



# Optimum Limited Training

Success is a Choice  
Let Us Take You There



ESTABLISHED SINCE 1990

**optimum.**



TRAINING & BUSINESS  
SERVICES



# Why choose Optimum Limited ?



Optimum was created in 1990 to provide professional development training, business services and upskilling interventions support to companies and individuals aiming to achieve their ultimate success. **We specialise in the provision of Business and Professional Development, Management and Team Development, Coaching Skills, Leadership Awareness, Resilience and Wellbeing, Communication and Negotiation, Conflict Management, HRM and Performance Management, Personal Effectiveness Training, Career Planning, Working Remotely, Interpersonal Development Training and Interventions** within the Corporate, Community, Private and Public Sectors.

Our training and mentoring programmes are designed to increase proficiency and competency in personal and business development skills. Our business support initiatives anticipate and respond to the changing needs of our many clients. Our ethos is about combining a tailored, flexible approach with ‘real life’ business knowledge offering hands-on tools for immediate implementation.

As a preferred choice provider and partner to many of Ireland’s leading businesses, we have learned that the key to our success is putting their success first. Our commitment to quality is enhanced by the enthusiasm of our team and our recognition of the standards you set. Through ongoing research and development and an innovative approach all of our programmes incorporate the latest concepts and approaches and best practice trends ensuring that participants do not receive an “off the shelf experience”.



# Optimum Limited Accreditation

We also recognise the importance of considering accreditation as a quality assurance alternative. Optimum Limited can offer reputable accreditation depending on your specific learning requirements. We have an impressive history of collaborating with a range of professional organisations in the provision of quality learning responses.

We have also developed an extensive network of contacts from all business areas, which are continually utilised for project enhancement and effectiveness. This network is comprised of Corporate Clients, State Agencies, Government Bodies, Enterprise Agencies, Area Partnerships and National Business Networks.

## QQI Awards that we offer:



**Leadership**  
Level 6



**Managing People**  
Level 6



**Coaching Models of Practice**  
Level 6



**Training & Development**  
Level 6 (Special Purpose)



**Business Management**  
Level 6



**Sales & Marketing Management**  
Level 6



**Start Your Own Business**  
Level 5



**Digital Marketing**  
Level 5



**Communications**  
Level 4 and 5



**Customer Service**  
Level 5



# Optimum Limited Expertise

Optimum's level of expertise spans the following areas:



## Management Programmes

- Leadership and Delegation
- Strategic Planning and Management
- Leading and Engaging Remote and Hybrid Teams
- Management Development
- Having Difficult Conversations
- Strengthscope Leadership®
- Building and Leading High Performance Teams
- Mastering Innovation and Creative Thinking
- Managing for Change
- Positive Impact Coaching
- Productivity and Motivation
- People Management

## HR and Talent Development

- Human Resource Management
- Recruitment and Selection
- Interview Skills for Interviewers
- Delivering Feedback
- Performance Management
- Competency Based Interviews
- Talent Planning
- Coaching and Mentoring Skills
- Facilitation Skills
- Employment Legislation
- Discipline and Procedures
- Train the Trainer
- Diversity, Equity and Inclusion
- Coaching for Performance



# Optimum Limited Expertise

Optimum's level of expertise spans the following areas:



## Personal Effectiveness

- Resilience and Wellbeing
- Positive Mindset
- Communicating Skills
- Influencing Skills in Business Development
- Negotiation for Win-Win
- Cross Cultural Communications
- Cross Collaboration
- Goal Setting Like a Pro
- Delegation Skills
- Conflict Management
- Professional Presentation Skills (including advanced level)
- Developing an Assertive Mindset
- Time and Stress Management
- Personal Branding
- Problem Solving and Decision Making Skills
- Thinking on your Feet - Creative Confidence

## Business Excellence

- Achieving Excellence in Sales
- Business Planning and Entrepreneurship
- Market Research
- Best Practice for Presentations & Pitching
- GDPR Awareness
- AI for Business
- Marketing in Practice
- Business Writing for Success
- Legal Requirements
- Digital Marketing and AI



# Optimum Limited Expertise

Optimum's level of expertise spans the following areas:



## Customer Service Success

Challenging Customer Conversations

Client Relationship Management

Empathy Skills

Customer Service Excellence

Telephone Techniques for Customers or Sales

Seven Values of Client Relationship Management

## Business Finance

Finance for Non-Financial Managers

Taxation and VAT

Financial Management

Costing and Pricing

Budgeting

Funding Opportunities

Business Accounting



# Optimum Limited Assessment Tools

Optimum Limited boasts a comprehensive assessment tool portfolio designed to meet the diverse needs of businesses across various industries. Our suite of assessment tools encompasses a range of capabilities, including employee performance evaluations, skills assessments, and psychometric testing. These tools are meticulously crafted to provide valuable insights into individual and team strengths, weaknesses, and development areas.

## Assessment Tools we offer:



### **Strengthscope®**

To understand the strengths they have and how these can be developed to strengthen the value they bring.



### **Strengthscope 360™**

To understand how others perceive your strengths, their effectiveness in the workplace, and how you manage performance risks



### **Strengthscope Team™**

To evaluate current team dynamics, identifying areas for improvement to establish a robust team culture.



### **Insights Discovery®**

To help people to understand their style, their strengths and the value they bring to a team



### **The Emotional Quotient Inventory**

To evaluate your workplace performance and your leadership effectiveness, each in the context of emotional intelligence.



### **Personality Styles**

To understand your dominant style can help you leverage your natural behaviors for improved communication and interpersonal relationships.



### **Leadership Training Needs Analysis**

To evaluate current skills and identifying improvement areas for leadership responsibilities and training opportunities.



# Optimum Limited Clients



**etb**  
Bord Oideachais agus Oiliúna  
Atha Cliath agus Dhún Laoghaire  
Dublin and Dún Laoghaire  
Education and Training Board



Queally Group



SPÓRT ÉIREANN  
SPORT IRELAND



Oifig Fiontair Áitiúil  
Local Enterprise Office



**Trocaire**  
TOGETHER FOR A JUST WORLD



**UISCE**  
ÉIREANN : IRISH  
WATER



ICOS



Skillnet

Brennan & Co  
At the heart of innovation



AVIATION



*Lily O'Brien's*  
Passionate about Chocolate

**Deloitte.**



**EMERALD FREIGHT**  
GLOBAL LOGISTICS SOLUTIONS



Midland  
Border  
East



Saint John of God Hospital  
Hospitality ~ Compassion ~ Respect



JJ Kavanagh



Smurfit  
Westrock



# Optimum Limited Clients



For enquiries,  
contact us.



[www.optimum.ie](http://www.optimum.ie)

[hq@optimum.ie](mailto:hq@optimum.ie)

01 - 672 8628

