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Behavioural Skills

An Introduction to Resilience

Aim

The delegate will be able to understand what resilience is how it can be demonstrated.

Key Learning Outcomes

- Define what resilience is and why it's important
- Identify some of the key characteristics of resilient people
- Recall our unique resilience-building model
- Practice strategies to increase your level of resilience

Applying Critical Thinking in the Workplace

Aim

This module will teach you about what critical thinking is, the skills required, the benefits of these skills and how to apply and develop these skills for the workplace. This will help you to become a more capable critical thinker and allow you to use these skills in your role and meaningfully contribute to the organisation.

Key Learning Outcomes

- Understanding Critical Thinking
- Benefits of Critical Thinking
- Applying Critical Thinking in the Workplace
- Developing Critical Thinking Skills

Assertive vs Aggressive Behaviours

Aim

The delegate will learn the key defining factors between assertive and aggressive behaviour and how to act and react accordingly.

Key Learning Outcomes

- Identify the key differences between assertive and aggressive behaviour
- Explain how to express opinions directly whilst respecting others
- Demonstrate how to make appropriate requests and how to refuse requests with confidence
- Recognise how to manage conflict with sensitivity

Bringing Your Authentic Self to Work

Aim

The delegate will learn how to bring their most authentic self to work and to lead authentically through various models and techniques.

Key Learning Outcomes

- What is Authenticity?
- What makes an authentic leader?
- Understand what authentic organisations are and how they work.

- How can you be authentic at work?

Building Rapport Quickly

Aim

Establish how to initiate a conversation by building and maintaining rapport with another person or persons.

Key Learning Outcomes

- Understand and utilise verbal and non-verbal mirroring
- Explain how to praise others in a sincere way
- Recall the 5 different value types
- Interpret another person's communication preferences to build rapport quickly

Exploring Psychometrics

Aim

This module will teach you how to implement psychometrics in the workplace, some common challenges you may encounter and why psychometrics are valuable and beneficial.

Key Learning Outcomes

- What is Psychometrics?
- Benefits of Psychometric Assessments
- Common Pitfalls of Psychometric Assessments
- Best Practice for Using Psychometrics

Fostering a Growth Mindset

Aim

This module will teach you what a growth mindset is, how it compares to a fixed mindset, the benefits of a growth mindset and how you can foster a growth mindset. This will help you to understand how a growth mindset develops and the skills and characteristics you need to build this mindset and practice it in the workplace. This will enhance your ability to learn, adapt, and improve continuously in your work, producing better overall results for you as an individual and the organisation as a whole.

Key Learning Outcomes

- What is a Growth Mindset?
- Growth Mindset vs. Fixed Mindset
- Potential Benefits of a Growth Mindset
- Top Tips for Fostering a Growth Mindset

How to Make Positive Changes Through Habit

Aim

The delegate will learn how to make positive changes by forming new habits and changing their routines.

Key Learning Outcomes

- The Science of starting new habits
- Tips to break bad habits
- Learning the happiness and mindfulness habit
- Tips for forming new habits

Imposter Syndrome

Aim

The delegate will understand what imposter syndrome is and be able to combat the symptoms of imposter syndrome so they feel more confident.

Key Learning Outcomes

- Understand what Imposter Syndrome is
- What are some characteristics and causes of Imposter Syndrome
- Explore ways to build your confidence
- Identify the ways to manage Imposter Syndrome

Influencing Strategies

Aim

To help delegates be able to understand and use different influencing strategies when dealing with people.

Key Learning Outcomes

- Explain the difference between influence and power
- Describe the key attributes and actions of great influencers
- Give examples of how to improve your network
- Demonstrate use of 7 influencing strategies

Introversion vs. Extroversion

Aim

This module will discuss what introversion is, what extroversion is and the characteristics and the science behind each, as well as the strengths and ways to use it to your advantage and be the best you can be.

Key Learning Outcomes

- Introversion vs. Extroversion
- The Science Behind Personality

- Strengths of Introversion and Extroversion
- Using Your Personality to Your Advantage

Mindful Self-Compassion

Aim

The delegate will be able to understand what mindful self-compassion is and how to develop it.

Key Learning Outcomes

- What is Mindful Self-Compassion?
- How to Develop Mindful-Self Compassion
- Tools and Techniques for Mindful Self-Compassion
- Myth Busting

Overcoming Procrastination

Aim

This module will teach you what procrastination is, why we procrastinate, the possible effects and how to overcome them. This will help you to become more productive and improve your time management skills, leading to increased personal growth and improvement, meaning you are able to provide greater value within your organisation.

Key Learning Outcomes

- What is Procrastination?
- Possible Effects of Procrastination
- Barriers to Overcoming Procrastination
- How to Reclaim Your Productivity

Overcoming the Fear of Failure

Aim

This module will teach you about how a fear of failure can develop, the effects it can have on the individual and the surprising benefits of failure as well as how to overcome your fear via the growth mindset and other useful strategies. This will help you to feel more confident and capable in your own abilities, producing better results for your organisation.

Key Learning Outcomes

- Why Do People Fear Failure?
- Failure and the Growth Mindset
- The Unexpected Benefits of Failure
- Top Tips for Overcoming a Fear of Failure

Performative Allyship

Aim

This module will teach you about what performative allyship is, its risks and how to be a more authentic ally.

Key Learning Outcomes

- The Principles of Allyship
- Performative Allyship vs. Authentic Allyship
- The Dangers and Risks of Performative Allyship
- How to Be a More Authentic Ally

Thinking on the Spot

Aim

This module will teach you what it means to think on the spot, why this can cause stress and how to overcome this stress to speak confidently and clearly. It will also discuss some of the common challenges and mistakes that occur when thinking on the spot and how to avoid and overcome these problems.

Key Learning Outcomes

- The Importance of Thinking on the Spot
- Recognising and Reacting to Stress
- Core Techniques for Thinking on the Spot
- Common Mistakes to Avoid

The Essentials of Dignity and Respect

Aim

In this module, you will learn what dignity and respect is, why it matters, how to respond to disrespectful behaviour in the workplace and support those affected by it, as well as learning how to build, maintain and reinforce a respectful, dignity-centered culture.

Key Learning Outcomes

- What is Dignity and Respect?
- The Importance of Dignity and Respect
- Responding to Disrespectful Behaviour in the Workplace
- Building a Respectful Workplace Culture

The Importance of Workplace Etiquette

Aim

This module will teach you about what the term etiquette means, conflict and its impact on etiquette and how to overcome barriers to professional etiquette. These standards can help you alter and adapt how you interact, communicate and conduct yourself in the workplace. This will allow you to build better relationships resulting in increased collaboration, increased efficiency and better overall results.

Key Learning Outcomes

- Introduction to Workplace Etiquette
- Workplace Conflict vs. Workplace Etiquette
- Top Tips for Professional Workplace Etiquette
- Overcoming Barriers to Professional Workplace Etiquette

The Power of Persuasion

Aim

The delegate will learn the value of enthusiasm, reasoning and influence to build a powerful and persuasive case in any scenario in order to achieve their objective.

Key Learning Outcomes

- Demonstrate the value of building enthusiasm into a discussion
- Give examples of persuasive techniques
- Explain Aristotle's 3 Pillars of rhetoric!
- Apply powerful and persuasive language to any discussion

Transforming Setbacks into Success

Aim

This module will teach you about mistakes in the workplace, why they happen, how they can be useful and how to recover and avoid them in the future, transforming your setbacks into success. Combatting mistakes is vital for better overall results, for both the individual and the organisation as a whole. If you understand how to combat your mistakes and overcome them, it will have a lesser impact on your productivity, reputation and the ability to collaborate with others in the workplace.

Key Learning Outcomes

- Why Mistakes Happen
- How Can Setbacks Be Beneficial?
- How to Recover from a Setback
- Top Tips for Avoiding Mistakes in the Future

Understanding Different Personality Types

Aim

The delegate will learn how to distinguish different personality types and choose the best communication method for each.

Key Learning Outcomes

- Be able to understand the theory of personality types
- Understand and explain how different personality types will react to situations
- Describe how to learn to read people
- Explain how to align and adjust to people

Understanding the Amygdala Hijack

Aim

This module covers the amygdala hijack, potential effects and triggers as well as coping mechanisms to deal with it.

Key Learning Outcomes

- Understanding the Amygdala Hijack
- Consequences of an Amygdala Hijack
- Identifying Triggers of an Amygdala Hijack
- Dealing with an Amygdala Hijack

Understanding Your Strengths and Weaknesses

Aim

This module will teach you why it is important to recognise and identify your strengths and weaknesses, to use your strengths to your advantage and to manage your weaknesses. Being aware of these strengths and weaknesses will allow them to capitalise on their strengths and use them effectively in both their personal and professional life. It will also allow them to manage their weaknesses and identify ways to improve them and subsequently turn them into a strength.

Key Learning Outcomes

- Understanding Your Strengths and Weaknesses
- Benefits of Identifying Your Strengths and Weaknesses
- Step by Step: How to Identify Your Strengths and Weaknesses
- Top Tips for Growing Your Strengths

Unlocking Your Potential

Aim

The delegate will learn to understand themselves better and be able to manage their time, energy and personal effectiveness more successfully.

Key Learning Outcomes

- Set clear and attainable goals
- Understand how to boost your self-belief
- Develop techniques to manage your state
- Implement strategies and take action

Building Safety Act Awareness Programme

Welcome to the Building Safety Act Awareness Programme!

Aim

This programme has six separate modules, each containing 4 lessons. You can choose to take all the modules in one go, or you can come back and complete them in order, one at a time.

Key Learning Outcomes

- Module 1: Why the Building Safety Act Matters
- Module 2: Individual Competence and Organisational Capability
- Module 3: Key Legislation
- Module 4: Dutyholders
- Module 5: HRB Building Control Process and Associated Documentation
- Module 6: HRB Construction Phase Process

Module 1 – Why the Building Safety Act Matters

Aim

Building safety is fundamentally about protecting life. Whether you design, build, inspect, maintain, or manage buildings, building safety is part of your role. The information in this module allows you to understand why the Building Safety Act matters. This includes preventing harm, ensuring buildings perform as intended, and making sure risks are understood, managed, and controlled.

Key Learning Outcomes

- The Core Principles Everyone Must Know
- Why the Building Safety Act exists
- Higher-Risk Buildings and Regulatory Bodies
- Roles, Responsibilities, Behaviours and Culture

Module 2 – Individual Competence and Organisational Capability

Aim

The information in this module allows you to make sure that you understand competence and the requirements that must be met by you, your organisation and the relevant dutyholders. You will also be given some good practice to help you with meeting these.

Key Learning Outcomes

- Competence: The Legal Framework
- Understanding Competence
- Dutyholder Competence Requirements
- Implementation, Assurance and Good Practice

Module 3 – Key Legislation

Aim

In this module, we explore the key legislative changes that underpin the new building safety regime. Learners will understand the purpose and scope of the Building Safety Act 2022, how primary and secondary legislation interact, and what these changes mean for their roles and responsibilities. The module also clarifies the amendments to the Building Regulations and explains how organisations must adapt to demonstrate compliance.

Key Learning Outcomes

- Why the Legislation Exists
- Primary Legislation: The Building Safety Act 2022
- Secondary Legislation: The Regulations That Bring the Act to Life
- What This Means for Us

Module 4 – Dutyholders

Aim

It is understanding our obligations that allows us to demonstrate that we are competent and show how we meet our compliance obligations under the Building Safety Act.
The information in this module allows you to mitigate business risk and engage with the client, consultants and supply chain members in accordance with the regulatory expectations.

Key Learning Outcomes

- How, Why and By Who are Dutyholders Appointed?
- Client Duties
- Contractor and Principal Contractor Duties
- Designer and Principal Designer Duties

Module 5 – HRB Building Control Process and Associated Documentation

Aim

This module provides a clear introduction to the HRB Building Control process with a focus on what documents are required. It will also help you to understand why they are required, how they interact with each other, who is responsible, how they support Gateway approval and how evidence collected during construction supports Gateway 3 and occupation.

Key Learning Outcomes

- Key Higher-Risk Building Documentation
- The Gateways
- The Application Process
- Key Learning

Module 6 – HRB Construction Phase Process

Aim

This module covers how higher-risk building (HRB) requirements influence day-to-day project delivery.

Key Learning Outcomes

- What Do I Have to Do Differently on a Live HRB Project ?
- Competence and Managing the Works.
- Works Compliance Procedures.
- Golden Thread Preparation and Project Completion.

Thank You for Completing the Building Safety Act Awareness Programme!

Aim

Thank you and well done for completing the Building Safety Act Awareness Programme!

Key Learning Outcomes

- Module 1: Why the Building Safety Act Matters
- Module 2: Individual Competence and Organisational Capability
- Module 3: Key Legislation
- Module 4: Dutyholders
- Module 5: HRB Building Control Process and Associated Documentation
- Module 6: HRB Construction Phase Process

Communication Skills

Active Listening Skills

Aim

In this module, we will cover what active listening is and why it is important, the core skills for effective active listening, how to promote active listening in the workplace and the potential barriers you may encounter and how to overcome them.

Key Learning Outcomes

- An Introduction to Active Listening
- The Core Skills of Effective Active Listening
- Fostering Active Listening in the Workplace
- Potential Barriers to Effective Active Listening

Active vs. Passive Voice

Aim

This module will focus on the difference between active and passive voice, and how to use your voice to its full potential. This will include understanding situations where the active voice is more suitable vs. those where the passive voice is more suitable, why these voices apply and how to adapt your voice to the relevant circumstances.

Key Learning Outcomes

- Understanding Your Voice
- Exploring the Active Voice
- Exploring the Passive Voice
- Top Tips for Using Your Voice
-

Conquering Public Speaking

Aim

This module will teach you about the importance of public speaking, how it can aid your personal and professional development and how to become an expert public speaker. Encouraging public speaking development opportunities will allow you to share information, explain an idea and communicate clearly and concisely with a group of people.

Key Learning Outcomes

- An Introduction to Public Speaking
- Advantages of Public Speaking
- Barriers to Effective Public Speaking
- Top Tips for Conquering Public Speaking

Creative Writing

Aim

The delegate will learn the fundamentals of creative writing and will be able to understand how to improve their own creative writing.

Key Learning Outcomes

- Differentiate between the types of creative writing
- Understand the elements you can use in your creative writing
- What are the skills required for creative writing?
- How can you improve your creative writing?

Ethical Communication

Aim

The delegate will learn about ethical language, how our internal thoughts affect our use of language and some top tips for communicating more ethically.

Key Learning Outcomes

- What is Ethical Communication?
- Ethical Communication vs. Unethical Communication
- Roadblocks to Unethical Communication
- Golden Rules for Ethical Communication

Leading and Managing Online Communication

Aim

This module will teach you about the elements of leading online communication, why it is beneficial and how to make it as respectful as possible. This will help you to understand the power of online communication and how to use it, allowing you to be a more effective communicator and a better manager of a remote or hybrid team.

Key Learning Outcomes

- The Evolution of Online Communication
- Benefits of Online Communication
- Keeping Online Communication Respectful
- Obstacles to Effective Online Communication

Managing Email Communications

Aim

This module will teach you about how to communicate effectively via email and how to manage your inbox.

Key Learning Outcomes

- An Introduction to Communication
- Understanding Behavioural Profiles
- How to Communicate Impactfully via Email

- Email Management Tips and Tricks

Mastering the Art of Podcasting

Aim

This module will teach you about the art of podcasting, the skills needed to be an effective podcaster, the benefits of podcasts to business and some top tips for planning and producing an effective podcast. This will help you to expand your communication skills to communicate with clients in different ways, helping to cater to different audiences.

Key Learning Outcomes

- Introduction to Podcasting
- Key Benefits of Using Podcasts
- Planning and Producing Your Podcast
- Top Tips for Effective Podcasting

Non-Verbal Communication

Aim

The delegate will learn how to understand non-verbal messages and be able to use various techniques for understanding others and being understood clearly.

Key Learning Outcomes

- Explore why non-verbal communication is so powerful
- Understand how physical proximity affects relationships
- Explore the concept of personal congruence
- Use the full repertoire of physical tools available to you

The Art of Blog Writing

Aim

In this module, we will cover the different types of blogs and the purpose of each, the important benefits of blog writing, how to structure your blog and some top tips and best practices for effective blog writing.

Key Learning Outcomes

- The Purpose of Blog Writing
- Advantages and Benefits of Blog Writing
- Structuring Your Blog
- Top Tips for Effective Blog Writing

The Art of Report Writing

Aim

This module will cover how to write an effective report, why you may need to write a report and the key components to include. We will also look at some of the barriers that you may face during report writing, and how you can overcome them.

Key Learning Outcomes

- The Purpose of Report Writing
- Key Components of a Report
- Top Tips for Effective Report Writing
- Common Barriers to Effective Report Writing

The Power of Networking

Aim

This module will teach you about what networking means and the different strategies for networking, the benefits of these methods, how to develop a networking action plan and how to be an effective networker.

Key Learning Outcomes

- What Networking Means
- The Importance of Networking
- Developing a Networking Action Plan
- Top Tips for Effective Networking

Using Confident Language

Aim

This module will teach you about confident language, why it is important and how to speak with confidence in the workplace. Throughout this module, you will learn the core characteristics needed to be a confident speaker and explore 13 different techniques that may be useful.

Key Learning Outcomes

- Why Confident Language Matters
- Core Characteristics of Confident Language
- Effective Techniques for Speaking with Confidence
- Additional Top Tips for Using Confident Language

Using Different Communication Styles

Aim

The delegate will explore the way in which people communicate using powerful words that create images, feelings and descriptions of the subject matter. Whether you are in a management role or require some degree of sales or consultative sales training this module will greatly increase your ability to understand how using different styles in different scenarios will prove to be beneficial in any situation.

Key Learning Outcomes

- Explain how to use powerful imagery and metaphor in language
- Explain the difference between auditory and visual communication
- Identify emotive and kinaesthetic language
- State when and how to use different communication methods

Using Inclusive Language

Aim

In this course, the delegate will learn what inclusive language is, why it is important and how to use it within their company and the wider community.

Key Learning Outcomes

- What is Inclusive Language?
- Discrimination and the Equality Act
- The Do's and Don'ts of Inclusive Language
- Strategies for a More Inclusive Workplace

Using NLP in Communication

Aim

The delegate will learn how to use Neuro-Linguistic Programming (NLP) in communications to engage the audience to maximum effect.

Key Learning Outcomes

- Understand what NLP is and how it can be used effectively
- Recognise visual, auditory and kinaesthetic people
- Adapt your communication for maximum rapport with all types of people
- Explain how to utilise different perspectives when communicating with others
- Using NLP when handling conflict

Writing Business E-mails

Aim

The delegate will understand how to write outstanding business, marketing and customer e-mails.

Key Learning Outcomes

- Learn some top tips for writing business e-mails
- How to write a compelling subject line
- Understand how to write effective marketing e-mails
- Learn how to write outstanding customer e-mails

Finance Skills

Accurate Forecasting

Aim

The delegate will learn to use different forecasting methods to produce an accurate forecast.

Key Learning Outcomes

- Describe the difference between a forecast and a plan
- Explain different forecasting methods
- Calculate forecast profit, taking into consideration changes in demand, selling price and costs
- Identify external factors which might impact financial performance

Fraud Awareness in the Workplace

Aim

This module will cover what fraud is and the most common types of fraud in the workplace, the impact fraud has on the workplace and how to respond to a suspected fraud incident. We will also look at how you can prevent fraud in the future.

Key Learning Outcomes

- What is Fraud?
- The Impact of Fraud in the Workplace
- Responding to Suspected Fraud
- Preventing Fraud in the Workplace

Navigating Pay Transparency

Aim

This module will teach you about pay transparency, the laws to consider and how to use pay transparency effectively. Learning the most effective way to implement pay transparency will help managers to promote inclusivity and equality among their employees, boosting teamwork and leading to a more collaborative environment.

Key Learning Outcomes

- Introducing Pay Transparency
- Pay Transparency and the Law
- Benefits and Challenges of Pay Transparency
- Best Practices for Implementing Pay Transparency

Preparing to Write Your Budget

Aim

The delegate will explore the process of preparation in putting together a credible budget plan and be able to explain it confidently.

Key Learning Outcomes

- Understand why organisations prepare budgets
- Recognise different types of budget
- Be able to construct a budget
- Be able to phase budget income and expenditure

Understanding Profit, Cash Flow and the Balance Sheet

Aim

The delegate will learn about why a business needs a healthy cash flow and how the balance sheet is interpreted.

Key Learning Outcomes

- To be able to explain the meaning of profit and identify the different types of profit
- To recognise the importance of businesses managing cash flow effectively
- To understand the relationship between profit and cash in a business
- To interpret the figures on a balance sheet

Understanding the Nature and Behaviour of Costs

Aim

The delegate will understand more about how decisions are made in a business and why managing cost is essential.

Key Learning Outcomes

- Recognise the importance of a business having accurate cost information when making decisions about pricing and capital expenditure
- Identify and understand the difference between fixed and variable costs
- Be able to calculate breakeven point using a breakeven chart
- Be able to calculate breakeven point using the contribution method

HR, Wellbeing and Diversity

Age Conscious Inclusion

Aim

This module will help you gain a better understanding of age conscious inclusion. This includes understanding the role of unconscious bias and ageism in the workplace, overcoming stereotypes and social categorisation, navigating the legal backdrop and improving your recruitment practices. Being a master of age conscious inclusion will help you to improve your diversity, equality, inclusion and belonging practices, boosting the reputation of your organisation and improving your overall success.

Key Learning Outcomes

- Understanding Unconscious Bias
- Stereotypes and Social Categorisation
- Discrimination Ageism and The Legal Backdrop
- Unconscious Bias and Ageism in Recruitment

Banter vs. Bullying

Aim

This module will teach the delegate about banter vs. bullying, the impact of negative behaviour in the workplace and how you can recognise when a situation escalates into something more serious. This includes recognising the different types of banter, the characteristics of banter vs. bullying and what to do if you witness or experience workplace bullying.

Key Learning Outcomes

- Banter vs. Bullying
- Different Types of Banter
- Recognising Bullying in the Workplace
- Responding to Workplace Bullying

Creating an Ergonomic Workplace

Aim

This module will teach you about the benefits and importance of an ergonomic workplace and how to embed this in your culture. This will include the risk factors that you should look out for, the negative effects of these risks if not considered, and how to deal with any possible concerns.

Key Learning Outcomes

- What Ergonomics Means
- Risk Factors for Poor Ergonomics
- Benefits of Good Ergonomics
- Best Practices for Workplace Ergonomics

Dealing with Microaggressions and Incivility

Aim

This module will discuss what microaggressions and incivility are, the key causes and warning signs and how to respond to them. This includes promoting respectful and inclusive behaviour in the workplace as a way of preventing occurrences of microaggression and incivility in the future.

Key Learning Outcomes

- Understanding Microaggressions and Incivility
- Key Causes and Warning Signs of Incivility
- Responding to Microaggressions and Incivility
- Promoting Respectful and Inclusive Behaviour

Developing Emotional Self-Awareness

Aim

This module will teach you about emotional self-awareness, what it is, why it is important and how to develop it in order to be a more productive employee. Please note: this module is also available in Spanish.

Key Learning Outcomes

- What is Emotional Self-Awareness?
- Emotional Self-Awareness in the Workplace
- Tips for Developing Emotional Self-Awareness
- Barriers to Developing Emotional Self-Awareness

Developing Workplace Integrity

Aim

In this module, we will cover what integrity means, why it matters, the core values you need to showcase integrity and how to develop it in the workplace. We will also look at some potential challenges and how to overcome them.

Key Learning Outcomes

- Why Workplace Integrity Matters
- The Core Values of Workplace Integrity
- Developing Integrity in the Workplace
- Potential Challenges to Workplace Integrity

Digital Wellness – A Guide to Healthier Digital Habits

Aim

This module will cover the importance of digital wellness and tips for becoming more digitally well. We will also cover how to create a personal digital wellness plan to help you set specific measurable goals and track your progress.

Key Learning Outcomes

- An Introduction to Digital Wellness
- Advantages and Benefits of Digital Wellness
- Building a Personal Digital Wellness Plan
- Top Tips for Improving Digital Wellness

Disability Awareness in the Workplace

Aim

This module will focus on disability awareness, why it is important and how to promote inclusion in the workplace. We will also look at some myths about disabled people in the workplace and debunk them.

Key Learning Outcomes

- Disability Awareness in the Workplace
- The Importance of Disability Awareness
- Creating an Inclusive Environment
- Myth Busting

Discipline and Grievance

Aim

The delegate will learn the key principles of managing the discipline and grievance procedure with confidence.

Key Learning Outcomes

- Recall what is meant by discipline and grievance
- State when the disciplinary procedure may be invoked
- Recite a typical disciplinary process
- Describe how to deal with a grievance

Effective Absence Management

Aim

This module will focus on effective absence management, your legal obligations and policies for absence management and how to reduce absenteeism in the workplace. This will allow you to effectively and fairly treat your employees before, during and after an absence, as well as understanding your legal obligations and implementing them in the workplace.

Key Learning Outcomes

- An Introduction to Effective Absence Management
- Workplace Absence and the Law
- Developing an Effective Absence Policy
- Top Tips for Reducing Employee Absenteeism

Equality, Diversity and Inclusion

Aim

The delegate will gain an understanding of managing diversity within the workplace and promote inclusion.

Key Learning Outcomes

- Recall what is meant by Diversity, Equality and Inclusion
- Recite the "Platinum Rule" and its significance in managing Diversity
- State the differences between primary and secondary dimensions
- Describe how to foster inclusiveness

Embracing Neurodiversity

Aim

This module will teach you what it means to be neurodivergent and how to get the best from these employees.

Key Learning Outcomes

- The Importance of Embracing Neurodiversity
- Benefits of a Neurodiverse Workforce
- Barriers to Building a Neurodiverse Workforce
- How to Get the Best Out of Your Neurodiverse Employees

Empowering Women in STEM

Aim

This module will help you understand what STEM is, why it is important to have women in STEM and how to empower them in their careers so that you are more able to support women in STEM careers.

Key Learning Outcomes

- The Importance of Women in STEM
- Benefits of Women in STEM
- Barriers to Women in STEM
- Getting Involved in STEM

Freedom of Speech and Expression in the Workplace

Aim

In this module, you will learn what freedom of speech and expression is, why it is important, what an employer can do to promote free speech and potential challenges and barriers you may encounter.

Key Learning Outcomes

- Freedom of Speech and Expression Explained
- The Importance of Free Speech

- Supporting Freedom of Speech in the Workplace
- Barriers to Free Speech and Expression in the Workplace

Introduction to Human Resources

Aim

The delegate will give you an introduction to what HR is and its role within a business setting.

Key Learning Outcomes

- What is HR and Why Is It Important?
- The Role of HR
- The Legal Responsibilities of HR
- A Quick Guide to Progressive Disciplinary Action

LGBTQ+ Awareness

Aim

In this module, we will cover LGBTQ+ awareness, the different identities and laws related to LGBTQ+ individuals, why inclusivity and awareness is important and beneficial to the workplace and how to promote inclusion. We will also discuss how to recognise and challenge bias in the workplace.

Key Learning Outcomes

- Understanding LGBTQ+ Identities
- The Importance of LGBTQ+ Awareness
- Recognising and Challenging Bias in the Workplace
- Top Tips for LGBTQ+ Inclusion in the Workplace

Making Reasonable Adjustments in the Workplace

Aim

This module will teach you about the importance of making reasonable adjustments and how to request them if you are an employee who requires adjustments. If you are an employer, this will help you understand why adjustments are beneficial, why an employee may request them and how to manage and implement these requests.

Key Learning Outcomes

- Understanding Reasonable Adjustments
- Benefits of Reasonable Adjustments
- Requesting Reasonable Adjustments in the Workplace
- Top Tips for Managing Reasonable Adjustments

Managing Executive Stress

Aim

Delegates will learn about the potential effects of executive stress and how to manage them.

Key Learning Outcomes

- Exploring Executive Stress
- Potential Effects of Executive Stress
- Top Tips for Managing Executive Stress
- Barriers to Effective Executive Stress Management

Managing Flexible Workers

Aim

This module will teach you about managing flexible workers, how to handle flexible requests and top tips for managers when dealing with flexible workers. This will aid them in effectively managing their team to support their productivity, growth and ability to be more adaptable and flexible.

Key Learning Outcomes

- An Overview of Flexible Working
- Advantages and Disadvantages of Flexible Working
- How to Handle Flexible Working Requests
- Top Tips for Managing Flexible Employees

Managing Morale

Aim

This module will make you more able to support your employees to be more efficient, more motivated and overall more productive, resulting in better end products for your organisation by recognising low morale and learning to maintain higher morale.

Key Learning Outcomes

- Understanding Employee Morale
- Benefits of High Employee Morale
- How to Measure Employee Morale
- Top Tips for Improving and Maintaining Employee Morale

Managing Stress

Aim

Delegates will learn how to recognise when stress is affecting them, what causes stress and how to cope when they feel stressed.

Key Learning Outcomes

- Identify what stress is and what causes it
- What is the difference between good stress and bad stress
- Identify some top tips on how to manage stress levels
- Discover some coping strategies for stress

Mental Health Awareness

Aim

This module has been designed to raise your awareness of mental health issues from a personal perspective – for you, your family, friends and your colleagues.

It is important to note that this module does not certify you to be a Mental Health First Aider, which is a separate course that we offer here at Maguire Training.

Key Learning Outcomes

- What is Mental Health?
- What is Mental Illness? Spot the signs of a mental health issue.
- The Stigma Surrounding Mental Health
- Giving Support and Guidance

Navigating Mediation and Conflict Resolution

Aim

Delegates will learn what mediation is, the skills needed to be an effective mediator and how to successfully resolve any conflicts via mediation.

Key Learning Outcomes

- Understanding Mediation
- Must-Have Skills for an Effective Mediator
- Advantages and Disadvantages of Mediation
- Top Tips for Effective Conflict Resolution

Navigating the Return to the Office

Aim

This module will cover the importance of digital wellness and tips for becoming more digitally well. We will also cover how to create a personal digital wellness plan to help you set specific measurable goals and track your progress.

Key Learning Outcomes

- An Introduction to Digital Wellness
- Advantages and Benefits of Digital Wellness
- Building a Personal Digital Wellness Plan
- Top Tips for Improving Digital Wellness

Organisational Culture by Design

Aim

Culture influences how decisions are made, how people work together, how change is embraced and ultimately how successful an organisation is at achieving its goals.
This module will teach you what culture is, how to develop a culture blueprint, how to develop a culture roadmap and the principles of implementing a culture by design.

Key Learning Outcomes

- What is Culture?
- Understanding a Culture Blueprint
- Creating a Culture Roadmap
- Implementing a Culture by Design

People Trafficking and Exploitation at Work

Aim

Trigger warning: please note before you start this module that we will be discussing subjects that some people may find distressing. If you are sensitive to conversations regarding trafficking, exploitation or modern slavery, please proceed with caution.

This module will teach you to understand trafficking and exploitation and recognise, respond to and support those at risk.

Key Learning Outcomes

- People Trafficking and the Workplace
- Recognising Risk Factors and Warning Signs
- Reporting Concerns Appropriately
- Prevention, Support and Ethical Practices

Psychological Safety

Aim

The delegate will understand the positive impact that a psychologically safe environment can have in the workplace and the ways to promote this.

Key Learning Outcomes

- Gain an understanding of the principles of psychological safety
- What can impact psychological safety
- How can you lead a psychologically safe team?
- Understand how team members can promote psychological safety

Personal Safety and Stalking in the Workplace for Employees

Aim

Trigger warning: please note before you start this module that we will be discussing subjects that some people may find disturbing. If you are sensitive to conversations regarding harassment or stalking, please proceed with caution. This module will teach you what personal safety is, what stalking is and how to recognise it, as well as how to report it and prevent it in future.

Key Learning Outcomes

- Understanding Personal Safety
- The Importance of Personal Safety Awareness
- Reporting a Stalking Incident

- Top Tips for Staying Safe in the Workplace

Personal Safety and Stalking in the Workplace for Employers

Aim

Trigger warning: please note before you start this module that we will be discussing subjects that some people may find disturbing. If you are sensitive to conversations regarding harassment or stalking, please proceed with caution. This module will teach you what personal safety is, what stalking is, an employer's responsibilities and how to prevent and respond to stalking and harassment in the future.

Key Learning Outcomes

- An Employer's Responsibility in the Workplace
- Responding to a Stalking Incident
- Top Tips for Supporting Employees
- Creating an Effective Stalking and Harassment Policy

Racism Awareness

Aim

This module will teach you what racism is, why it is still present in modern workplaces, the impact it has and how to handle, address and challenge it.

Key Learning Outcomes

- The Foundations of Racism
- The Impact of Racism
- Handling Racism in the Workplace
- Addressing and Challening Racist Behaviour

Return-to-Work Interviews

Aim

This module will focus on returning to the workforce and the importance of return-to-work interviews, how to conduct a return-to-work interview and how to smoothly transition back into the workforce after an absence. Return-to-work interviews offer a valuable opportunity to address absenteeism proactively and constructively.

Key Learning Outcomes

- Understanding Return-to-Work Interviews
- The Benefits of Return-to-Work Interviews
- Conducting an Effective Return-to-Work Interview
- Top Tips for Returning to the Workforce

Safeguarding Adults in the Workplace

Aim

This module will focus on the purpose of safeguarding and why it is important, how to effectively safeguard adults in the workplace via policies and practical strategies, as well as guiding you on what to do if you think an individual is at risk or an incident occurs.

Safeguarding is vital for high-performance teams with higher levels of engagement, trust, morale and increased motivation.

Key Learning Outcomes

- Why is Safeguarding Important?
- Writing an Effective Safeguarding Policy
- Top Tips for Safeguarding Adults in the Workplace
- Dealing with a Safeguarding Concern

Sexual Harassment in the Workplace for Employees

Aim

This module will teach you what sexual harassment is and how to recognise it, as well as how to report sexual harassment and an employer's legal responsibility to prevent sexual harassment. This is important for both employees as it will allow them to work together to create a safer, more supportive, more collaborative workplace. This will result in higher job satisfaction, higher employee retention and better overall work performance.

Key Learning Outcomes

- Understanding Sexual Harassment
- Sexual Harassment and the Law
- Reporting a Sexual Harassment Incident
- Preventing Sexual Harassment in the Workplace

Sleep for Success

Aim

Sleep has a huge impact on our ability to be productive and efficient in the workplace. This module will teach you about the science behind sleep and the different stages, the benefits to our health and the barriers we may face, as well as some practical tips for improving our sleep. By understanding what helps and hinders our sleep, we can use this to improve our sleep habits, thus improving our overall workplace efficiency.

Key Learning Outcomes

- An Introduction to Sleep
- The Science Behind Sleep
- Benefits and Barriers to Good Sleep
- Sleep for Success: Top Tips for Getting Good Sleep

Successful Onboarding and Induction

Aim

Trigger warning: please note before you start this module that we will be discussing subjects that some people may find distressing. If you are sensitive to conversations regarding suicide or self-harm, please proceed with caution. This module will help you to understand suicide and its impact in the workplace, as well as develop the skills necessary to recognise, respond to and support those at risk.

Key Learning Outcomes

- Understanding Suicide and Its Impact
- Recognising Risk Factors and Warning Signs
- Responding to a Crisis Situation
- Top Tips for Supporting a Colleagues

Suicide Awareness

Aim

This module will teach you about creating a successful onboarding and induction process and how to make this engaging for the person who is being onboarded.

Key Learning Outcomes

- Why is a good onboarding and induction process important?
- Preparing for induction
- What to include and what to avoid
- Tips for creating an engaging process

Supporting Bereavement in the Workplace

Aim

This module will teach you what grief and bereavement is, the stages and symptoms of grief, how to take care of yourself after a bereavement and how to care for and support others after a loss.

Key Learning Outcomes

- Understanding Bereavement
- Recognising Signs and Symptoms of Grief
- Coping with Loss and Bereavement
- Supporting Employees with Bereavement in the Workplace

Social Equity and the Workplace

Aim

The delegate will understand the concept of social equity, the difference between equity and equality and why you should be more equity-focused in the workplace.

Key Learning Outcomes

- Introduction to Equity
- Equity vs. Equality
- Why Equity is Important
- Top Tips for an Equity-Focused Workplace

Tackling Addiction in the Workplace

Aim

This module will teach you what addiction is and how it develops, the risk factors and warning signs of addiction, the effect it can have on the workplace and how to make positive changes to tackle addiction.

Key Learning Outcomes

- Understanding Addiction
- Recognising Risk Factors and Warning Signs of Addiction
- The Impact of Addiction in the Workplace
- Top Tips for Overcoming Addiction

The Essentials of Social Sustainability

Aim

This module will teach you about social sustainability in the workplace, the relevant laws you need to abide by and the benefits of a socially sustainable workplace. It will also look at how to implement and promote social sustainability efficiently and effectively, whilst also outlining the potential obstacles you may face and how to overcome them.

Key Learning Outcomes

- Social Sustainability and the Law
- Key Benefits of Social Sustainability
- Implementing and Maintaining Social Sustainability
- Obstacles to Social Sustainability

The Importance of Exit Interviews

Aim

This module will focus on what exit interviews are and why they are important, how to prepare for and conduct an effective exit interview and some of the most common mistakes to avoid.

Key Learning Outcomes

- An Introduction to Exit Interviews
- The Importance of Exit Interviews
- Preparing For and Conducting an Effective Exit Interview
- Potential Pitfalls of Exit Interviews

The Power of Informed Consent

Aim

This module will focus on informed consent and the key principles within it, the benefits of informed consent, how to create an effective informed consent policy and some best practices to follow when dealing with informed consent in your workplace.

Key Learning Outcomes

- The Fundamental Principles of Informed Consent
- Advantages of Obtaining Informed Consent
- Creating an Informed Consent Policy
- Best Practices for Managing Informed Consent

The Recruitment Process

Aim

The delegate will learn a 6-stage process to ensure successful recruitment of the right individual in the right position.

Key Learning Outcomes

- Recall the 6 stages of the recruitment process
- Describe what a job description and person specification should include
- State what should be considered when designing the selection process
- List the things to consider when sifting applications
- Recite the areas to be questioned at the interview

Thinking Beyond Unconscious Bias

Aim

This module will teach you what unconscious bias is, as well as ways in which it impacts the workplace, how you can recognise your own biases and top tips for reducing and challenging it if you witness or experience it.

Key Learning Outcomes

- What is Unconscious Bias?
- The Impact of Unconscious Bias
- Recognising Your Own Biases
- Reducing and Challenging Unconscious Bias

Understanding ADHD

Aim

This module will teach you about Attention Deficit Hyperactivity Disorder, also known as ADHD. This includes the different types of ADHD, techniques for managing the symptoms and potential options for treatment and support.

Key Learning Outcomes

- What is ADHD?
- The Three Types of ADHD
- Managing Inattention and Hyperactivity
- Treatment and Support

Understanding Autism

Aim

This module will help you to understand what autism is and the common characteristics and differences that you may encounter with someone who has autism. You will also learn how to create a supportive and inclusive autism-friendly environment and dispel some of the incorrectly assumed myths about autism.

Key Learning Outcomes

- Introduction to Autism
- Common Characteristics and Differences of Autism
- Creating a Supportive and Inclusive Environment
- Myth Busting

Understanding Cultural Sensitivity

Aim

This module will teach you about cultural sensitivity, why it is important for an inclusive and diverse workplace and how to develop it within your organisation.

Key Learning Outcomes

- An Introduction to Cultural Sensitivity
- The Importance of Developing Cultural Sensitivity
- Tips for Developing Cultural Sensitivity
- Barriers to Developing Cultural Sensitivity

Understanding Neurodiversity

Aim

This module will teach you what it means to be neurodivergent and how to make your workplace more inclusive.

Key Learning Outcomes

- Introduction to Neurodiversity
- Different Forms of Neurodiversity
- Building a Neurodiverse Workplace
- Neurodiversity FAQs

Understanding Your Self-Worth

Aim

This module will teach you about what it means to understand your self-worth and how to improve your sense of self-esteem and self-worth

Key Learning Outcomes

- What is Self-Worth and Why Is It Important
- The Characteristics and Effects of Low Self-Worth

- The Differences of Self-Esteem vs. Self Worth
- How to Improve Your Sense of Self-Worth

Understanding the Neonatal Care Bill

Aim

This module will focus on the Neonatal Care Bill 2023, the changes and impact it has on organisations and practical ways to support parents in the workplace. This will help you to be a more supportive employer for those with parental responsibilities in your organisation, increasing retention and improving employee satisfaction.

Key Learning Outcomes

- Neonatal Care and the Law
- The Benefits of the Neonatal Care Bill
- Steps for Writing an Effective Neonatal Policy
- Top Tips for Supporting Parents in the Workplace

Leadership Development

An Examination of Different Leadership Models

Aim

The delegate will learn the value of utilising a different leadership style to suit different situations.

Key Learning Outcomes

- Identify one difference between leading and managing
- Identify one aspect of Transformational Leadership
- Identify one aspect of Kouzes and Posner's Leadership Model
- Identify one style of Blanchard's Situational Leadership Model

An Examination of Team Roles and Behaviours

Aim

The delegate will learn the value of utilising a different leadership style to suit different situations.

Key Learning Outcomes

- Identify one difference between leading and managing
- Identify one aspect of Transformational Leadership
- Identify one aspect of Kouzes and Posner's Leadership Model
- Identify one style of Blanchard's Situational Leadership Model

Compassionate Leadership

Aim

This module will teach you about compassionate leadership and what it takes to be a compassionate leader.

Key Learning Outcomes

- What is Compassionate Leadership?
- The Qualities of Compassionate Leadership
- Top Tips for Compassionate Leadership
- Barriers to Compassionate Leadership

Developing Your Own Leadership Style

Aim

The delegate will explore how to shape their own leadership style and develop a distinctive method of leading people that ensures maximum results.

Key Learning Outcomes

- Identify one difference between leading and managing
- Describe what "values" are
- Describe what "vision" is
- Identify one key step to develop your leadership style

Developing Strategic Leadership Skills

Aim

This module will teach you about what strategic leadership is, the skills required, the benefits of these skills and the barriers that could prevent you from practising them.

Key Learning Outcomes

- What is Strategic Leadership?
- Benefits of Strategic Leadership
- Improving Your Strategic Leadership Skills
- Barriers to Effective Strategic Leadership

Emotional Intelligence

Aim

The delegate will have an introduction to emotional intelligence and what it means to be emotionally intelligent.

Key Learning Outcomes

- Understand what Emotional Intelligence (EQ) is
- How can Emotional Intelligence impact your leadership
- Tips to develop empathy at work
- Ways to enhance your social skills

Empathetic Leadership

Aim

The delegate will have understand what empathetic leadership is, the benefits and barriers they may encounter as well as some helpful tips for becoming more empathetic.

Key Learning Outcomes

- Introducing Empathetic Leadership
- Benefits of Empathetic Leadership
- Barriers to Empathetic Leadership
- Becoming an Empathetic Leader

Ethical Leadership

Aim

The delegate will be taught about ethical leadership and forming an ethical culture within the workplace.

Key Learning Outcomes

- Ethical Leadership and Why It Is Important
- Building an Ethical Culture
- Making Ethical Leadership Decisions
- How to Develop Ethical Employees

How Teams are Formed

Aim

The delegate will learn how the most effective teams often go through a process of difficulty and evolution, in order to be able to perform to their full potential.

Key Learning Outcomes

- Explain the 4-step process of team development
- Identify what makes an effective team
- Give examples of effective team behaviour
- State the reasons teams often fail

Hybrid Leadership

Aim

The delegate will understand the emergence of hybrid leadership and how to adapt the traditional leadership styles for hybrid leading.

Key Learning Outcomes

- Understand attitudes to remote working
- Learn what the traditional leadership styles are
- Understand the importance of wellbeing in the workplace
- Understand Hybrid Leadership

Leading from a Distance

Aim

The delegate will learn about types of leadership and how to lead remote teams.

Key Learning Outcomes

- Differentiate between leadership and management
- What is Action-Centred Leadership?
- Learn the advantages and disadvantages of remote working
- How to lead from a distance

Leading Without Authority

Aim

This module will teach you about how to effectively lead without authority in your organisation, the reasons why influence works and the psychology behind it, how to turn influence into action and the key takeaways to remember. This will help anybody who feels like they lack authority in their organisation, proving to them that their contribution smatters and they can still have a meaningful impact on the final outcome.

Key Learning Outcomes

- What Does It Mean to Lead Without Authority?
- The Psychology Behind Influence
- From Influence to Action
- Top Tips for Leading Without Authority

Learning to Lead by Example

Aim

This module will teach you about what leading by example means, the key skills and benefits of demonstrating good behaviour and how to learn to effectively lead by example. The ability to lead by example will help you to influence the behaviour of your employees, making them better employees and benefitting the organisations' reputation and overall performance.

Key Learning Outcomes

- The Meaning of Leading by Example
- Key Skills for Effective Leadership
- Benefits of Leading by Example
- Top Tips for Learning to Lead by Example

Managing and Implementing Performance Improvement Plans

Aim

This module will focus on what a performance improvement plan is, its purpose and benefits of it in the workplace, as well as how to implement, manage and review the effectiveness and progress of a PIP. Participants will gain the skills needed to foster a culture of continuous improvement and accountability, ensuring that performance issues are addressed constructively and positively.

Key Learning Outcomes

- The Fundamental Components of a PIP
- How PIPs Can Improve the Workplace
- How to Effectively Implement a PIP
- Top Tips for Monitoring Progress of a PIP

Navigating Conflicts of Interest

Aim

This module will teach you what a conflict of interest is, how it can affect your organisation, and how to respond to and prevent it in the future. If you understand the impact of a conflict of interest as a manager and take steps to mitigate these risks, this will help you to maintain a positive reputation, increase employee productivity and retention and create a fairer, more responsible work environment.

Key Learning Outcomes

- What is a Conflict of Interest?
- The Impact of a Conflict of Interest
- Responding to a Conflict of Interest
- Top Tips for Avoiding Future Conflicts of Interest

Starting Your Own Business

Aim

This module will focus on starting your own business and how to make your startup as successful as possible. This includes how to write an effective business plan and some effective top tips that you can utilise. This will allow you to be more efficient and effective during the development phase.

Key Learning Outcomes

- Introduction to Entrepreneurship
- Benefits of Starting Your Own Business
- Writing a Business Plan
- Top Tips for a Successful Startup

Team Building – A Guide to Successful and Effective Teams

Aim

In this module, you will learn about team building and why it is important, the Tuckman model of team development, how to build a successful and effective team and the common challenges and barriers you may encounter. This will help to build a more collaborative team, making them more productive and producing better outcomes and results for the wider organisation.

Key Learning Outcomes

- An Introduction to Team Building
- The Key Elements of an Effective Team
- Top Tips for Building a Strong and Effective Team
- Potential Barriers to Team Building

Team Building within Multi-Disciplinary Teams

Aim

The delegate will develop skills and techniques which they can take back into the workplace and use to build a team in a practical fashion, particularly when working with other departments.

Key Learning Outcomes

- Understand the main differences between leading and managing
- Develop your own individual style through awareness of the 4 different styles
- Understand Management by Objectives (MBO)
- List the 7 ways to influence others and when to use each one when in discussion or negotiation
- Understand the stages a team passes through to achieve its potential
- Highlight your own team role

The Art of Delegation and Empowerment

Aim

The delegate will learn the essentials of exactly when and how to delegate up, down and across the business effectively.

Key Learning Outcomes

- Explain the difference between delegation and dumping
- Identify when to delegate
- Explain how to delegate the task and the responsibility
- State what effective delegation and follow up is

The Role and Responsibility of the Team Leader

Aim

The delegate will learn the fundamental skills of being a Team Leader or Supervisor and how to apply those skills successfully.

Key Learning Outcomes

- Understand different areas of responsibility
- Consider tasks and manage performance based on objectives and behaviours
- Recognise key elements in teamworking
- Motivate individuals and help them grow

Understanding Value-Centred Leadership

Aim

This module will teach you about the importance of values in leadership and the competencies required to put these values into practice in the workplace.

Key Learning Outcomes

- Introducing Value-Centred Leadership
- Core Competencies of Value-Centred Leadership
- Creating a Value-Driven Team
- Putting Value-Centred Leadership into Practice

Why Teams Succeed and Fail

Aim

The delegate will explore the reasons that ultimately lead to team success or failure and how to utilise the most effective methods to ensure success.

Key Learning Outcomes

- Demonstrate knowledge of a successful team's characteristics
- Identify positive behaviours within a team
- State why teams often fail
- Describe practical team success and how to achieve it

Women in Leadership

Aim

This module will help you understand the importance of women in leadership and how you can navigate this.

Key Learning Outcomes

- Understand leadership and the importance of women in leadership.
- Understand your personal impact.
- Understand and navigate bias.
- How to manage your career and build a legacy.

Management Skills

Blowing the Whistle

Aim

This module will teach you what whistleblowing is, how to make a whistleblowing report and ways to integrate it.

Key Learning Outcomes

- Understanding Whistleblowing
- The Legal and Ethical Responsibilities of Whistleblowing
- Reporting an Incident
- Creating a Whistleblowing Friendly Culture

Board Level Responsibilities

Aim

The delegate will understand what a board is in an organisation and what the main responsibilities of members are.

Key Learning Outcomes

- What is a Board?
- Understand the roles and responsibilities of a Board Member
- Identify some of the challenges of the Board
- How to run an effective Board Meeting

Can Do Attitude – Championing Business Change

Aim

The delegate will learn how to behave during a change and how to implement a successful change strategy.

Key Learning Outcomes

- Explain the change process and the need for continuous improvement
- Identify the roles that need to be undertaken for successful change
- Display knowledge of the human reaction to change and adapt strategies to overcome resistance
- State why effective communication during the change process by all stakeholders is essential

Coaching Conversations for Managers

Aim

The delegate will learn about the coaching conversations you should be having with your team as a manager.

Key Learning Outcomes

- The Difference Between Coaching and Mentoring
- Benefits of Coaching and Mentoring for Individuals
- Benefits of Coaching and Mentoring for Organisations

- Laser Coaching

Contract Management

Aim

The delegate will understand the process of managing contract creation, execution and analysis.

Key Learning Outcomes

- What is Contract Management?
- Learn the Contract Management Cycle
- Discover the top tips for Contract Management
- Identify some Contract Management challenges

Corporate Governance

Aim

The delegate will have an introduction of what corporate governance is in order to implement or improve their organisation's corporate governance strategy.

Key Learning Outcomes

- Understand the importance of Corporate Governance
- Learn the Principles of Corporate Governance
- Identify some key challenges of Corporate Governance
- Develop a Corporate Governance Strategy

Corporate Social Governance

Aim

The delegate will understand what corporate social responsibility is, why it's important, and how to build a solid corporate social responsibility strategy.

Key Learning Outcomes

- What is Corporate Social Responsibility?
- Benefits and Importance of Corporate Social Responsibility
- Building a Corporate Social Responsibility Strategy
- Good examples of Corporate Social Responsibility

Creating a Positive Climate

Aim

The delegate will learn how positivity can improve workplace performance and how to overcome negativity

Key Learning Outcomes

- Recognise who the people in their network are and explain why they have a positive influence on them

- Explain when people are most likely to adopt negative opinions and why
- Identify the opportunities to promote positivity in everyday situations
- Outline tactics to overcome negativity and develop strategies to overcome resistance from colleagues to promote positivity

Crisis Management

Aim

The delegate will understand the process of dealing with unfortunate and unplanned situations in a calm and effective way.

Key Learning Outcomes

- Understand the Importance of Crisis Management
- List the 5 Stages of Crisis Management
- Identify the challenges of Crisis Management
- Develop a Crisis Management Plan

Feedback vs. Feedforward

Aim

The delegate will learn about what feedforward is, the key differences between feedforward and feedback and how to conduct a feedforward assessment.

Key Learning Outcomes

- Feedforward vs. Feedback
- The Essential Components of Feedforward
- The Benefits of Feedforward
- Conducting a Feedforward Assessment

Giving Constructive Feedback

Aim

The delegate will learn how to offer feedback in a clear, concise and motivational way.

Key Learning Outcomes

- State the importance of giving effective, constructive feedback
- Understand how to tailor feedback to the recipient
- Recall what AID stands for
- Be able to give positive and developmental feedback

Handling Difficult People/Situations

Aim

The delegate will learn the value of applying different strategies in different situations, to bring about a satisfactory resolution.

Key Learning Outcomes

- Explain the relevance of Ego States in difficult situations

- Clearly describe the difference between passive, assertive and aggressive
- Demonstrate what words, voice tone and body language are appropriate
- Show how to build rapport with empathy

How to Retain your Highest Performers

Aim

The delegate will understand how to retain the high performers in their team and understand how to find what motivates and demotivates them.

Key Learning Outcomes

- What is a High Performer?
- Creating a High-Performing Culture
- The ways to retain High-Performers and why they're important
- What are the key motivators and demotivators of many high performers

Interview Skills

Aim

The delegate will learn the essential skills of interviewing which are designed to bring about a satisfactory conclusion.

Key Learning Outcomes

- Understand the potential strengths and limitations for behavioural and biographical interviews
- State what WASP stands for
- Describe what should be done at each stage of ORCE
- Describe how to deal with typical interview clangers

Introduction to Effective Office Management

Aim

This module will teach you about the role of an office manager, the skills needed, how to build upon these skills and the challenges you may face throughout. This includes ways to overcome and tackle these challenges.

Key Learning Outcomes

- The Role and Responsibilities of the Office Manager
- Core Skills of an Effective Office Manager
- Improving Your Office Management Skills
- Challenges of Effective Office Management.

KPI's and Individual and Team Performance Assessment

Aim

The delegate will learn about key performance indicators and how to best measure individual and team performance.

Key Learning Outcomes

- State what is KPI is where they come from
- Describe why we need to measure business performance
- List at least 4 things that need to be considered when compiling KPI's
- Recite the link between KPI's and team performance

Making Meetings Work

Aim

The delegate will explore the essential skills of successful meetings, how to ensure they are necessary and how to get the most from them.

Key Learning Outcomes

- Identify the different kinds of meeting
- State how to plan and prepare for a successful meeting
- State how to engage everyone in the meeting
- Explain the component parts and follow-up of a successful meeting

Managing Change

Aim

The delegate will understand how to manage change effectively and understand why change is important in an organisation.

Key Learning Outcomes

- Understand why organisations need to change
- What are the internal change drivers?
- What are the external change drivers?
- How to manage and understand change

Managing Conflict

Aim

The delegate will learn how to manage, counter and successfully deal with a conflict situation, ensuring a satisfactory conclusion.

Key Learning Outcomes

- Identify the causes of conflict
- Explain conflict strategies
- State how to utilise different approaches
- Demonstrate confidence in dealing with conflict scenarios

Managing Difficult Conversations

Aim

The delegate will understand how to manage difficult conversations and the reasons why we sometimes avoid these conversations.

Key Learning Outcomes

- Understand why we avoid difficult conversations
- How you can clearly define your expectations for performance and behaviour in your team
- Discover the 8 steps to manage a difficult conversation
- How to manage escalations and monitor progress

Managing Multigenerational Teams

Aim

This module will give leaders an idea of the benefits of multigenerational teams and how to navigate and understand their unconscious bias toward age-inclusivity in recruitment, retention and retraining.

Key Learning Outcomes

- To promote an understanding of the value of age inclusion
- To develop an awareness of the advantages that age inclusion offers
- To build awareness of the motivators within multi-generational teams
- To understand ageism and unconscious bias and how to overcome this

Managing Performance

Aim

The delegate will learn how to distinguish between good and poor performance and monitor accordingly.

Key Learning Outcomes

- State the difference between competence and commitment
- Assess where their team members currently sit on the competency/commitment matrix
- Identify why performance potential is not reached for 3 typical individual scenarios
- Recall what the typical performance gaps are

Managing Quality Assurance

Aim

The delegate will understand what a quality assurance team's responsibilities are and why they are so important in the production process.

Key Learning Outcomes

- Understand the importance of Managing Quality Assurance
- What are the roles and responsibilities of a Quality Assurance Team
- Identify the Challenges of Managing Quality Assurance

- Gain insight into Six Sigma and Managing Quality Assurance

Managing Unreasonable Managers

Aim

This module will focus on how to deal with unreasonable managers in the workplace, including how to report and escalate an incident with an unreasonable manager. It will also include the potential negative impact of unreasonable managers on the work environment and wider workforce.

Key Learning Outcomes

- Understanding Types of Unreasonable Managers
- The Negative Impact of Unreasonable Managers
- How to Escalate and Report an Incident
- Effective Tips for Managing an Unreasonable Manager

Menopause Matters for Managers

Aim

The delegate will understand menopause, its symptoms and how to support the people that it affects in the workplace.

Key Learning Outcomes

- Understand Menopause and the symptoms it can cause
- How you can support people going through Menopause in the workplace
- Identify the role of Managers in supporting Menopause
- Understand how to make additional adjustments

Micromanagement vs. Macromanagement

Aim

This module will cover the differences between micromanagement and macromanagement, the impact of each on individuals and performance in the workplace and how you can recognise these behaviours and adopt more effective strategies.

Key Learning Outcomes

- Micromanagement vs. Macromanagement
- The Impact of Different Management Styles
- Identifying Micromanagement in the Workplace
- Top Tips for Becoming a More Effective Manager

Mindfulness and You

Aim

The delegate will be able to understand what mindfulness is and how it can be used.

Key Learning Outcomes

- Understand the concept of mindfulness
- Utilise a mindful approach to help you overcome difficult emotions like fears, worries or any kind of internal struggle you may have
- Identify techniques that will enable you to slow down the chatter of your mind and feel a greater sense of well-being
- Demonstrate a greater understanding of yourself and discover how you might let go of critical judgements

Motivating Employees in the Workplace

Aim

This module will cover the importance of motivation in the workplace and how to motivate your employees. This includes some motivational strategies you can use as a leader and some challenges that your employees may face and how to help them overcome them.

Key Learning Outcomes

- Understanding Motivation
- Exploring Theories of Motivation
- Motivational Strategies for Leaders
- Barriers to Motivation in the Workplace

Moving from Colleague to Manager

Aim

The delegate will learn to navigate the challenges of moving from being part of a team to now being that team's manager.

Key Learning Outcomes

- Identify 2 aspects of the role of the manager
- Name 2 mistakes commonly made by people making the transition from colleague to manager
- Identify the most important thing to do upon becoming the manager
- Name one action you can take to make the transition smoother

Navigating Change

Aim

The delegate will learn how to stimulate powerful change and understand the effect it has on those around them.

Key Learning Outcomes

- Recognise how global conditions have driven the need for extensive change
- Understand the difficulties associated with change and the impact on your staff

- Understand the human factors involved in change
- Name the principles of how to drive the change process with effective solutions

Organisational Vision and Values

Aim

The delegate will understand how to define their organisation's vision and values and how these affect elements like KPI's to the day-to-day running of your organisation.

Key Learning Outcomes

- What is a vision and values statement?
- Discover top tips for Defining Your Vision
- Discover top tips for Defining Your Values
- What is the importance of leading with Vision in mind?

Performance Management in Action

Aim

The delegate will learn how to manage different aspects of performance and understand how performance can affect the individual and the organisation.

Key Learning Outcomes

- Understand how to manage performance effectively
- Learn what performance counselling is and when it is best to use it
- Understand performance-related pay, its benefits and challenges
- Managing performance using individual, team and organisation KPIs

Setting Objectives

Aim

The delegate will learn how to set and prioritise objectives using powerful tools and techniques to ensure they are successfully completed.

Key Learning Outcomes

- State what is meant by a quantitative and qualitative objective
- Describe the 3 elements that make a good objective
- List the four types of measure and state the importance of choosing the correct one
- Write a SMART objective

Sexual Harassment in the Workplace for Employers

Aim

This module is a follow-up to our Sexual Harassment in the Workplace for Employees module. It will teach you about your responsibility as an employer regarding sexual harassment in the workplace, how to respond to a sexual harassment complaint and how to effectively protect your employees. This is important for employers as it will

allow them to create a safer, more supportive, more collaborative workplace. This will result in higher employee retention.

Key Learning Outcomes

- An Employer's Responsibility in the Workplace
- Dealing with a Sexual Harassment Complaint
- Top Tips for Maintaining Employee Safety
- Creating an Effective Sexual Harassment Policy

Strategic Analysis – SWOT and PESTLE

Aim

The delegate will learn how to use the PESTLE & SWOT models effectively in setting a strategic business plan.

Key Learning Outcomes

- Explain the history of SWOT and PESTLE and how they are applied
- Demonstrate how to use the PESTLE tool
- Demonstrate how to use the SWOT tool
- Show how to build a SWOT and PESTLE analysis

Supply Chain Management

Aim

The delegate will understand some key principles of how a supply chain is run and how to properly manage it.

Key Learning Outcomes

- Understand what a Supply Chain is and how to manage it
- Identify the 7 Principles of Supply Chain Management
- Learn the benefits of effective Supply Chain Management
- What are some Supply Chain Management Challenges?

The Art of Managing Up

Aim

This module will teach you about what managing up is, how to apply it in the workplace and how to overcome any challenges you may face. Employers will learn how to build stronger relationships with their employees to produce better outcomes and employees will understand how to enhance their professional growth and increase their job satisfaction by managing up.

Key Learning Outcomes

- Understanding Managing Up
- Key Skills for Effectively Managing Up
- Top Tips for Effectively Managing Up
- Overcoming Barriers to Managing Up

Tackling Bullying and Harassment

Aim

The delegate will understand how to tackle and manage workplace bullying and harassment and the responsibilities of employers if this is happening.

Key Learning Outcomes

- How to identify the signs of workplace bullying
- What is the cost of workplace bullying
- How to deal with bullying as a manager, colleague or person affected
- What are the responsibilities of your employer to deal with bullying in the workplace

The Art of Strategic Thinking

Aim

This module will teach you what strategic thinking is, the skills needed and the barriers you may need to overcome.

Key Learning Outcomes

- What is Strategic Thinking?
- Essential Skills for a Strategic Thinker
- Identifying Barriers to Strategic Thinking
- How to Improve Your Strategic Thinking

The Power of Stakeholder Management

Aim

This module will teach you how to manage stakeholders and make sure they stay engaged, informed and satisfied. This includes identifying who your stakeholders are, what their needs and expectations are and how to meet them best.

Key Learning Outcomes

- Understanding Stakeholders
- Identifying Stakeholders
- Managing Stakeholder Needs and Expectations
- Effective Techniques for Stakeholder Management

The Role and Responsibility of the Manager

Aim

The delegate will learn the essential areas of management responsibility and what is required to build their personal skill level to ensure success.

Key Learning Outcomes

- Recognise and explain the different areas of management responsibility
- Identify the different ways people are motivated
- Give examples of management information required

- Define standards and how to set them

Theories of Motivation

Aim

The delegate will learn the value of utilising different motivation strategies in various circumstances.

Key Learning Outcomes

- Define motivation
- Recall the 6 motivation theories
- Apply the key principles to their own organisation
- State the signs of high motivation

Marketing Skills

An Essential Guide to Search Engine Optimisation (SEO)

Aim

This module will cover search engine optimisation, also known as SEO, and how it works as well as discussing some of the factors that can affect SEO results and best practices for combatting this effectively. Utilising SEO effectively will help you to raise the visibility of your organisation, meaning you will perform better in search results and provide greater value to your customers.

Key Learning Outcomes

- An Introduction to Search Engine Optimisation
- Keywords and Search Engine Optimisation
- Factors That Can Affect Search Engine Optimisation
- Best Practices for Effective Search Engine Optimisation

Building a Personal Brand

Aim

This module will teach you about the importance of understanding and building a strong personal brand, as well as how to maintain one after it is established.

Key Learning Outcomes

- Understanding Your Personal Brand
- The Importance of a Personal Brand
- Creating a Strong Personal Brand
- Maintaining a Positive Personal Brand

Essential Marketing Skills

Aim

The delegate will understand the essential skills of marketing and be able to explain the component parts of the marketing mix.

Key Learning Outcomes

- Answer the question 'What is marketing?'
- Describe the 'traditional' elements of the Marketing Mix
- Explain the 'newer' elements of the Marketing Mix
- Begin to define a Marketing Strategy

Implementing a Marketing Strategy

Aim

The delegate will learn the fundamentals of how to begin to implement a marketing strategy and how to produce a successful marketing plan.

Key Learning Outcomes

- Identify the what, why and how of a Marketing Strategy

- Analyse the precedents to success through review of the 3C's
- Define the offer through manipulation of the Marketing Mix
- Implement actions and begin a Marketing Plan

Digital Marketing – The Basics

Aim

The delegate will learn the basics of digital marketing, understand more about how websites work and learn about social media.

Key Learning Outcomes

- Understanding the formula for business growth and the components of the Marketing Funnel
- Developing a website and user experience
- Constructing and understanding the importance of a CRM
- Coordinating off-line collateral and harnessing the power of social media
- Creating engaging content

An Essential Guide to Social Media Marketing 101

Aim

This module will teach you about using social media for marketing purposes, and how to get the best out of your platforms to promote your products more effectively.

Key Learning Outcomes

- An Introduction to Social Media Marketing
- The Rules of Engagement
- Best Practice for Your Platforms
- Creating a Social Media Marketing Strategy

Mastering Solo Marketing

Aim

This module will cover the role of a solo marketer and how they can fulfil their responsibilities effectively without a big team.

Key Learning Outcomes

- Introduction to Solo Marketing
- Key Areas of Solo Marketing
- Building a Marketing Strategy
- Marketing Tips for Solo Marketers

Understanding User Interface (UI) and User Experience (UX) Design

Aim

This module will teach you about user interface (UI) and user experience (UX) design, why it matters, how to create a user-centred design, the essential principles to consider and some top tips to make your design as effective as possible

Key Learning Outcomes

- Introduction to UI and UX Design
- Understanding Users and User-Centred Design
- Essential UI and UX Design Principles
- Top Tips for Effective UI and UX Design

Negotiation Skills

Negotiation Skills for Buyers

Aim

The delegate will learn how a buyer views the negotiation process and how to establish the most appropriate approach.

Key Learning Outcomes

- Understand what negotiation is (and is not)
- Prepare for negotiation by considering objectives and weighing up variables
- Consider how to time proposals and enter the bargaining phase
- Use classic buyer's gambits to lure the salesperson into giving a better deal

Negotiation Strategies

Aim

The delegate will learn to explore the different ways of approaching a negotiation and find a way to bring about a suitable resolution that works for you.

Key Learning Outcomes

- Know how to break negotiation deadlock
- Explain the 3-step bargaining process
- Demonstrate the use of unpredictability in negotiating
- Display how to increase the sense of value during the negotiation

Preparation and Structure of Negotiation

Aim

The delegate will learn how to prepare thoroughly for negotiation and apply a structured approach.

Key Learning Outcomes

- Explain what negotiation is
- Understand and demonstrate a structured approach to negotiation
- Construct a planned approach to negotiation in advance
- Demonstrate how to exchange concessions and not just give in

The Psychology of Negotiation

Aim

The delegate will understand more about the mind games that people play in the negotiation process and how to employ strategies to overcome them.

Key Learning Outcomes

- Display how to react and adapt to Parent, Adult, Child responses
- Explain how to resist manipulation
- Describe the 4 negotiation styles
- Name the appropriate responses to negotiation gambits

Presentation Skills

Developing Confidence and Energy in Presentations

Aim

The delegate will learn how to present confidently, with presentations that have appeal and are engaging.

Key Learning Outcomes

- Explain how to manage and control performance anxiety
- Show how to feel more confident and self-assured when delivering presentations
- Demonstrate enjoying the experience of presenting
- Give examples of how to connect with the audience

Making Dynamic Presentations

Aim

The delegate will learn techniques in how to bring presentations to life.

Key Learning Outcomes

- Demonstrate how to use visuals to enhance your presentation and not to control it
- Display how to appear calm, centred and in control when presenting
- Apply techniques in linking topics convincingly
- Show how to add interest to presentations with anecdote, metaphor and humour

Presentation Preparation and Structure

Aim

The delegate will learn how to prepare and structure presentations for maximum effect.

Key Learning Outcomes

- Define clear goals and content for presentations
- Explain how to structure a presentation for maximum clarity and impact
- Open a presentation with confidence whilst making the right impression
- Demonstrate how to learn how to memorise presentation content

Storytelling for Business

Aim

This module aims to show you how business storytelling uses a story structure for the purpose of internal and external communication, collaboration, and marketing.

Key Learning Outcomes

- To understand the universal appeal of stories
- How to utilise the power that stories have in business
- How to prepare a compelling narrative

- How to apply a structure for clarity and flow

Using Persuasive Language in Presentations

Aim

The delegate will learn the value of using persuasive language, in order to achieve maximum impact for the selected audience.

Key Learning Outcomes

- Identify language that is strong and not weak
- Explain the use of words that have maximum impact
- State how to construct a persuasive presentation
- Explain how to communicate with an audience confidently

Problem-Solving and Decision-Making

Creative Problem-Solving

Aim

The delegate will learn how to think creatively when looking to solve problems and bring a fresh perspective to bring about a satisfactory solution.

Key Learning Outcomes

- Describe different ways of thinking
- Explain how to unlock latent creativity
- Demonstrate how to brainstorm and innovate more successfully with others
- Recognise and develop lateral thinking skills

Creative Thinking for Innovation

Aim

The delegate will learn how to think creatively for innovation in order to solve problems and challenges.

Key Learning Outcomes

- Understand how our brains work
- Learn the myths of creativity
- Understand what we mean by lateral thinking
- Use tools and models for creative thinking

Decision-Making Strategies

Aim

The delegate will learn the value of using decision-making tools and concepts effectively.

Key Learning Outcomes

- Explain how to make decisions more quickly
- Use a variety of creative and logical decision-making tools effectively
- Understand how other people short-cut their decisions
- Define how to help others decide more quickly

Problem-Solving Models

Aim

The delegate will learn how to utilise a number of problem-solving models, enabling them to think more clearly and methodically through a problem or challenge.

Key Learning Outcomes

- Understand the role of balance in problem-solving
- Apply Force Field Analysis when solving problems
- Understand and apply the Fishbone model
- Learn to use the Zig-Zag mode

Recognising and Preventing Groupthink

Aim

This module will teach you about how to recognise and prevent groupthink in decision-making, the impact it can have on decision-making in the workplace and some top tips for making better decisions overall.

Key Learning Outcomes

- Recognising Groupthink in Decision-Making
- The Impact of Groupthink
- Preventing Groupthink in Decision-Making
- Top Tips for Better Decision-Making

Understanding Design Thinking

Aim

This module will look at design thinking and its benefits, the five stages of design thinking, some top tips for the most effective design thinking and potential barriers that you may need to overcome.

Key Learning Outcomes

- Understanding Design Thinking
- The Five Stages of Design Thinking
- Top Tips for Effective Design Thinking
- Barriers to Effective Design Thinking

Sales, Account Management and Consultative Selling Skills

Closing the Sale

Aim

The delegate will gain a deeper understanding of the various tactics that can be employed in closing the sale successfully.

Key Learning Outcomes

- Understand what closing really is
- Display confidence in closing
- Recognise and respond to buying signals
- Explain and demonstrate a variety of closing techniques

Consultative Selling

Aim

The delegate will learn how to make a sales meeting into so much more by taking a more consultative approach.

Key Learning Outcomes

- Clarify what makes consultants successful
- Learn how to question a client
- Improve your listening skills
- Project more authority in client meetings

Consumer Duty Awareness

Aim

This module will teach you about what consumer duty is and the four outcomes of consumer duty, as well as how to apply it using the cross-cutting rules and the risks or challenges that can prevent it from being applied effectively.

Key Learning Outcomes

- Understanding Consumer Duty
- The Four Outcomes of Consumer Duty
- Applying Consumer Duty in Everyday Roles
- Common Risks of Embedding Consumer Duty

Developing a Value-Based Sales Strategy

Aim

This module will teach you about the importance of values in sales, how to effectively apply the VALUE framework and how to integrate value-based selling into your organisation. This includes different types of value such as financial value, time value, quality value, convenience value and experience value.

Key Learning Outcomes

- Understanding Value-Based Selling
- Benefits of Value-Based Selling

- The VALUE Framework
- Applying a Value-Based Sales Strategy

Developing Digital Prospecting

Aim

This module will teach you about the strategy for digital prospecting, different methods of digital prospecting and how to practise it effectively.

Key Learning Outcomes

- The Purpose of Digital Prospecting
- Methods of Digital Prospecting
- Developing a Digital Prospecting Strategy
- Practising Your Digital Prospecting Skills

Excellent Customer Service

Aim

The delegate will learn about the essentials of providing outstanding customer service.

Key Learning Outcomes

- State what 'Excellent Customer Service' means and how to promote positive behaviours
- Recognise the need to treat all customers as individuals
- Describe how to build effective customer relationships that contribute to a 'Great Customer Experience'
- Handle customers with confidence
- Dealing with customer dissatisfaction

Effective Warm Calling

Aim

This module will teach you about what warm calling is, how it works and how you can be an effective salesperson using warm calling techniques.

Key Learning Outcomes

- What is Warm Calling and How Does It Work
- Advantages and Disadvantages of Warm Calling
- How to Write a Warm Calling Script
- Top Tips for Warm Calling

From Salesperson to Sales Manager

Aim

The delegate will learn how to be an effective sales manager and the process of moving from a salesperson to a sales manager.

Key Learning Outcomes

- The Role of a Sales Manager
- Must-Have Skills for an Effective Sales Manager
- Moving from Salesperson to Sales Manager
- Barriers to Effective Sales Management

From Insight to Impact: A Guide to Data-Driven Sales

Aim

This module will discuss the foundations of data-driven sales, how to use it effectively in your day-to-day tasks and how to make data an essential part of your organisation and culture.

Key Learning Outcomes

- The Foundations of Data-Driven Sales
- Understanding and Using Data in Sales
- Developing a Data-Driven Sales Strategy
- Building a Data-Driven Culture

Gaining Agreement and Commitment

Aim

The delegate will learn the principles applied to gaining agreement from others and how to get them to make a firm commitment.

Key Learning Outcomes

- Explain how to find out what may be stopping a sale
- Recall how to create a greater sense of urgency with prospects and clients
- Describe how to influence with subtlety without the need for pressure
- Demonstrate how to build more goodwill with customers

Introduction to Ethical Selling

Aim

This module will give you a brief introduction to ethical selling, what it is and why it is beneficial, as well as how to overcome any barriers or concerns with ethical selling.

Key Learning Outcomes

- Overview of Ethical Selling
- The 7 Principles of Ethical Selling
- The Benefits of Ethical Selling
- Potential Barriers to Ethical Selling

Making Sales Appointments

Aim

The delegate will be able to demonstrate how to make solid sales appointments with confidence and how to get to the decision-maker quickly.

Key Learning Outcomes

- Demonstrate a prospecting strategy
- Show how to effectively prepare for the sales call
- Develop strategies for getting through to the decision-maker
- Understand how to make the appointment happen

Managing Accounts for Growth

Aim

The delegate will learn how to forge strong long-term customer relationships and develop a credible and sustainable customer strategy.

Key Learning Outcomes

- Explain how to create and implement a sustainable key account strategy
- Develop an understanding of buyer types and selling to multiple decision-makers
- Explain creating powerful long-term customer relationships
- Identify the organisation's wants, needs and expectations

Managing Customer Complaints

Aim

This module will teach you how to deal with abusive or disgruntled customers, why customers may complain and why effective complaint handling is beneficial. By managing complaints effectively, the reputation and public perception of your organisation will be more positive, leading to better results within the workplace.

Key Learning Outcomes

- Understanding Why Customers Complain
- Benefits of Effective Complaint Handling
- How to Effectively Handle a Complaint
- Step by Step: Responding to an Abusive Customer

Managing Customer Relationships

Aim

The delegate will learn how to manage a customer relationship in order to make the most of every opportunity.

Key Learning Outcomes

- Understand the importance of customer loyalty
- Explain how to delight the customer through managing expectations
- Describe how to turn complaints into advantages
- Give examples of how to proactively build relationships

Managing Sales Meetings

Aim

The delegate will learn how to maximise the client meeting with optimum impact and be able to confidently navigate their way through the process.

Key Learning Outcomes

- Apply structure to achieve defined meeting objectives
- Use proven attention grabbers to move a meeting on after initial 'chit-chat'
- Show interest in customers to learn about them and their needs
- Match solutions to needs and keep control of the sale

Managing Sales Team Meetings

Aim

The delegate will understand how to get the best from their sales meetings and ensure control and structure to the meeting.

Key Learning Outcomes

- Appreciate the benefit of running regular meetings
- Develop an appropriate plan for team interaction
- Use a structure to ensure meeting balance and control
- Implement "top tips" for maximum productivity

Maximising Incoming Business

Aim

The delegate will learn about the essentials of dealing with incoming calls and enquiries and how to make the most of every opportunity.

Key Learning Outcomes

- Explain how much opportunity there is in incoming business
- Describe 7 key questioning areas
- Identify how to create the need
- Demonstrate how to use gentle bargaining to ensure commitment

Navigating Tender Bids

Aim

This module will teach the delegate about the stages of the tender process, as well as how to write an effective tender bid and why effective tender writing is important. This includes understanding the difference between a tender and a bid.

Key Learning Outcomes

- Introduction to Tender Writing
- Understanding the Tender Process
- Planning a Tender Response
- Top Tips for Writing a Successful Tender Bid

Navigating Past Gatekeepers

Aim

This module will help you understand how to navigate past gatekeepers and how to use relevant techniques to do this.

Key Learning Outcomes

- To understand gatekeepers
- To learn to use tools to help navigate past gatekeepers
- To effectively use AIDA
- To learn the tips for building rapport with gatekeepers

Opening the Sale

Aim

The delegate will learn how to open the sale with confidence and engage the prospect quickly to move the sale forward.

Key Learning Outcomes

- Create a method for preparing to sell
- Demonstrate strategies for reaching a decision-maker
- Show how to convey credibility
- Display how to build rapport and maintain a genuine interest

Overcoming Objections

Aim

With objection handling training, the delegate will learn how to challenge and overcome objections with confidence, bringing the sale to a satisfactory conclusion.

Key Learning Outcomes

- Explain what objections really are
- Recognise how to align customer objections
- Explore and dissect specific objections
- Operate a systematic approach to overcoming objections

Questioning and Listening Skills

Aim

The delegate will understand how to utilise powerful questioning techniques and the value of learning how to actively listen.

Key Learning Outcomes

- Demonstrate the importance of probing and awareness of the 70/30 rule
- Explain the 5 strategic questioning areas
- Employ open questions in all communications
- Describe the classic barriers to listening and how to overcome them

Perfecting Field-Based Prospecting

Aim

This module will teach you about the strategy for field-based prospecting, different ways to do it and how to be the most effective salesperson possible when it comes to prospecting.

Key Learning Outcomes

- The Purpose of Field-Based Prospecting
- Methods of Field-Based Prospecting
- Building a Field-Based Prospecting Strategy
- Improving Your Field-Based Prospecting Skills

Perfecting the Cold Call

Aim

This module will teach you about what cold calling is, how it works and how it can be an effective sales technique.

Key Learning Outcomes

- What is Cold Calling and How Does It Work
- Advantages and Disadvantages of Cold Calling
- How to Plan a Cold Call Effectively
- Top Tips for Cold Calling

Sales, Time and Territory Management

Aim

The delegate will learn about their key responsibilities around daily activity and how to make the best use of their time and sales territory.

Key Learning Outcomes

- Recognise their roles as salespeople and associated responsibilities
- Prioritise their daily activities based on adding value
- Classify accounts and prospects based on defined criteria
- Plan routes and balance proactive/reactive selling efforts

Selling Features and Benefits

Aim

The delegate will understand more about the value of highlighting benefits to the customer instead of merely relaying simple features.

Key Learning Outcomes

- Show how to turn product information into solutions
- Demonstrate a simple formula for tailoring product presentation

- Explain how to gain and maintain a buyers interest
- Define how to address client needs consistentl

Selling into the Future

Aim

The delegate will learn about how sales have evolved over the years and how to ensure that you are ahead of the game in your future approach.

Key Learning Outcomes

- Recognise the evolution of sales and associated key principles
- Understand the key sales techniques developed over recent times
- Develop an appropriate sales stature suitable for modern selling
- Apply a full-contact selling approach for future sales success

Selling to Different Personality Types

Aim

The delegate will learn how to appreciate the difference in personality types and select a communication style accordingly.

Key Learning Outcomes

- Describe personality type theory and use it to categorise customers
- Predict how different personalities will behave in a sales situation
- Define a customer's personality type quickly using verbal and non-verbal clues
- Adapt behaviour to build more rapport

Selling to Multiple Decision-Makers

Aim

The delegate will understand the key principles of how to engage and influence more than one person at the same time in a sales meeting.

Key Learning Outcomes

- Understand and explain how decision-making units work
- Recognise how to spread their influence through an account
- Demonstrate how to tailor the sales message to satisfy each buying influence
- State how to manage group meetings effectively

Telephone Techniques

Aim

The delegate will learn how to use the telephone effectively using various techniques to help build rapport and ensure a successful transaction.

Key Learning Outcomes

- Describe how to quickly assess a customer's mood on the telephone
- Demonstrate using your voice for maximum effect
- Define how to select the language to engage and inspire others
- Explain when it is best to speak and when to be silent

The 4 Gateways of Selling

Aim

This module will teach you about the 4 Gateways of Selling, how to implement them in the buying process effectively and how to revive stalled deals. This will help you become a better salesperson.

Key Learning Outcomes

- The 4 Gateways of Selling
- Benefits of Implementing the 4 Gateways
- The Buying Process
- Ghostbuster Skills

The Art of Collaborative Selling

Aim

The delegate will understand collaborative selling and the evolution that salespeople have gone through to get where they are now.

Key Learning Outcomes

- Understand the challenges of modern selling
- To address these challenges
- Learn about the evolution of sales
- What are PQ and Partnering Skills?
- Understand the VALUE framework

The Art of Upselling

Aim

This module will teach you about upselling, what it is and how to effectively upsell to your customers. You will also learn about the importance of understanding your customers' needs and some techniques for doing so, as well as exploring potential objections customers may have to upselling and how to overcome them.

Key Learning Outcomes

- Understanding the Art of Upselling
- Upselling and Understanding Customer Needs
- Top Tips for Effective Upselling
- Overcoming Objections to Upselling

The Art of Tender Writing

Aim

This module will teach you about the tendering process from a buyer's perspective, exploring the different methods of assessing a tender bid and how to write an effective specification of requirements.

Key Learning Outcomes

- Understanding the Buyer's Role and Responsibilities
- Different Methods of Assessing a Tender Bid
- Writing a Specification of Requirements
- Common Pitfalls of Tender Writing

Understanding the Customer Journey

Aim

This module will cover the 5 stages of the customer journey and how to make the customer experience as satisfying as possible. This includes the importance of understanding the customer journey and how to map it effectively. The course also explores how to identify pain points, improve touchpoints and strengthen relationships.

Key Learning Outcomes

- Introducing the Customer Journey
- Stages of the Customer Journey
- Mapping the Customer Journey
- Top Tips for Improving the Customer Journey

Understanding your Market and Clients

Aim

The delegate will learn how to understand more about their clients' marketing challenges and how to align their approach.

Key Learning Outcomes

- Understand a balanced knowledge approach and its importance in getting, and giving, insight.
- Explain how to future scope markets to align with clients.
- Describe how to develop real customer empathy.
- Show how to learn from previous success and effectively communicate this.

Using LinkedIn for Social Selling

Aim

This module will show you how to use LinkedIn for selling and demonstrates ways you can improve your presence on LinkedIn to create and convert leads.

Key Learning Outcomes

- Why should you use LinkedIn?
- How to optimise your profile to draw your audience in
- What, when, and how to post on LinkedIn
- Understand strategies to convert connections to leads

Using NLP in Sales

Aim

The delegate will gain a deeper understanding of how to employ fundamental NLP techniques to help win the sale.

Key Learning Outcomes

- Understand and explain what NLP is and how it is used
- Recognise a buyer's preferred way of thinking
- Adjust communications to influence different thinking styles
- Display an understanding of decision-making strategies

Using Powerful Sales Language

Aim

The delegate will be able to demonstrate how to use powerful language to provide a more engaging sales story.

Key Learning Outcomes

- Explain how to avoid negative, unnecessary language and be consistently positive
- Be able to use persuasive words which motivate others to buy
- Be definite and direct with customers and prospects
- Show how to use words and phrases for emotional impact

Winning New Business

Aim

The delegate will discover how to close the deal with confidence and win new business in a tough & competitive environment.

Key Learning Outcomes

- Ensure you have a strategic approach to winning new business
- Develop techniques for making appointments
- Understand how to conduct yourself in the first meeting
- Ensure you make the right impression during subsequent meetings

Writing Business Proposals

Aim

The delegate will learn how to write a business proposal, what is included in business proposals and some of the skills they will need to do this effectively.

Key Learning Outcomes

- Understand what a business proposal is
- What to include in a business proposal
- How to improve your business writing skills
- How to edit and proofread your work

Writing Sales Proposals

Aim

The delegate will explore how to write a credible sales proposal containing an appropriate solution bringing about the best possible chance of eliciting the desired response.

Key Learning Outcomes

- Understand why a written offer is a powerful sales tool
- Establish the background to a sale and a customer's specific need
- Demonstrate an appropriate solution and relevant added value
- Present justified pricing and further support material

Time and Planning Skills

Balancing Priorities

Aim

This module will show you some ways to effectively balance your priorities, manage your time and delegate effectively.

Key Learning Outcomes

- Understand the "Effectiveness Cycle"
- To prioritise your tasks depending on urgency and importance
- What is Action-Centred Leadership and how can this help you manage your time as a leader
- Learn the reasons you should delegate tasks

Coaching vs. Mentoring

Aim

The delegate will learn the essential tools required for coaching and mentoring, the differences between them, and tips for combining them in the most effective manner.

Key Learning Outcomes

- Coaching vs. Mentoring
- Advantages and Disadvantages of Coaching
- Advantages and Disadvantages of Mentoring
- Top Tips for Combining Coaching and Mentoring

Effective Time Management

Aim

The delegate will learn the essentials of how to manage time and tasks through proper planning to ensure a reduction in stress levels and successful completion of those jobs on your list.

Key Learning Outcomes

- Explain and understand the effectiveness cycle
- State how to match workload and energy levels
- Identify how to map out your perfect day
- Demonstrate protecting your prioritie

Effective Minute-Taking: Part 1

Aim

Please note: this module is part 1 of a series of modules covering effective minute-taking. Please make sure to check out the other modules in the series for further information.

The delegate will understand the importance of minute-taking during meetings and how minutes can be used after meetings.

Key Learning Outcomes

- What is the purpose of taking minutes during a meeting?
- How to prepare for a meeting
- How to take minutes during a meeting
- Understand the uses of minutes after a meeting

Effective Minute-Taking: Part 2

Aim

Please note: this module is part 2 of a series of modules covering effective minute-taking. Please make sure to check out the other modules in the series for further information.

This module will focus on the purpose of minute-taking, the key things to consider when preparing for a meeting, some effective techniques you can use for minute-taking and the potential barriers you may encounter. This will help you to build on your knowledge from Part 1 and improve your ability to prepare, take and utilise effective minutes in the workplace.

Key Learning Outcomes

- The Strategic Purpose and Benefits of Minute-Taking
- The Key Steps for Preparation
- Advanced Effective Minute-Taking Techniques
- Potential Barriers to Effective Minute-Taking

Effective Minute-Taking: Part 3

Aim

Please note: this module is part 3 of a series of modules covering effective minute-taking. Please make sure to check out the other modules in the series for further information.

This module will focus on how to utilise your minutes after a meeting and the importance of listening skills, as well as understanding the difference between impact and intent and the result of using technology in minute taking. This will help you to build on your knowledge from Part 1 and Part 2 and improve your ability to take and utilise effective minutes in the workplace. You will also develop your transferable skills such as listening and digital literacy.

Key Learning Outcomes

- The Importance of Listening Skills
- The Use of Minutes After a Meeting
- Understanding Intent vs. Impact
- Leveraging Technology in Minute-Taking

Managing, Setting and Tracking Workplace Goals

Aim

This module will teach you about managing, setting and tracking your goals within the workplace and how to track your progress towards success.

Key Learning Outcomes

- Why Are Goals Important?
- Understanding Different Types of Goals
- Setting Effective Workplace Goals
- Tracking Your Progress

Planning for a New Job

Aim

The delegate will learn the importance of planning when starting their new job to help overcome fears.

Key Learning Outcomes

- Why planning is important when starting a new job
- Creating a 30:60:90 Day plan
- How to overcome the fear of failure
- The importance of receiving feedback

Project Management Essentials

Aim

The delegate will learn the essential tools required to complete projects successfully within time and budget constraints.

Key Learning Outcomes

- Define the aims of project management and the 4 key stages of managing a project
- Use techniques to scope and plan a project
- Implement and evaluate a project avoiding the '7 Deadly Sins'
- Manage and motivate project teams

Qualitative and Quantitative Research Methods

Aim

The delegate will understand how to use qualitative and quantitative research methods and the things to consider while conducting any research.

Key Learning Outcomes

- What are the benefits of conducting research

- Identify Qualitative Research Methods
- Identify Quantitative Research Methods
- Understand the best ways to plan and conduct research using these methodologies

Retirement Planning

Aim

The delegate will understand how to plan for their retirement, why it is important and how to make the most of their newfound free time.

Key Learning Outcomes

- Understanding Retirement
- Advantages and Disadvantages of Retirement
- Vital Steps for Effective Retirement Planning
- Making the Most of Your Retirement

Time, Task and Planning Skills

Aim

The delegate will learn the essentials of how to manage time and tasks through proper planning to ensure a reduction in stress levels and successful completion of those jobs on your list.

Key Learning Outcomes

- Understand the key principles of time and task management
- Prioritise more effectively
- Avoid procrastination and learn to delegate
- Plan using an appropriate structure

The Value of SMART Goals

Aim

This module will teach you about what SMART means (Specific, Measurable, Achievable, Relevant and Time Bound), the benefits, how to develop them and some common challenges you may encounter. This includes information for overcoming these challenges and preventing them in the future.

Key Learning Outcomes

- An Introduction to SMART Goals
- Benefits of Setting SMART Goals
- Developing Your Own SMART Goals
- Common Challenges to Effective SMART Goals

Training, Coaching and Mentoring

Coaching Using the GROW Model

Aim

The delegate will learn about the GROW model and how to apply this formula to ensure a successful coaching process.

Key Learning Outcomes

- Describe the four stages of GROW
- Identify key skills used in coaching
- Identify the most effective method of questioning
- Identify one thing NOT to do when coaching

Creating and Delivering Engaging Virtual Training

Aim

The delegate will understand how to create and deliver engaging virtual training with a well-thought-out structure and focus to energise their audience.

Key Learning Outcomes

- To understand how to train in a virtual space and virtual learning etiquette
- Learn how to focus your content
- Understand the best ways to structure your session
- Energise your group!

Effective Laser Coaching

Aim

The delegate will teach you about the laser coaching conversations you should be having with your team and how laser coaching can benefit you and your organisation.

Key Learning Outcomes

- What is Laser Coaching?
- The Hidden Benefits of Laser Coaching
- The Six-Step Process to Effective Laser Coaching
- The Top 10 Coaching Questions

Experiential Learning Explained

Aim

In this module, you will learn what experiential learning means, the core characteristics needed, the benefits of experiential learning and how to further your experiential learning skills.

Key Learning Outcomes

- An Overview of Experiential Learning

- Core Characteristics of an Experiential Learner
- Benefits and Advantages of Experiential Learning
- Top Tips for Mastering Experiential Learning

How Do People Learn?

Aim

This module will show you the different ways that people learn and the steps it takes for someone to retain information.

Key Learning Outcomes

- What stages do we go through when learning effectively?
- Understand the ways that people learn
- Understand the 7 levels of the Learning Pyramid and the most effective ways of learning at each level
- The 70:20:10 model of learning and development

How to Mentor Effectively

Aim

The delegate will explore the key elements of excellent mentoring skills.

Key Learning Outcomes

- Describe what mentoring is
- Demonstrate the two main styles used in mentoring
- Define two skills used in mentoring
- Name the most important thing to do as a mentor

Identifying Areas to Coach

Aim

The delegate will learn how to develop their coaching skills and be able to identify the essential skills of effective coaching.

Key Learning Outcomes

- Explain what coaching is
- Describe when coaching is effective
- Demonstrate one suitable situation for coaching
- Name two work-based areas that provide opportunities for coaching

Identifying Training and Development for your Team

Aim

The delegate will learn how to identify training and development needs and the value of following the training cycle in planning for training.

Key Learning Outcomes

- State 4 reasons why we train

- List the 5 stages of the training cycle and state what is done at each stage
- Describe the ways in which we could carry out a training needs analysis.

Identifying Learning Styles

Aim

The delegate will understand more about how learning styles differ from person to person and how to adapt your approach to each individual.

Key Learning Outcomes

- Explain the four stages of learning
- Describe the four learning styles
- Recall one learning activity for the Reflector style
- Recall one learning activity for an activist

Introduction to Artificial Intelligence (AI)

Aim

The delegates will give you an introduction to what artificial intelligence is, what it can do and how to effectively use it within the workplace.

Key Learning Outcomes

- What is Artificial Intelligence?
- The Development of Artificial Intelligence
- Advantages and Disadvantages of Artificial Intelligence
- Implementing Artificial Intelligence in the Workplace

The 70:20:10 Model

Aim

The delegates will learn about the 70:20:10 approach to learning and development, and understand different types of learning.

Key Learning Outcomes

- Understand where the model originated and why it was created
- What are the steps to experiential learning?
- Learn the different types of social and formal learning
- How to build a 70:20:10 learning culture

The Importance of Reflection and a Personal Development Plan

Aim

The delegate will learn why self-reflection is so important and how to create an effective plan that will motivate them to achieve their goals.

Key Learning Outcomes

- Why is Self-Reflection Important?
- Identify some of the tools for Self-Reflection
- List the barriers to Self-Reflection

- Create an Effective Personal Development Plan

The Importance of Adaptive Learning

Aim

This module will teach you what adaptive learning is and its benefits and challenges, along with a step-by-step guide to implementing adaptive learning in your organisation.

Key Learning Outcomes

- Let's Learn About Adaptive Learning
- Benefits of Adaptive Learning
- Step by Step: Implementing Adaptive Learning
- Challenges to Implementing Adaptive Learning

The Rise of Technology

Aim

The delegate will give you an introduction to the history of technology within the workplace, the pros and cons of technology and how you can successfully integrate it.

Key Learning Outcomes

- A Brief History of Technology
- Advantages and Disadvantages of Technology
- Essential Areas for Technology
- Integrating Technology in the Workplace

Train the Trainer

Aim:

This module will teach you about the Train the Trainer programme, how you can be an effective trainer and how to design a session to use with your delegates.

Key Learning Outcomes

- What is Train the Trainer?
- Understanding Different Learning Styles
- Effective Teaching and Training Models
- How to Effectively Design a Session

Health and Safety

Appraisal for Revalidation

Aim

The delegate will be prepared and focused on completing appraisals to ensure successful revalidation.

Key Learning Outcomes

- Understand the background, purpose and relevance of their appraisal interview.
- Be able to identify their Responsible Office (RO) through the local process.
- Understand the Medical Appraisal Guide (MAG) and relate it to the three-stage process.
- Understand the importance of collecting evidence and the methods available to them, including multi-source feedback.

Asbestos Awareness

Aim

The delegate will gain an understanding of what asbestos is and why asbestos awareness is an important part of an organisation.

Key Learning Outcomes

- An Introduction to Asbestos Awareness
- The Dangers of Asbestos
- Finding and Identifying Asbestos
- Do's and Don'ts for Working with Asbestos

Becoming Net Zero

Aim

The delegate will learn the benefits of their organisation becoming net zero and some useful ideas to implement in their net zero strategy.

Key Learning Outcomes

- The Importance of Net Zero
- Making Net Zero Work for Your Business
- Enabling Your Business to Thrive in a Net Zero Culture
- How to Build an Effective Net Zero Strategy

Cyber Security 101

Aim

The delegate will get an introduction to cyber security, why data protection is important and how to create and maintain a cyber-secure culture within your organisation.

Key Learning Outcomes

- What is Cyber Security?
- The Importance of Protecting Your Data
- Dealing with a Security Incident
- Top Tips for Creating a Cyber-Secure Culture

Environmental Awareness

Aim

The delegate will gain an understanding of the issues impacting the environment and how they can contribute to improving the organisation's environmental performance.

Key Learning Outcomes

- Recall simple definitions relating to environmental management
- Describe a range of global environmental issues
- Identify measures to help your organisation achieve its environmental targets
- Explain the business and community benefits of good environmental management

Health and Safety - The Basics

Aim

The delegate will learn that in the working environment it is essential to have a basic overview of what needs to be considered, to ensure we are all safe in the work we do.

Key Learning Outcomes

- Define common terms with respect to health and safety
- Describe your responsibilities, with regard to health and safety in your workplace
- State the cost of poor health and safety and the benefits of good health and safety in the workplace
- Identify the main hazards in your workplace and how to control them

Health and Safety for Home Workers

Aim

The delegate will gain an understanding of the issues impacting the health and safety of those working at home and what measures should be taken to reduce the risks of doing so.

Key Learning Outcomes

- State the main Health & Safety hazards associated with home-working
- Identify typical occupations carried out by home workers
- State the implications of home working on an individual's health and wellbeing
- Describe how home workers can be monitored

Health and Safety for Lone Workers

Aim

The delegate will have a raised awareness of the hazards of lone-working and what can be done to keep lone workers healthy and safe.

Key Learning Outcomes

- State what is meant by lone-working
- Identify the hazards associated with lone-working

- Recognise actions that can be taken to keep lone workers safe and healthy
- Describe some technologies that could assist in reducing the risks to lone-working

Introduction to COSHH

Aim

The delegate will have a raised awareness of hazardous substances that can cause health problems in the workplace.

Key Learning Outcomes

- Explain the responsibilities of employers and employees, with regard to COSHH Regulations.
- Describe how to identify Hazardous Substances
- List the Health problems associated with Hazardous Substances
- List control measures to reduce the risk of Hazardous Substances.

Introduction to Fire Safety

Aim

The delegate will have a raised awareness of the typical causes and costs of fires in the workplace and will be able to describe methods of controlling the risks.

Key Learning Outcomes

- Explain the responsibilities of employers and employees with regard to fire safety
- Describe how fires start and spread
- List control measures to reduce the risk of workplace fires
- Describe the procedures to follow if a fire starts.

Introduction to First Aid

Aim

In this module, we will cover what first aid is, the regulations and responsibilities an employer has to consider, how to report an injury, illness or incident in the workplace and how to promote effective first aid in the workplace.

Key Learning Outcomes

- An Introduction to First Aid
- First Aid Regulations and Responsibilities
- Reporting a First Aid Incident
- Best Practice for Promoting First Aid in the Workplace

Introduction to Manual Handling

Aim

The delegate will have a raised awareness of the risks of poor manual handling and be able to recognise how to reduce these effectively.

Key Learning Outcomes

- Define common terms with respect to manual handling
- State the consequences of poor manual handling techniques
- Describe your employer's responsibilities with regard to manual handing in your workplace
- Recognise what you can do to minimise the risk of injury

Introduction to RIDDOR

Aim

This module will teach you about Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, or RIDDOR for short. This includes why it is important, the responsibilities of both employers and their employees and the steps for reporting an incident in the workplace.

Key Learning Outcomes

- An Introduction to RIDDOR
- The Importance of RIDDOR
- Employer and Employee Responsibilities
- Reporting a RIDDOR Incident

Job Safety Analysis (JSA) Training

Aim

This module will cover job safety analysis, your responsibilities as an employer or employee and how to conduct an analysis effectively. It will also look at some of the common mistakes in a job safety analysis and how to prevent and overcome these mistakes.

Key Learning Outcomes

- The Purpose of a Job Safety Analysis
- Roles and Responsibilities within a Job Safety Analysis
- The Job Safety Analysis Process
- Common Mistakes in a Job Safety Analysis

Managing Anxiety

Aim

This module will teach you to understand anxiety and give you tips and techniques for managing it.

Key Learning Outcomes

- Introduction to Anxiety

- Different Forms of Anxiety
- Tools and Techniques for Managing Anxiety
- Myth Busting

The Essential Guide to Display Screen Equipment

Aim

This module will teach you about what display screen equipment is, the benefits and risks and how to create an ergonomic workspace.

Key Learning Outcomes

- An Overview of Display Screen Equipment
- The Benefits of Display Screen Equipment
- The Risks of Display Screen Equipment
- Creating an Ergonomic Workspace

The Importance of Candour

Aim

This module will focus on the principles and origins of duty of candour in the workplace and how to practice it effectively. It will also look at some of the consequences of failing to act with candour.

Key Learning Outcomes

- The Origins of Duty of Candour
- The Core Principles of Candour
- Consequences of Failing to Act with Candour
- Practising Duty of Candour in the Workplace

Slips, Trips and Falls

Aim

The delegate will learn the main causes of slips, trips and falls and how to take measures to eliminate or reduce them.

Key Learning Outcomes

- State why it is important to tackle slips, trips and falls
- Recall the law as it applies to you regarding your role and responsibilities in managing slips, trips and falls
- Draw the slip and trip potential model listing issues that may lead to slips, trips or falls under each heading
- Describe actions to take to reduce or eliminate slips, trips or falls in your workplace

UK Regulatory Compliance

Employment Rights Act 2025: Part 1

Aim

Please note: this module is part 1 of a series of modules covering the Employment Rights Act 2025. Please make sure to check out the other modules in the series for further information.

This module will teach you about the Employment Rights Act, what it is and why it was created, as well as the people and areas it affects. We will also discuss the impact and effect it has on these places and people.

Key Learning Outcomes

- Understanding the Employment Rights Act 2025
- What Changed?
- Who is Affected?
- The Impact of the Employment Rights Act 2025

Employment Rights Act 2025: Part 2

Aim

Please note: this module is part 2 of a series of modules covering the Employment Rights Act 2025. Please make sure to check out Part 1 before completing this module.

This module will teach you more about the Employment Rights Act. This includes preparing for the changes, your responsibilities, potential risks and effective methods of implementation. This includes your responsibilities as an employer and/or employee, and the potential risks you may encounter and how to overcome them.

Key Learning Outcomes

- Preparing Your Organisation
- Employer and Employee Responsibilities
- Practical Implementation of the Employment Rights Act 2025
- Potential Risks of Implementing the Employment Rights Act 2025

General Data Protection Regulation (GDPR) in Action

Aim

Maguire Training has designed this short course to walk you through the broader EU Laws pertaining to GDPR, what it could potentially mean to your organisation and the steps that you can take to ensure compliance.

Key Learning Outcomes

- Explain why the GDPR and data protection in general is relevant and important
- Display a knowledge of what is defined as personal data and how it should be used

- Identify and explain the rights of individuals
- Demonstrate a knowledge of potential penalties for breaches
- Know what you can do to help create a culture of respect for data protection

General Data Protection Regulation (GDPR) Preparation

Aim

Maguire Training has designed a short course to walk you through the GDPR, what it could potentially mean to your organisation and the steps towards company-wide compliance. Here we examine the key principles of the GDPR and what you need to consider in order to be compliant.

Key Learning Outcomes

- Explain why the GDPR is relevant and important
- Display a knowledge of what is defined as personal data
- Identify and explain the rights of individuals
- Demonstrate a knowledge of potential penalties for breaches
- Know what you can do to help create a culture of respect for data protection

Modern Slavery

Aim

This module is designed to address the issue of modern slavery, which is a crime that is notoriously difficult to spot and often goes unreported. The key objective of this programme is to highlight the early warning signs and help people to understand exactly what this crime is and how to detect whether you are being subjected to it or indeed witness to it.

Key Learning Outcomes

- Explain what modern slavery is
- Display knowledge of what to look for to identify modern slavery
- Know the penalties for transgression
- Identify the risks for all concerned

Tackling Bribery in the Workplace

Aim

This module will teach you about the Bribery Act 2010 and your obligations to your organisation to prevent and report bribery.

Key Learning Outcomes

- An Introduction to Anti-Bribery
- The Statutory Offences of Bribery
- The Ministry of Justice Principles
- Your Obligations as an Employee

Tackling Phishing in the Workplace

Aim

This module will introduce phishing and explain how to identify, respond to and prevent future phishing attempts. Practising cyber security and learning to recognise potential phishing attempts will make your company safer and more secure, meaning you are more able to prevent cyber-attacks and protect your assets and company data.

Key Learning Outcomes

- What is Phishing?
- Identifying a Phishing Attempt
- How to Respond to a Phishing Attempt
- Protecting Yourself Against a Phishing Attempt

The Ethical Implications of Plagiarism

Aim

This module will teach you what is classed as plagiarism, the consequences of plagiarism in the workplace, how to recover from it and how to avoid it in the future. By learning to avoid plagiarism, you can improve your skills by practising originality and authenticity, developing your reputation and producing overall better work.

Key Learning Outcomes

- What Constitutes Plagiarism?
- Ethical Implications of Plagiarism
- How to Recover from Plagiarism
- Developing Good Writing Habits