



# Tom Martin

*Business Consultancy, Training & Mediation*

*The needs of our clients sit at the very heart of our business strategy. We provide expertise and professionalism to deliver tailored outcomes in a cost-effective and efficient manner.*

**WHATEVER YOUR NEEDS, BIG OR SMALL,  
LET OUR EXPERIENCE BECOME YOUR SOLUTION**

## **BUSINESS ANALYSIS & CONSULTANCY**

**YOUR BUSINESS IS YOUR FUTURE.** In a fast-paced world, it is crucial that you constantly monitor, upgrade and improve your business, to stay ahead of the competition, or to implement greater efficiencies. Tom Martin provides a complete Business Analysis and Consultancy service tailored to your individual requirements. When did you last review and update your processes and procedures?

**Keep ahead of the competition - CONTACT US FOR FURTHER DETAILS.**

## **TRAINING DESIGN & DELIVERY**

We research, design and produce mandatory Continuing Professional Development (CPD) training courses to organisations such as Credit Unions, Community Groups, Business, etc

We also deliver Information Technology training, such as ECDL, Microsoft packages, or more advanced IT training programmes. In addition, we provide tailor-made individualised training programmes to your specific requirements in "soft skills" such as sales skills, negotiation, influencing, coaching, leadership etc

### **Training Programmes –**

*Designed & delivered to your requirements. Some examples:*

- Management development
- Presentation skills
- Product knowledge
- Evaluating Loan applications
- Interpreting Management Accounts
- Customer service – complaints resolution
- Soft skills – Negotiation, Influencing, Coaching, Leadership, etc.
- ECDL tester
- Management and supervisory skills
- Savings & Investments
- Money Laundering
- Customer care
- Telephone sales techniques



**Keep your staff skills current - CONTACT US FOR FURTHER DETAILS.**

