object.

Negotiation Skills

Duration: 3 hours

Overview

This course is ideal for professionals in various fields, entrepreneurs, salespersons, and individuals who want to enhance their negotiation abilities.

Content

- Principals of Negotiations
- Planning Negotiations
- BATNA, RV & ZOPA
- Effective Communication
- The Square of Communication
- Win-Win Negotiations



Note Taking

Duration: 3 hours

Overview

This Note Taking training course will enable delegates to take quick, accurate and most importantly relevant notes saving your organisation time.

Content

- Introduction to note taking
- Understanding the role of the note taker
- Note taker or note maker
- Preparing for a practical note taking
- Techniques for active listening
- Note taking techniques
- Short forms and speed writing
- Formatting and standardisation of notes
- Linear notes
- The three-column approach

A person wearing a blue t-shirt and a red beanie is looking at a whiteboard. The whiteboard has a diagram with a box labeled 'INTERACT BALLOON' and a question mark above it. The person is holding a marker.

Presentation Skills

Duration: 3 hours

Overview

Elevate your team's presentation abilities and captivate audiences with our course, designed to enhance confidence, clarity, and impact.

Content

- Structure and delivery
- Visual aids
- Pre-speaking anxiety
- Questions and interruptions
- Practice strategies



Project Management

Duration: 5 hours

Overview

This course covers the aspects of a projects life cycle, from the project start-up, application of monitoring and control to keep things on-schedule and includes the activities required to complete a project.

Content

- An awareness of the key roles and responsibilities during a project
- A sequential step to starting a project
- Techniques manage project risks
- Descriptions of key project documents
- How to apply planning tools to identify the critical paths within a project
- Methods to keep a project on schedule
- Stages to complete a project



Protecting Wellbeing Under Pressure

Duration: 2.5 hours

Overview

Equip your team with essential strategies to safeguard their mental and emotional wellbeing amidst high-pressure environments with our course.

Content

- Understanding stress
- Stress triggers
- Recognising the symptoms of stress
- Psychological flexibility
- Emotional intelligence
- Acceptance and Commitment Therapy



Public Speaking Skills

Duration: 3 hours

Overview

Elevate your team's communication prowess and boost confidence on the podium with our comprehensive course.

Content

- Public speaking preparation
- Know your listeners
- Use of storytelling
- Practice methods
- Pre-speaking anxiety
- Professional delivery
- Maintaining attention
- Questions and interruptions

Report Writing for Beginners

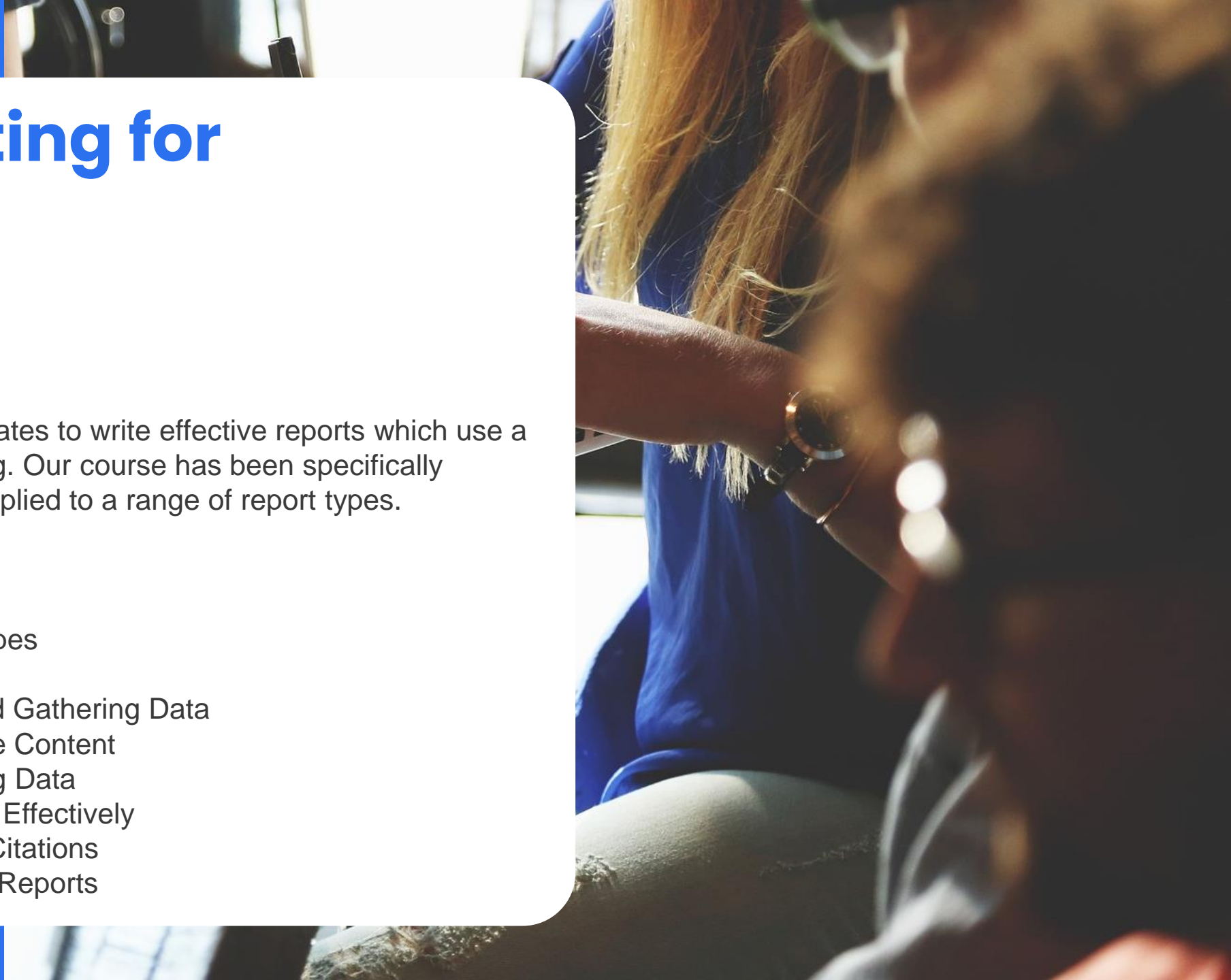
Duration: 3 hours

Overview

Our course will enable delegates to write effective reports which use a clear structure and formatting. Our course has been specifically designed so that it can be applied to a range of report types.

Content

- Understanding Report Types
- Structuring a Report
- Conducting Research and Gathering Data
- Writing Clear and Concise Content
- Analysing and Interpreting Data
- Using Visuals and Charts Effectively
- Proper Referencing and Citations
- Editing and Proofreading Reports



Sales Skills

Duration: 5 hours

Overview

Our training session provides a 1-day training programme presenting the skills and techniques required by a successful salesperson in a competitive business environment.

Content

- Understanding the Sales Process
- Prospecting and Lead Generation
- Building Rapport with Clients
- Effective Communication Techniques
- Identifying Customer Needs
- Overcoming Objections
- Closing the Sale
- Post-Sale Relationship Management



Social Media

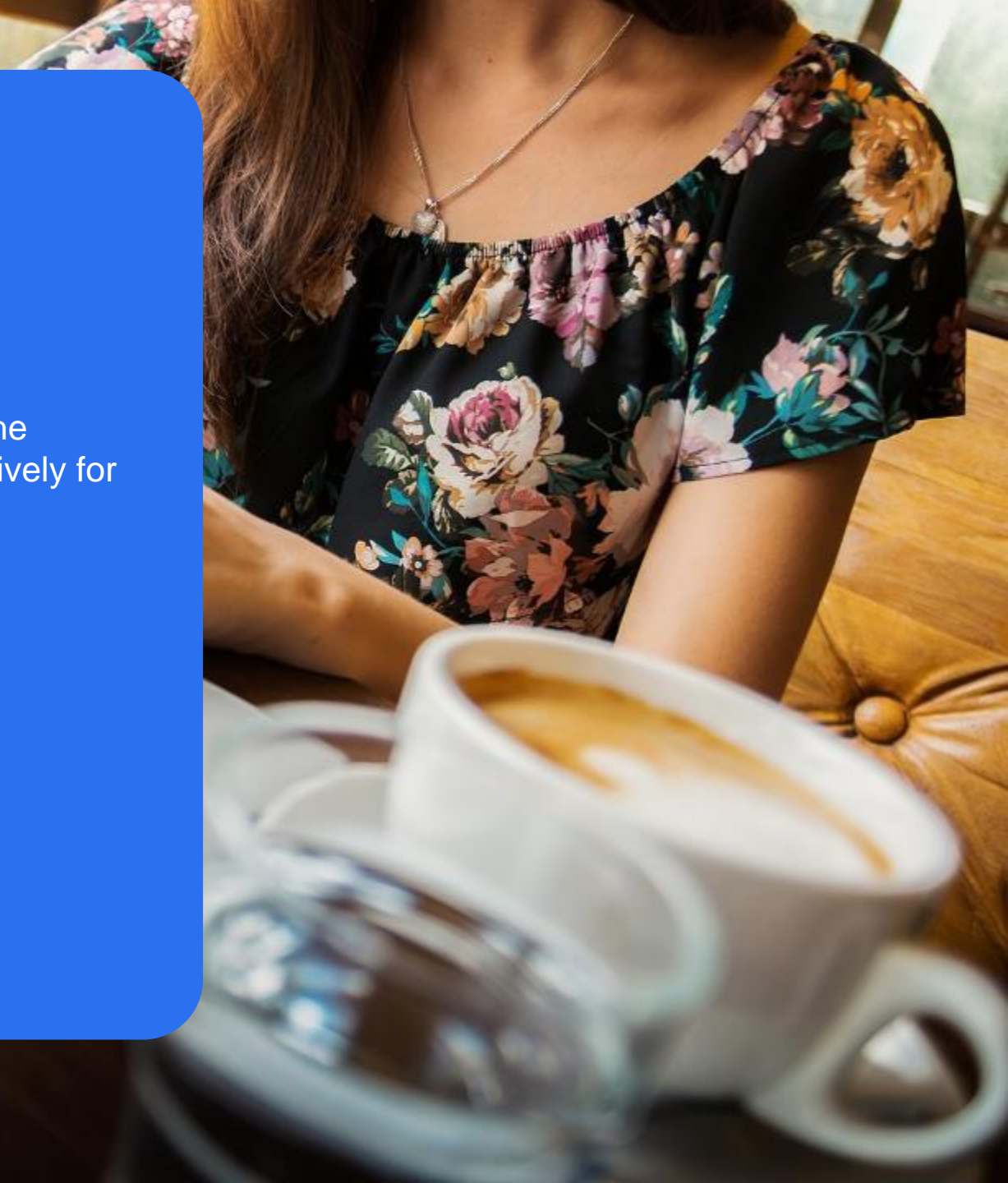
Duration: 5 hours

Overview

This intensive session is designed to empower businesses with the knowledge and strategies needed to leverage social media effectively for growth and success.

Content

- Overview of Social Media Platforms
- Developing a Social Media Strategy
- Content Creation and Curation
- Engaging with Audiences
- Social Media Analytics
- Paid Advertising Basics
- Managing Brand Reputation
- Social Media Trends and Best Practices





Stress Management

Duration: 3 hours

Overview

Arm your team with practical strategies to mitigate stress and foster a healthier, more productive work environment with our course.

Content

- An introduction to the science behind stress
- The fight or flight response and its impact on the body
- Discover the common causes of stress
- The difference between healthy pressure and harmful stress
- Recognise your personal triggers of stress
- Using REBT to deal with irrational stressful thoughts
- Minimising the effects of stress through mindfulness
- Developing the 'stress buster' action plan



Supervisor Skills

Duration: 3 hours

Overview

A comprehensive learning experience designed to empower supervisors and managers with the skills and knowledge to lead and support their teams effectively.

Content

- The role of a Supervisor
- Core qualities of a Supervisor
- Basics of Communication
- Types of Communication
- Building Rapport
- Questioning Techniques
- Active Listening
- Barriers to Communication
- Being Assertiveness
- Dealing with Underperformers
- Motivational Skills
- Delegating Tasks

Telephone Communication

Duration: 3 hours

Overview

Whether you are dealing with existing or brand new customers then this course will enable you to make the right impression of your organisation by delivering an effective professional communication service.

Content

- Making the first impression count
- Barriers to telephone communication
- Active listening skills
- Understanding the customers needs
- Choosing the correct call action
- Gaining accurate customer contact details
- Taking 'difficult' calls
- Personalise calls for customer types



A person wearing a blue t-shirt and a red beanie is looking at a whiteboard. The whiteboard has a diagram with a box labeled 'INTERACT' and 'SALLODE' and a question mark above a double-headed arrow. The background is slightly blurred.

Time Management

Duration: 3 hours

Overview

Equip your team with invaluable time management skills to enhance productivity, efficiency, and work-life balance with our course.

Content

- Modern challenges to time management
- Obstacles and your options
- Process management
- Marginal gains
- Prioritisation
- Time Matrix
- Anti-procrastination

Work/Life Balance

Duration: 3 hours

Overview

Our course is about ensuring delegates keep things in perspective and to help them to recognise the signs of unbalance in their work/life.

Content

- Identifying your current situation
- Taking your work home
- Working smarter
- Healthy living
- Reducing stress
- Mindfulness



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