EQV TRAINING

2025 BROCHURE

Table of Contents

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Our three-year partnership with EQV has been exceptional. Their ability to consistently deliver IT training to the highest standard, tailored to our specific needs.

"

EQV delivered an engaging and adaptable training session that effectively addressed the diverse needs of our group. The fluid approach encouraged valuable input from participants.

"

I have been very impressed with EQV's training courses, format and delivery. Always relevant and hands on, I have found them very beneficial.

EQV – Your Partner in People Development– with over 30 Years of Expertise

At EQV, we don't just deliver training—we empower success. For over three decades, we've been the trusted partner for private and public sector organisations, charities, local authorities, and educational institutions across the UK, including some of the most renowned names in the industry.

From our Leicester headquarters and busy ILM Centre, we've built an outstanding reputation for delivering high-quality, flexible, and fully customised training solutions nationwide. Whether you're looking to upskill your team, drive organisational growth, or unlock individual potential, we have the expertise and experience to help you achieve your goals.

Our comprehensive course offerings include:

❑ **Management Training** (with or without qualifications, ILM Levels 2–6)
❑ **Personal Development**
❑ **Customer Service & Sales Excellence**
❑ **Finance for Non-Financial Managers**
❑ **IT / Digital Skills** (Microsoft, Adobe, and more)
❑ **Systems Development** -We can help organisations optimise their workflows, improve productivity, and achieve operational excellence.

EXPERT ACCOUNT MANAGERS

15 TAILORED EVENTS RUNNING DAILY

MEETING YOUR UNIQUE NEEDS

EQV – Your Partner in People Development– with over 30 Years of Expertise

Flexible Learning, Maximum Impact
We understand that every learner is different, which is why we offer a variety of delivery methods to suit your preferences:

❑ Engaging **face-to-face sessions** (closed group)
❑ Interactive **virtual delivery** (closed group or public)
❑ **Multiple short sessions** in a day for maximum efficiency
❑ Personalised **one-on-one coaching** for targeted growth
❑ Informative **webinars** allowing you to select from an extensive library of subjects

Ready to transform your team's potential into performance? Partner with EQV today and experience training that delivers real, measurable results.

Career Suites
Our Career Suites of courses provide you with a choice of the most frequently needed skills to support your specific career journey. Courses are held monthly as open public courses, so you have complete flexibility when you want to attend the courses.

Early Careers
Participants gain a broad range of skills, both technical and soft, which are essential for their professional growth and can demonstrate a commitment to personal and professional development providing a solid foundation for long-term success. Attend Courses on: Excel, PowerPoint, Time Management, Communication, Organisational Skills, Email Etiquette, Business Writing, Emotional Intelligence

EQV – Your Partner in People Development– with over 30 Years of Expertise

Business Admin
Attending our series of business admin courses will empower you with essential skills to excel in the workplace.
Attend Courses on: Excel, Word, Outlook, Time Management, Communication,
Organisational Skills, Telephone Skills, Email Etiquette, Customer Service, Business Writing

New Managers
Attending a suite of courses designed for new managers will equip you with a comprehensive skill set essential for leadership roles.
Attend Courses on: Excel, PowerPoint, Basic Management, Leadership, Budgets and Costs, Appraisal Skills, Presentation Skills, EDI (Equality, Diversity & Inclusion)

EQV – Your Partner in People Development– with over 30 Years of Expertise

Profiling for Targeted Development

We can help pinpoint key areas for growth within your team by offering online profiling questionnaires focused on Mental Toughness or Leadership Skills. Each participant will receive a detailed report highlighting their strengths and providing constructive feedback on potential development areas.

Our feedback sessions are available in two formats:

❑ Self-Review Report: The individual receives their report to read and reflect on independently. This approach encourages self-reflection, allowing the individual to understand the feedback, assess its implications, and identify personal development opportunities.

❑ Facilitator-Led Feedback Session: For a more comprehensive experience, the individual meets with a facilitator (either in person or by phone) to discuss their feedback in-depth. This session provides the opportunity to explore the results, ask questions, and create a tailored action plan for growth. The facilitator uses insightful questions and real-world examples to help the individual understand their feedback and build a clear path forward.

These options can be combined to suit your team's needs. For instance, individuals who require a detailed development plan can benefit from a full feedback session, while others may prefer to review their report on their own.

EQV – Your Partner in People Development– with over 30 Years of Expertise

Systems Development: Streamlining Your Business Operations

At EQV, our Systems Development training is designed to help organisations optimize their workflows, improve productivity, and achieve operational excellence. Whether you're looking to enhance your team's proficiency in existing systems or implement new tools and processes, we provide practical, tailored solutions that deliver measurable results.

Our service covers:
- ❑ **Bespoke Software Training**: Customised training for your organization's unique systems, ensuring your team maximizes efficiency and usability.
- ❑ **Database Management**: Training on platforms like SQL, Access, or other database tools to streamline data handling and improve reporting capabilities.
- ❑ **Process Automation**: Introduction to tools like Power Automate or custom workflows that reduce manual tasks and increase efficiency.
- ❑ **Enterprise Systems Proficiency**: Support for ERP (Enterprise Resource Planning) or CRM (Customer Relationship Management) systems such as SAP, Salesforce, or bespoke platforms.
- ❑ **IT Systems Optimisation**: Training on system integrations, data management, and improving IT workflows to align with your business goals.
- ❑ **Troubleshooting & Problem-Solving**: Equipping your team with the skills to address and resolve system-related challenges quickly and effectively.

We work closely with you to understand your unique operational needs and challenges, delivering hands-on, real-world training that empowers your team to confidently utilize systems and tools. Whether your goal is to enhance data accuracy, reduce operational bottlenecks, or drive innovation, EQV's Systems Development training provides the expertise you need.

EQV – Your Partner in People Development– with over 30 Years of Expertise

ILM Programmes
We are a very busy ILM centre that provides all the levels of the qualifications from a supervisory level 2 right through to level 6.

Our programmes are run both as open public courses for individuals to attend and as closed group programmes for groups, these can be delivered virtually or face to face for a cohort.

A programme designed for you.

This means you can have delivery at your location or through a virtual platform, around content that is relevant for your business and your required competencies over a schedule to fit in with your working patterns. We can train group sizes of up to 12 (no minimum). We also offer the flexibility of adding self-study for modules to allow for additional flexibility of choice, for individuals within a co-hort.

We have many additional elements based on our extensive experience that helps deliver a successful management development programme and these range from how to balance the study with work pressures, how to correctly write assessments, how to engage with the management teams at all levels to ensure support and how to measure the effectiveness of the training.

In addition, when working with organisations that have training capability themselves, we can work alongside the team and incorporate a flexible element of dual delivery within the delivery of the programme.

We can advise on structure and content to ensure that as an individual is achieving their qualification they can also be working towards the next level of qualification as well, making this an excellent route for succession planning and talent management. The modular structure of the ILM make these nationally recognised qualifications, very popular with organisations who require flexibility in content, evidence that learning has taken place and engaging training delivery, alongside developing the skills of their management teams.

ILM Programmes

Make your training budget stretch further
If you have other colleagues that may not want or need to complete the qualification, they could attend any of the closed group training sessions for knowledge only (subject to numbers). This is a great way of populating the events and gives you extra flexibility in addressing your organisations wider training requirements.

Have the ability to train yourself?
Where an organisation has the ability and resources to deliver and train the workshops themselves we can work with you in the background so that you can still offer your colleagues the option to complete a management programme that carries a qualification without being a centre yourselves.

We work with you to identify the content of the workshops and ensure that the assessments are appropriately covered. We register the delegates onto the qualification and register them onto our learning platform. The learning platform provides additional resources and access to our assessors who are able to provide feedback and support with any part of the assessment and qualification as required.

EQV – Your Partner in People Development– with over 30 Years of Expertise

Workplace Implementation Sessions

We can help you Measure the Effectiveness of the training.

If you don't have any formal methods of evaluating the impact of the training on the business we can help. The purpose of your training is to develop new behaviours and skills – so how do you measure this? We can provide a clear measurement by obtaining specific examples gathered through either a group or 121 sessions from the individuals as to how they have utilised their new skills in back in the workplace after their skills transfer period, and how this has benefited them and the business. We assimilate this into a report and feedback to the project sponsor which provides an excellent demonstration of your return on investment.

Recommended timescales - Workplace Implementation evaluation after the skills transfer period (usually between 6 weeks to 3 months after the training session.

Customer Portal

When you become a client you will immediately be enrolled into our customer portal which allows you to fully access a live online summary of your training activities.

- ❑ Review past training events and feedback.
- ❑ Review Reactionaries
- ❑ Download delegate joining instructions
- ❑ View up-coming training events.
- ❑ Download any upcoming course materials for training events.
- ❑ View delegate names for past training events.
- ❑ Update or add delegate names.
- ❑ Print certificates
- ❑ Monitor your training account

PERSONAL DEVELOPMENT

" *I would like to pass on my thanks for an informative, constructive and fun course.*

The trainer was superb, he put things over very clearly and I feel that the course attendees got a lot out of it.

ACTIVE LISTENING

Business Benefit

Poor listening skills lead to misunderstanding, lost orders, customer complaints and staff disagreements. Improving listening skills can increase profits as well as lead to a better working environment.

Course Content

- The "Internal" and "External" Aspects of Listening
- The importance of Non-verbal Communication
- "Actual" and "Active" Listening
- Barriers to Listening
- The Impact of Behaviour on Listening

Who Should Attend?

Delegates who are looking to improve communication and interpersonal skills in their working environment
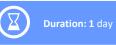
Learning Objectives

By the end of this course you will be able to…

- Describe the difference between "Actual" and "Active" listening
- Demonstrate "Active Listening Skills"
- Appreciate the role of Listening in Effective Communication
- Develop a personal Action Plan to Improve Listening Skills

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

ASSERTIVENESS

Business Benefit

How managers come across to staff and how staff come across to customers can have a big impact on business results. Our behaviour in the workplace can impact on sales, productivity, staff retention, absenteeism and managing change. The skills of assertiveness can unlock the true potential of an organisation.

Who Should Attend?

Those who need to act in a more assertive manner.

Learning Objectives

By the end of this course you will be able to…

- Understand what Assertiveness is
- Understand other Behaviour Styles
- Demonstrate the skills of Assertiveness

Course Content

- What is assertiveness?
- Rights and responsibilities in Assertiveness
- Assertion and you
- Behaviour styles
- Non-Assertive Behaviour
- Aggressive Behaviour
- Assertive Behaviour
- The "Risks" of Confrontation
- Degrees of Confrontation Risk
- Constructive Conflict
- Making and refusing Requests
- Giving and Receiving Praise and Compliments
- Changing a Negative Self Image
- Positive Statements
- A Checklist for Speaking Up

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

BASIC READING & WRITTEN COMMUNICATION

Business Benefit
Reading and writing are skills most of us take for granted, but often our jobs require us to read or write documents which are more complex or technical than our day to day correspondence. Other times we may need to read a very lengthy document and have very little time in which to understand its content. This course is designed to help delegates deal with such challenges.

Who Should Attend?
Anyone who wishes to ensure good reading and communication skills.

Learning Objectives
By the end of this course you will be able to…

- Identify your own reading type
- Demonstrate different ways of reading text
- Explore scanning and skimming
- Describe the stages in analytical reading
- Write in a constructive and disciplined way
- Identify and correct misused words
- Understand how to construct clear sentences
- Demonstrate how to use punctuation effectively
- Explain common mistakes

Course Content
- The benefits
- Ways of reading texts
- Reviewing and recall
- Structures of text
- Message construction
- Punctuation
- Spelling
- Style

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

COACHING & MENTORING

Business Benefit
The modern business environment demands that organisations constantly re-examine their business practises. The need for change is becoming almost a daily factor in keeping up with the 'competition' and satisfying ever-increasing customer expectations. Organisations need to be able to support their staff through this process of 'constant change' and Coaching and Mentoring plays a crucial role in providing that support.

Who Should Attend?
Ideal for directors, managers and supervisors who are responsible for the performance of others. HR Professionals seeking to develop these skills within an organisation will also benefit from this course.

Learning Objectives
By the end of this course you will be able to…

- Understanding the context for effective workplace coaching and mentoring
- Understanding the process and content of effective workplace coaching and mentoring

Course Content
- Nature and role of Coaching & Mentoring in the workplace
- Behaviours required by a workplace coach or mentor
- Skills, abilities and characteristics of an effective workplace Coach or Mentor
- Development goals that can be met through Coaching & Mentoring
- GROW, OSCAR, ARROW
- Exploration of the coach and line manager responsibilities
- Contracting – purpose and content
- The importance of confidentiality in Coaching & Mentoring practice
- Record Keeping, Coaching plans, progress reviews
- Assessment techniques and purpose
- Range and value of different learning resources and facilities
- Assessment tools (VAK. Belbin)
- Job descriptions, behaviours, competency frameworks
- Concept of learning styles
- Personal factors which can inhibit responsiveness to coaching
- Strategies to overcome personal barriers to Coaching & Mentoring

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

COMMUNICATION SKILLS

Business Benefit

How much time, effort and money is lost when things go wrong in the workplace due to a breakdown in communication? At the very least, the answer must be, "lots"!

Whether it is face to face, via the telephone or in writing, poor communication probably accounts for more day to day problems in business than any other single factor.

This course will help to overcome these communication problems.

Who Should Attend?

This course is invaluable for those who want to strengthen their communication skills and enhance their ability to interact with others.

Learning Objectives

By the end of this course you will be able to…

- Understand the importance of communicating accurately, concisely and, in a way that is likely to get understanding and co-operation
- Choose the correct media with which to communicate a message
- Understand how to use that media to its optimum effect
- Demonstrate the key skills of communicating by phone, e-mail and face to face
- Complete a post course action plan to implement the learning

Course Content

- Good and Bad Communication in Your Workplace
- Consequences for You, Your Teams, and Your Organizations
- Reasons for Poor Communication
- Key Principles of Effective Communication (Conciseness, Clarity, Cooperativeness, and Consideration)
- Applying the Above Face to Face
- Applying the Above via Email and Written Formats – 5 Key Steps (Plan, Write, Edit, Format, Check)
- Communication via Teams, Zoom, Google Hangouts, etc. – Best Practice
- Challenges of Hybrid Working
- Communicating Effectively Across Hybrid Teams
- Dealing with Challenging Communications in a Professional and Assertive Manner

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

COMMUNICATION SKILLS ADVANCED

Business Benefit

How much time, effort and money is lost when things go wrong in the workplace due to a breakdown in communication? At the very least, the answer must be, "lots"! Whether it is face to face, via the telephone or in writing, poor communication probably accounts for more day to day problems in business than any other single factor. This course will help to overcome these communication problems.

Who Should Attend?

This course is invaluable for those who want to further strengthen their communication skills and enhance their ability to interact with others.

Learning Objectives

By the end of this course you will be able to…

- Understand the different media available for communication
- Understand various communication models and methods
- Be able to communicate via presentation
- Apply storytelling techniques to your communications

Course Content

- Using different media.
- Typical response time for different media.
- Communication and persuasion using storytelling techniques.
- Techniques from the world of advertising and copywriting - *rhythm of three, 'you and yours', imperatives* etc.
- Classic communication and persuasion methods: *Logos, Ethos, Pathos.*
- *The Psychology of Influence* by Robert Cialdini.
- Communication via a presentation - how to get people to listen to you: *Confidence, Cadence, Conviction, Clarity.*

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 days

COMMUNICATION, ASSERTIVENESS & CONFIDENCE BUILDING

Business Benefit

Assertive communication is often the difference between achieving a productive outcome and ending up with disagreement. Relationships between managers and staff and staff and customers rely on communication. Assertive behaviour holds the keys to effective communication. Organisations can save vast amounts of time, effort and money by getting communication right…first time…every time.

Who Should Attend?

Anyone who wishes to communicate more effectively in difficult situations or with 'difficult people'. Anyone who needs to persuade other people to take action or make decisions. Anyone who would like to manage people more effectively.

Learning Objectives

By the end of this course you will be able to…

- Understand what assertive communication is and how to recognise it
- Demonstrate the key skills of assertive communication
- Highlight how to deal with difficult situations and people
- Understand the importance of effective communication
- Understand methods of communication
- Understand the importance of maintaining accurate records of communication

Course Content

- A model of human behaviour
- Four common behaviours
- Dealing with difficult situations and people
- Stages in the communication process
- Consideration of the recipient's needs
- Barriers to communication and how to overcome them
- A range of direct communication methods relevant to the team and their relative advantages and disadvantages
- A range of direct communication methods relevant to people outside own area of responsibility, including written, telephone, e-mail and face-to-face discussions
- Aspects of face-to-face communication, including appearance, impact, body language
- The importance of succinct and accurate records of one-to-one oral communication
- Reasons for maintaining records of one-to-one communication
- Creating a Personal Development Plan

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 2 days

CONDUCTING SUCCESSFUL MEETINGS

Business Benefit

The amount of time that is wasted attending badly planned and badly run meetings has now reached epic proportions in many organisations. Understanding when meetings are absolutely necessary and how to make them run effectively in the shortest possible time is what this course is all about. It aims to give delegates the skills to organise meetings that actually are worth attending and the insight to know when a meeting is not necessary.

Who Should Attend?

Anyone who attends or runs meetings on a regular basis.

Learning Objectives

By the end of this course you will be able to...

- Understand the concept and purpose of meetings
- Demonstrate the methodology for planning an effective meeting
- Describe the roles people adopt in meetings
- Demonstrate the skills for dealing with 'difficult' attendees
- Explain the role of chairperson
- Create a personal implementation plan

Course Content

- Understanding the concept of a meeting
- What is the worth & cost of the meeting?
- Planning your meeting
- Roles within meetings
- Opening Address
- Assertiveness
- Control of the group
- Being constructive
- Getting a decision
- When to defer Active Listening
- Conclusions
- Taking Minutes
- Problems with meetings
- Turning negative actions into positive results

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

CREATIVE THINKING

Business Benefit

The complexities of business in the 21st century require ever more creative ways of solving problems and developing new ideas. The need to be able to 'think outside the box' has never been greater.

This course addresses that need and looks at ways of 'thinking the unthinkable'.

Who Should Attend?

People who would benefit from a more creative approach to those problems and issues where the solutions are not always obvious.

Learning Objectives

By the end of this course you will be able to…

- Demonstrate methods used to define the real problem
- Describe how the 'left brain' and 'right brain' work and what the 'intelligences' are
- Use an array of problem solving tools

Course Content

- Defining the real problem – the 8-sector wheel
- What are the 'intelligences'?
- Using the left and right brain
- Space, time and laughter – The Reframing Matrix
- Getting creativity from a team
- Problem solving models and methods
- Action plans

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

CV WRITING & ATTENDING AN INTERVIEW

Business Benefit

Sometimes essential re-structuring results in losing staff and most organisations wish to afford those staff every assistance they can in gaining alternative employment.

This course addresses the issue of CV writing and gives delegates some top tips in putting together a CV that will open doors for them.

The course also looks at the skill of reading and interpreting CVs.

Who Should Attend?

Anyone who needs to create a CV or whose job entails them reading and interpreting other peoples CVs.

Learning Objectives

By the end of this course you will be able to…

- Describe the contents of a dynamic CV
- Demonstrate the skill of writing positive statements
- Create a CV using Microsoft Word
- Prepare for an Interview
- Understand Competencies
- Carry out Experiential Questioning using the STAR technique
- Understand the importance of Impact and Presence
- Communication
- Make a presentation
- The Interview
- The Process
  - Skills required
  - Questioning
  - Practice session

Course Content

- Content, length and presentation of a CV
- How best to describe education, work experience, interests and activities, etc.
- Making positive statements
- Dealing with 'gaps' and 'job durations'
- Creating a CV with MS Word
- Questions you want to ask at the interview
- Appearance & Attitude check
- Evidence of past achievements
- Knowledge, Skills, Abilities, Experience and Behaviours
- What the interviewer(s) is looking for
- Your Personal Qualities and Attributes (PQAs)
- The STAR Technique – Situation Task Approach Result
- Impact and Presence Why we need to pay attention to our image
- Communication do's and don't
- The interview - Short listing, Skills of a good interviewer, 10 interviewer errors, Questioning techniques and question types

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

DEALING WITH NEGATIVITY

Business Benefit

In these days of constantly changing working practises, restructuring and redundancies this kind of statement is all too common in the workplace. The problem with negativity is – it's infectious!

This course can help managers deal with negativity, stop it spreading and help staff to regain their enthusiasm and motivation.

Who Should Attend?

Managers who may have to deal with negativity in the workplace.

Learning Objectives

By the end of this course you will be able to…

- Help staff to come to terms with change and confront the challenges of the modern working environment
- Understand the different types of negativity and develop strategies for dealing with them
- Demonstrate practical techniques for managing negative behaviour
- Help staff re-discover their motivation
- Create a post course action plan for dealing with negativity

Course Content

- The causes of negativity
- 'Situational' and 'Habitual' negativity
- The effect of negativity on behaviour
- How to manage behaviour in the workplace
- Motivation – re-energising your people
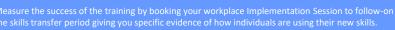- Personal Implementation Plans

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

EFFECTIVE MINUTE TAKING

Business Benefit

Making meetings productive and time effective is a big challenge and effective minute taking forms part of the solution to that challenge.

This course looks at minute taking in both formal and informal meetings and provides the skills needed to take accurate minutes.

Who Should Attend?

Those who are responsible for taking minutes at any kind of group meeting.

Learning Objectives

By the end of this course you will be able to…

- Explore layouts and appropriate styles
- Structure and produce agendas
- Demonstrate effective minute taking
- Describe the various roles and responsibilities in meetings
- Create a post course implementation plan

Course Content

- The need to take minutes
- Planning and preparation
- Understanding the different logistical challenges of todays meetings and how they impact minutes
- Layout and appropriate styles
- Using correct language, grammar and punctuation
- Structuring and producing an agenda to ensure a productive meeting
- Defining and practising minute taking skills
- Try out both new and 'tried and tested' note-taking techniques
- Speed writing
- Establishing roles and responsibilities in a meeting

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

EFFECTIVE STORYTELLING

Business Benefit

Storytelling has become a powerful approach for leadership, innovation, and design thinking. A business storytelling training workshop can help us to learn this craft and develop our communication skills. Using storytelling can help us to relate and connect to others at an emotional level – and help others empathize with the journey and inspire a future vision..

Who Should Attend?

Anyone who wants to improve both their written and verbal communication..

Learning Objectives

By the end of this course you will be able to…

- •Demonstrate the power of storytelling as a communication tool
- •Tell a story in a work context
- •Convey abstract concepts such as values through stories so they have real meaning
- •Recount a story that conveys their vision to others
- •Understand the importance of coherence, energy and presence in telling stories

Course Content

- • Why we use stories.
- • Understand the tools for engaging and inspiring.
- • Structuring a story & narrative options.
- • Practical sessions where delegates build their stories in more detail.
- • The importance of analogy to convey message.
- • Rhetorical techniques.
- • Further practical sessions and sharing stories with the group.
- • Feedback and takeaways.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

FACILITATION SKILLS

Business Benefit

Understanding what makes facilitation successful is key to making an event a stunning success.

Whether you run meetings, perform training events or group discussions you can benefit from this course.

Who Should Attend?

Anyone who is involved in facilitating events or, is responsible for running meetings..

Learning Objectives

By the end of this course you will be able to…

- Understand the role of a facilitator
- Demonstrate the key skills of facilitation
- Managing an audience or group of delegates
- Creating a planning tool for preparing meetings and discussions and training sessions
- Understanding the challenges when facilitating a group
- Demonstrate the skills of dealing with 'Difficult People'

Course Content

- The role of the facilitator
- The key skills of facilitation
- Handling challenging behaviours and managing the audience
- Planning the meeting
- Running effective meetings

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

IMPROVING PUNCTUATION AND GRAMMAR

Business Benefit

Well written communication is an essential skill in this competitive business world. This course looks at how you can improve your overall quality of communication by improving your Punctuation and Gramma.

Who Should Attend?

Anyone who wishes to develop better written communication.

Learning Objectives

By the end of this course you will be able to…

- Identify current thinking around punctuation and grammar
- Demonstrate how to use punctuation effectively
- Explain common mistakes

Course Content

- The evolution of P+G
- The importance of understanding P+G within a business context (and the difference for creative writing)
- Parts of speech
- How to use the key punctuation marks and common errors
- Current thinking on punctuation and grammar
- Take the test: The National Curriculum - what primary school children are expected to understand and apply (Modal verbs, fronted adverbials, various tenses, relative pronouns, subordinating and co-ordinating conjunctions, possessive apostrophes)
- Myths debunked - old rules that can be ignored
- Applying this knowledge in a business context - especially for those who edit or proofread their colleagues' texts
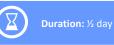
Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: ½ day

BUSINESS LETTER WRITING

Business Benefit

Clear, concise written communication that projects a professional image is important to every organisation.

This course focuses on the skills required to produce high quality written communication that is designed to inform and impress.

Who Should Attend?

Anyone who needs to produce clear business letters or proposals as part of their job.

Learning Objectives

By the end of this course you will be able to...

- Examine the content and structure of a business letter.
- Understand how to present different types of information using different styles.
- Create letters that have impact.
- Understand the guidelines for different types of letters.
- Create a personal implementation plan

Course Content

- The conventions of letter writing.
- Creating a clear and logical structure.
- Making a strong start.
- Good business style.
- Techniques for strong endings.
- Guidelines for specific types of letter.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MINDFULNESS IN THE WORK PLACE

Business Benefit

Mindfulness is about being aware of what's happening inside and outside of ourselves, moment by moment. The course is an introduction to the principles of mindfulness for the workplace and is structured to help enable individuals to improve performance in their job roles by enhancing their ability to focus attention on tasks and achieve effective time management. The techniques offered by the simple mindfulness based practices included in the course are also designed to support increases in levels of self-awareness and awareness of others, raise levels of emotional intelligence and resilience and support decision making processes.

Who Should Attend?

The course is suitable for those in all types of job roles and at all levels in an organisation.

Learning Objectives

By the end of this course you will be able to…

- Listen more attentively
- Be more emotionally alert
- Communicate more clearly
- Focus thoughts more appropriately
- Manage time more effectively
- Self-manage levels of motivation

Course Content

- Understanding mindfulness at work
- Working mind and body together
- Mindful communication techniques
- Mindfully working with people
- Managing strong emotions in self and others
- Mindfulness, acceptance and change
- Working in the present and time management
- Making mindfulness work in organisations

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MANAGING & SUPPORTING "GEN Z" / UNDERSTANDING THE "GEN Z" PERSPECTIVE

Business Benefit
Understanding Gen Z is crucial for anyone looking to connect with the newest generation of professionals. By adapting to their unique perspectives, you can create more meaningful interactions and foster success in various settings.

Who Should Attend?
Anyone looking to effectively lead and manage Gen Z employees by understanding their characteristics and values or to develop recruitment and workplace strategies that attract and retain Gen Z talent

Learning Objectives

By the end of this course you will be able to…

- By the end of the course, participants should be equipped with the knowledge and skills to effectively engage with Gen Z individuals. This includes:
- Comprehension of Gen Z's Unique Traits
- Navigating Benefits and Challenges
- Developing Social and Interpersonal Skill
- Mastering Key Communication Skills
- Effective Coaching and Mentoring
- Delivering Constructive Feedback
- Supporting Emotional Intelligence

Course Content
- Understanding the "Gen Z" perspective
- The benefits and challenges of working with young people
- Social and Interpersonal skills challenges
- Key Communication skills
- Coaching and mentoring staff with different levels of motivation
- Providing feedback in difficult or sensitive situations
- Raising awareness of and supporting
- Emotional Intelligence in young people

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 Day

NEURODIVERSITY IN THE WORKPLACE

Business Benefit

Diversity is key to the development and progression of any organisation. Hiring a neurodiverse workforce comes with huge benefits, and allows companies to access a wider talent pool.

By identifying ideal roles for neurodivergent staff and limiting potential barriers, organisations can create a neurodiverse workplace which is productive and effective for all.

Who Should Attend?

This Neurodiversity in the Workplace training course will help managers build a positive understanding of neurodiversity.

Learning Objectives

By the end of this course you will be able to...

- Gain a comprehensive understanding of what neurodiversity means
- Develop an understanding of various neurodivergent conditions
- Understand the potential impacts of these conditions on individuals and heir performance in the workplace
- Develop strategies to support neurodivergent individuals in managing their executive functions effectively
- Understand how to make necessary adjustments in the workplace
- Learn how to adapt work environments
- Promote a culture of acceptance

Course Content

- What is meant by the term 'neurodiversity'
- Accepting that people's brains work differently – and how that is beneficial to the workplace and society
- Neurodiversity can be a disability – but people might not want the label
- Neurodivergent conditions (a brief introduction to what they are and what the impact can be)
- Autism Spectrum Disorder (ASD)
- Attention Deficit Hyperactivity Disorder (ADD and ADHD)
- Dyslexia
- Dyspraxia
- Dyscalculia
- Mears Irlen Syndrome
- Tourette's
- Executive functions skills – how these differ in neurodivergent people who a manager might be responsible for
- Making adjustments in the workplace – person, environment, work provided etc.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 days

PRESENTATION SKILLS

Business Benefit

There are numerous occasions when a professional, well prepared and delivered presentation can boost an organisations image and have a positive impact on the bottom line. This course enables delegates to plan, prepare and deliver motivating and persuasive presentations to a wide range of audiences.

Who Should Attend?

Anyone who may be required to present information.

Learning Objectives

By the end of this course you will be able to...

- Demonstrate a process for planning and preparing a professional presentation
- Examine the essential techniques for delivering the presentation
- Understand the importance of visual aids and how to use them
- Demonstrate the basic skills of 'public speaking'
- Understand the importance of Body Language
- Explore the basic skills of 'managing an audience'

Course Content

- Planning, preparing and structuring a presentation
- Delivery Skills – essential 'do's and don'ts'
- Using visual aids
- Basic 'public speaking' skills
- Body Language – avoid sending the wrong message
- Working with the audience
- Skills practise and action plans
- How to present on a virtual platform

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

PRESENTATION SKILLS ADVANCED

Business Benefit

Advanced presentation skills will often add a credible dimension to the customer-client relationship. Talented presenters not only carry a group or audience but positively influence them.

Who Should Attend?

This course is aimed at individuals who already present but who would like to increase their skills further.

Learning Objectives

By the end of this course you will be able to…

- Maximise your delivery style to create maximum impact
- Develop a more persuasive and impressive speaking style
- Increase your presence to gain rapport and influence your audience
- Apply pace and structure to add power
- Use creative language to present a more powerful message

Course Content

- Creating greater impact through voice control
- Engaging with the audience visually
- Establishing the key message
- Applying structure and style effectively
- Using language to clarify and influence
- Thinking on your feet
- Developing greater command of your audience
- Gaining your audience's attention and interest

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

POSITIVE LANGUAGE

Business Benefit

Being aware of how to positively communicate with others is a crucial skill that can make all the difference to your success in business.

Who Should Attend?

This course is invaluable for those who want to strengthen their positivity skills and enhance their ability to interact with others.

Learning Objectives

By the end of this course you will be able to...

- Understand the importance of communicating effectively
- Choose the correct positive message
- Using positive language in all forms of communication
- Complete a post course action plan to implement the learning

Course Content

- Understand the importance of being able to communicate effectively to evoke understanding

- Understand why it is important to communicate in the positive language

- Learn how the brain processes information

- Develop your skills in communicating verbally using positive language to move people to action

- Learn how to use positive language in your written communicate to improve understanding

- Understand the combination of positive language and using the "why explanation"

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: ½ day

DEVELOPING RESILIENCE

Business Benefit
Understanding how to effectively manage our emotional state we can build our personal resilience and improve our positivity at work and our performance.

Who Should Attend?
This course is suitable for business professionals that would like to improve their personal resilience and work more positively.

Learning Objectives
By the end of this course you will be able to…

- Understand what resilience is
- Understand the impact of the language we use
- Develop techniques to stay positive
- Understand pressure

Course Content

- What is resilience?
- Using Positive statements and language
- Understanding your existing resilience and resourcefulness
- Staying Positive
- Building Agility
- Practical tools for managing emotional state and remaining positive, including: Perceptual Positioning and Mindfulness
- Managing Pressure positively
- The advantages and disadvantages of 'pressure' at work

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

STUNNING PRESENTATIONS

Business Benefit

Standing out from the competition can be a major challenge when competing for new business or trying to create a dynamic and compelling image for your organisation. Being able to prepare and deliver presentations that are motivating and captivating can help to create that image.

In this one day workshop delegates will learn how to construct presentations that can only be described as "stunning".

Who Should Attend?

Anyone who needs to prepare and deliver high impact presentations.

Learning Objectives

By the end of this course you will be able to…

- Demonstrate a process for planning and preparing a professional presentation

- Examine the essential techniques for delivering the presentation

- Demonstrate the basic skills of 'public speaking'

- Understand the importance of Body Language

- Explore the basic skills of 'managing an audience'

- Use PowerPoint as an effective visual aid

Course Content

- Planning your presentation
- Basic presentation rules
- Planning, preparing and structuring a presentation
- Delivery Skills – essential 'do's and don'ts'.
- Using visual aids
- Using PowerPoint smoothly inside a presentation
- Positive transitional effects and techniques
- Basic 'public speaking' skills.
- Body Language – avoid sending the wrong message.
- Working with the audience.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

TIME MANAGEMENT IN TODAY'S ENVIRONMENT

Business Benefit

Unlock the true potential of your most valuable asset – time.
This session is designed to inspire delegates with innovative strategies for effective time management, harnessing the power of tools like Microsoft Outlook to maximize productivity and efficiency. Seize control of your time, and in doing so, elevate the productivity and success of both individuals and the entire organisation.

Who Should Attend?

This course is tailored for individuals wanting a comprehensive introduction to the fundamental concepts and contemporary practices of efficient time management. Whether you're leading a team or seeking personal mastery, this training is your gateway to unlocking the secrets of effective modern time management. Join us to transform the way you approach time, equipping yourself for success in any role, especially those involving leadership responsibilities.

Learning Objectives

By the end of this course you will be able to…

- State the cost of failing to manage time effectively
- List three of the main 'stealers of time'
- Demonstrate methods for dealing with interruptions
- How to handle email communication
- Demonstrate methods for planning the use of your time
- Use Outlook To-Do Lists
- Understand the importance of delegation
- Use Outlook Calendars to organise meetings
- Improve the time-effectiveness of meetings

Course Content

- Time the most precious resource
- Properties of time and the cost of failing to manage it effectively
- The three most common 'time thieves'
- Dealing with interruptions
- Handling Emails – Prioritising
- Planning the use of your time
- Outlook To-Do lists
- Delegation – why and how
- Calendars – Appointments and Meeting requests
- Maximising the time-effectiveness of meetings
- Time management tips

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: **1** day

TRAIN THE TRAINER

Business Benefit

Training skills are no longer solely the requirement of full time training staff; there is a growing requirement for staff at all levels to be able to deliver punchy, effective training and coaching sessions to their colleagues. This two day programme will equip delegates with all of the skills they need to deliver effective training, from analysing training needs, all the way through to delivery and evaluation.

Who Should Attend?

Full time trainers and coaches or anyone who needs to train staff as part of their job.

Learning Objectives

By the end of this course you will be able to…

- Identify training needs and the different ways people learn
- Understand the main training styles and approaches – tutor led / coaching
- Demonstrate the most effective structure for a training course
- Describe the importance of visual aids, hand-out's and courseware
- Demonstrate basic presentation skills and the skills of dealing with a group of delegates
- Prepare for and deliver a training session

Course Content

- 'Learning Styles' – the different ways people learn best
- Conducting a 'Training Needs Analysis'
- Setting 'Training Objectives'
- Selecting the right 'Training Approach' and 'Style'
- Room layouts and administration
- Using an effective structure to prepare the training session
- Essential Presentation Skills
- 'Working with the Delegates' – effective facilitation skills
- Practise sessions – preparation and delivery
- Evaluating the effectiveness of the training
- Personal implementation plans

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: **3** days

TRAIN THE VIRTUAL TRAINER

Business Benefit

Training skills are no longer solely the requirement of full time training staff; there is a growing requirement for staff at all levels to be able to deliver punchy, effective training and coaching sessions to their colleagues. This half day programme will equip experienced trainers with all of the skills they need to deliver effective virtual training, all the way through to delivery and evaluation.

Course Content

- Overcoming the challenges of virtual delivery
- The importance of positioning and signposting
- Reading the (virtual) room
- Gaining and maintaining engagement
- Top tips to maximise virtual learning

Who Should Attend?

Full time trainers and coaches or anyone who needs to train staff as part of their job.

Learning Objectives

By the end of this course you will be able to…

- Demonstrate the most effective structure for a virtual training course
- Describe the important differences of visual aids, hand-out's and courseware in the virtual environment
- Demonstrate basic presentation skills and the skills of dealing with a group of delegates in a virtual setting
- Prepare for and deliver a training session

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1/2 day

WRITING FOR BUSINESS – REPORT WRITING

Business Benefit

Producing effective written communication has always been important in a well-run organisation. The opportunities opened up by word processor software mean that more and more staff are expected to be able to produce high quality written communication..

Who Should Attend?

Managers or staff who wish to improve their written communication skills and report writing.

Learning Objectives

By the end of this course you will be able to…

- Produce a piece of business writing for a defined purpose
- Produce a piece of business writing that satisfies an organisation's business writing conventions
- Use effective and appropriate tone, language and level of formality to meet specified standards when writing for a business purpose
- Incorporate basic statistics and visual material in the content or in an appendix

Course Content

- Define the impact of communication
- Set SMART objectives
- Demonstrate how to organise into related groups
- Identify the types of argument
- Describe a classic report structure
- Review the role of a Thesis statement
- Examine the importance of an Into and Conclusion
- Examine the use of Plain English
- Elimiate wordiness
- Apply techniques to make a report readable
- Practice reading the right report

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

'WORD PERFECT.' - RESPECTFUL LANGUAGE IN TODAY'S WORKPLACE

Business Benefit

In a constantly changing world, using the appropriate terminology is becoming more important, getting this right encourages empathy, fairness and justice. This course will help with the challenges of appropriate language in the workplace, including a history and evolution of respectful language, the impact on recipients of incorrect terminology and the legal ramifications for both individuals and organisations who use inconsiderate Language.

Who Should Attend?

Anyone and everyone who works with other people.

Course Content

- Using the appropriate terminology.
- Encouraging empathy, fairness and justice.
- Help with the challenges of appropriate language in the workplace.
- A history and evolution of respectful language.
- The impact on recipients of incorrect terminology and the legal ramifications for both individuals and organisations who use inconsiderate Language.

Learning Objectives

By the end of this course you will be able to...

- Demonstrate an understanding of appropriate language in the workplace
- Understand the impact on recipients of incorrect terminology
- Ensure all groups of people in the workplace are treated equally and with respect
- Avoid legal ramifications of using inconsiderate language
- How to use *inclusive language* to avoid biases

Measure the success of the training by booking your workplace Implementation Session to follo-won after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 Days

SALES & CUSTOMER SERVICE

" *The training day was fantastic! The group was highly engaged, brought valuable questions, and made the experience enjoyable.*

The trainer was excellent—knowledgeable, engaging, and highly rated by participants.

CUSTOMER SERVICE

Business Benefit

Lost clients, lack of referrals, poor repeat business, complaints, and bad publicity...the costly results of poor customer service seem to go on and on. Every day, as consumers we seem to encounter rudeness, indifference, ignorance and a level of service that we can only describe as "poor". This course aims to create the kind of Customer Service people talk about...for all the right reasons!

Who Should Attend?

This course is essential for anyone who manages customer service and individuals with customer facing role, whether on the telephone or in person

Learning Objectives

By the end of this course you will be able to...

- Understanding the Importance of Delivering Excellent Customer Service
- Identifying Customer Expectations and Factors that Repel Them
- Demonstrating Key Skills for Interactions
- Managing Complaints and Dealing with Angry Customers

Course Content

- Delegates' Experiences as Customers
- Defining Good and Bad Service
- The Cost of Poor Service
- The Benefits of Good Service
- Key Telephone Skills
- Dealing Face to Face
- Managing Complaints
- Dealing with Difficult Customers
- Creating an Action Plan for Delivering Excellent Customer Service

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

HANDLING DIFFICULT TELEPHONE CONVERSATIONS

Business Benefit

Telephones play a huge part in communication, both internally and externally for any organisation. They also play a big part in the image people form about an organisation. Handling difficult telephone conversations in a positive and professional way is an essential skill.

Who Should Attend?

Any member of staff who regularly uses a telephone to converse with customers.

Learning Objectives

By the end of this course you will be able to...

- Demonstrate telephone competence and confidence
- Understand the do's and don'ts of taking and making calls
- Demonstrate the skills of dealing with difficult conversations
- Create a personal implementation plan

Course Content

- Anatomy of a telephone complaint: the difference in emotion from a face-to-face situation, and the tendency for the telephone to contribute towards increased hostility.
- Experiencing the immediacy of a difficult caller and how to deal with the first few seconds.
- Ignoring the hostility, but listening to the caller - being quiet but letting the caller know you are still with them.
- Understanding empathy and depth- empathy, and how to apply them.
- Diffusing-techniques using transactional analysis and assertiveness.
- Finding practical solutions and ensuring the caller feels valued.
- Ending the call and follow-up.
- Evaluating the substance behind the call and entering this into an incident-log.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

INBOUND SALES SKILLS

Business Benefit

Experiencing a competent, professional on the telephone who has the correct respect for the customer on the phone is an essential skill. This course explores the relationship between the interested party and the correct response to ensure the maximum sales benefit to the business.

Who Should Attend?

Sales staff that want to maximise their sales capability.

Learning Objectives

By the end of this course you will be able to…

- Demonstrate telephone competence and confidence
- Listening Skills
- Upselling
- Gaining trust
- Closing

Course Content

- The reasons for loosing customers
- Setting the correct first impression
- Building customer rapport
    - Matching the customer
    - Identifying customer type
    - Fulfilling buying needs
- Building your structure
    - Listening Skills
    - Identifying customer needs
    - Questioning skills
    - Building and supporting needs
- Up-selling
    - Using the benefit concept
    - Increasing the need awareness
    - The stages of the buying process
- The power of empathy
- Gaining trust and providing reassurance
- Dealing with questions
- Closing the sale and securing the business
- Ending the call positively

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

INFLUENCING & PERSUADING

Business Benefit

It is not just sales people who need to be able to influence and persuade others. Practically everyone in an organisation needs to be able to use these skills from time to time. For some employees they are a vital tool to doing their job effectively.

Good influencing and persuading skills lead to greater co-operation between employees and reduce conflict and stress. This course is designed to develop those skills and achieve 'win/win' outcomes as a result.

Who Should Attend?

Anyone who would benefit from a greater ability to influence and persuade at all levels in the workplace.

Learning Objectives

By the end of this course you will be able to…

- Describe the differences between persuasion, influence and manipulation
- Demonstrate the essential skills of persuasion
- Describe the importance of trust and credibility
- Demonstrate effective questioning and listening skills
- Describe the three tiers of influencing
- Plan your negotiation and create 'win/win' outcomes
- Create a personal implementation plan

Course Content

- Persuasion versus Manipulation
- 'The Persuasion Structure'
- Demonstrating confidence in expression
- The skills of assertiveness
- Influencing techniques
- Defensive positions – the hidden agenda
- Managing objections
- Action plans

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

ACCOUNT MANAGEMENT

Business Benefit

China Eggs. No matter how long you nurture them…they never hatch!

This course enables Account Managers and Corporate Sales Executives to differentiate between real prospects and "china eggs". Focusing on the skills of qualifying prospective clients throughout the sales process, this course enables Account Managers to concentrate their time on prospects with whom they have the greatest chance of success. This in turn leads to more accurate Sales Forecasts and improves the likelihood of achieving sales targets. Improves the likelihood of achieving sales targets.

Who Should Attend?

Account Managers and Sales Executives who wish to make the best use of their time and optimise their sales efforts

Learning Objectives

By the end of this course you will be able to…

- Accurately 'qualify' prospects
- Demonstrate how 'qualification' continues throughout the sales process
- Describe the 15 key aspects of a potential order
- Demonstrate the skills required to close a challenging business order

Course Content

- Defining the skills of "Qualification"
- Identifying 'real' prospects and eliminating "China Eggs"
- Effectively dealing with budgets, time-scales and the competition
- Identifying the decision maker
- Demonstrating the 'net gain' of dealing with your company
- Keeping control of the sales process
- Closing the deal

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

SALES – CONSULTAVITE SELLING

Business Benefit

This high impact workshop focuses on how a sales person works in partnership with their customers to explore and identify customer issue and needs. You will learn how to help your customers make an informed decision that not only solves problems but also adds value. You will also understand why customers buy and more importantly why they should buy from you.

The workshop allows you to step into your existing and potential customers' worlds to gain a greater appreciation to their business issues. This workshop will give you the skills to build a strategy and adapt your sales process and style to support your client's buying decision. This consultative approach to selling delivers encouraging, mutual, long term benefits.
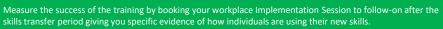
Who Should Attend?

Suitable for sales professionals who need to use a consultative sales approach to identify and respond to customers' needs. Additionally, this workshop is suited to business professionals who act in an advisory capacity and whose role requires developing positive relationships with their customers.

Learning Objectives

By the end of this course you will be able to...

By the end of this course you will be able to:
- Move towards a consultative and added value selling model to improve results and generate opportunities.
- Develop an awareness of the different Social Styles and develop a strategy to adapt your sales style.
- Identify the root cause of your customer's problems and offer the ideal solutions.
- Understand the effect of your sale on your customer's business.
- Link your offer to financial ROI.
- Create a greater commercial awareness of your client.
- Ensure that you understand and deliver both tangible and intangible benefits to your customers.
- Develop the skills and behaviours needed to successfully deliver solutions that win business.
- Create a personal development plan.

Course Content

- **Pre-course Activity**
  Course Outline

- The Psychology of Influence

- Customer Social Styles and Decision Making

- Good Selling and Value

- Preparing for the Customer Conversation

- Building Rapport with Customers

- Identifying Needs and Gaining Commitment

- Presenting Solutions and Gaining Commitment

- Handling Objections

- Closing

- Negotiation

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 days

SALES & MARKETING

Business Benefit
For any organisations Sales and Marketing is essential and need to sharpen these skills in order to effectively promote their services and fend off competition. And due to the reduction in budgets and pressure from central government this now includes more and more 'not for profit organisations' who need to create new revenue streams.

Who Should Attend?
Anyone involved in promoting the organisations services to members and clients.

Learning Objectives
By the end of this course you will be able to…
- Describe the organisations Market and how its services meet that market's needs
- Understand the organisation's Market Mix
- Describe the role of Marketing in ensuring the organisations continuing success
- Demonstrate an ethical and professional approach to selling the organisations services.

Course Content
- 'What Marketing is' – a definition
- What is our Market?
- What are this market's needs?
- How do our services meet those needs?
- The 7P market mix for services
- The role of Marketing in the 'Not for Profit' sector
- The role of Marketing in our organisation
- Using promotional material effectively
- 'Selling to Needs' – an ethical approach to sales
- The four step system to professional selling.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

SALES- THE TOOLKIT FOR TODAYS ENVIRONMENT

Business Benefit

Many businesses have a sales team which includes face to face sales. In todays environment these colleagues now need a new approach and a new set of skills. This course allows the experienced sales person to build on their skills to be able to apply a robust set of new skills into their role.

Who Should Attend?

Ideal for anyone who has previously sold face to face and now needs to adapt to the new way of working.

Learning Objectives

By the end of this course you will be able to...

- Define the key challenges and solutions for the new environment
- Discuss the differences between the old and new selling processes
- Create a new approach for their clients
- Work confidently on the telephone and virtual platforms

Course Content

- 'Virtual is Vital' : the key challenges of remote selling.
- The psychology of buying - understanding this within a remote environment. Telephone and online.
- The client is important.
- First impressions. Build rapport. Being sensitive to client's situation, especially during lockdown. Telephone or virtual.

Course Content continued

- Be positive. Words, tone and body-language (for virtual). Telephone or virtual.
- Using compliments. Finding something good about the person on screen or on the phone.
- Creating maximum engagement - providing value from the first minute.
- Demonstrating your credibility by sharing fresh insights.
- Ask relevant questions. Use either 'Open' or 'TED'.
- Listen carefully and demonstrating empathy.
- Compelling dialogue: DIQ - Data, Insight, Question.
- Involving clients in the telephone call or online presentation.
- Dynamic visuals for online .
- 5% retention. Focused, Rewarding, Memorable, Repeatable and Actionable.
- Priming your key slides or telephone sales pitch.
- Presenting your solution or product. FAB statements and Rhythm of Three.
- Listening to and overcoming objections.
- Closing on the up. Having appropriate online facilities to do this - simple documentation and virtual signatures.
- Finishing the call or virtual meeting. The client is still important
- Follow up and after-sales.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

TELESALES

Business Benefit

Telesales can be a very profitable source of business for many organisations, but for the telesales operative it is a tough job requiring skill, determination and resilience.

This course starts with the basics and covers every aspect of telesales.

Who Should Attend?

New telesales staff or experienced people who would benefit from some 'refresher' training.

Learning Objectives

By the end of this course you will be able to...

- Demonstrate the correct breathing and voice style techniques
- Demonstrate how to handle both positive and negative responses
- Stay in control when dealing with 'difficult' situations
- Describe the key telesales concepts
- Demonstrate the correct methods for making follow up calls
- Demonstrate effective closing techniques
- Create a personal implementation plan

Course Content

- Overcoming 'telephone nerves'
- Telesales knowledge, attitude and ability
- Defining the telesales professional
- Dealing with 'difficult people'
- Breathing and voice control
- Working with the receptionist
- Key telesales concepts
- Useful techniques for handling negative and positive responses
- Avoiding the common mistakes of follow up calls
- Getting attention and staying in control
- Closing techniques

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

TIME MANAGEMENT FOR SALES PEOPLE

Business Benefit

Sales are the life blood of most companies but the cost of running a sales force can be considerable. One of the best ways of maximising its profitability is to ensure that all sales people can effectively manage their time. This course sets out to give sales people the knowledge and skills to make the best use of their time which will give them greater job satisfaction as well as increasing their profitability.

Who Should Attend?

Any sales person, account manager or representative who needs to fine tune their time management skills.

Learning Objectives

By the end of this course you will be able to…

- Describe the priority tasks of selling and the true value of time
- Demonstrate methods for dealing with 'time stealers'
- Understand the importance of scheduling key tasks and the correct use of 'to do lists'
- Describe the benefits of forward planning
- Delegate effectively to optimise the use of your own time
- Effectively manage the time spent on external and internal meetings
- Create a personal implementation plan

Course Content

- What are the key activities of selling?
- Why is time management so important?
- The classic 'stealers of time'
- Effective forward planning
- Using your diary as a 'to do list'
- The golden rules of delegation
- Managing meetings
- Creating a post course action plan

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

NEGOTIATION SKILLS

Business Benefit

One of the major 'critical success factors' for many organisations is the ability to complete successful negotiations. This course focuses on this involved and challenging process, highlighting the key skills and strategies needed to negotiate a winning outcome.

Who Should Attend?

Sales people, buyers, managers and anyone who is involved in negotiation at any level.

Learning Objectives

By the end of this course you will be able to…

- Define negotiation and the myths around negotiation
- Identify the 3 criteria for negotiating
- Examine why we negotiate and the alternatives to negotiation
- Define the skills of a negotiator
- Identify the four different phases in the negotiation process
- Examine two negotiation models
- Practice negotiation

Course Content

- What is negotiation
- The myths of negotiation
- The 3 criteria of negotiation
- When do we normally negotiate?
- The alternatives to negotiation
- Power and costs - the Ideal and the Limit bargaining model
- The skills of negotiation
- How well do you negotiate
- The four phases of negotiation
- The Close and Agreement
- Negotiating Challenges
- The BATNA Model
- The negotiation exercise
- Personal Development Plans

Attend a public course or choose your own dates at your location

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

UPSELLING

Business Benefit

The cost of acquiring new customers far outweighs the cost of maximising the business potential of existing customers. Upselling is a vital skill in increasing the profitability of a sales force. This course gives account managers the skills to use upselling to optimise the use of their time.

Who Should Attend?

Anyone in a sales role who needs to increase the effective use of their time, maximise profits and beat their sales targets.

Learning Objectives

By the end of this course you will be able to…

- Describe the benefits of creating a positive impression
- Demonstrate the skills of acquiring customer knowledge
- Recognise and react to 'buying signals'
- Differentiate between 'cross selling' and 'upselling'
- Demonstrate effective closing techniques

Course Content

- What is 'upselling' and 'cross selling'?
- How to increase your sales revenue and profitability
- Identifying 'buying signals'
- Building products and services
- Developing listening skills
- Presenting further and added value
- Action plans

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MANAGEMENT

" *This was the first management training attended by the majority of our team and the feedback has been extremely positive.*
In the days following, several of the team had already been able to put some of skills learnt into practise with some great results.

I feel that the participation levels and enthusiasm was very high and this was because of the style of delivery used by the trainer.

THE BRILLIANT MANAGER

Business Benefit

Most organisations recognise that 'First Line Management' is a pivotal role in the success of a business or project. Without a sound understanding of the manager's role and a good grasp of the basic skills, many may struggle, flounder and possibly fail. This course provides that understanding and kick-starts the development of those skills.

Who Should Attend?

This Course is invaluable for everybody involved in working with people, projects or information. Those new to management who need to acquire and develop management skills. Also experienced managers who would benefit from re-acquainting themselves with the basics.

Learning Objectives

By the end of this course you will be able to…

- Participants will grasp the distinctions between management and leadership roles.
- Recognize that effective managers need both management and leadership skills.
- Attendees will learn essential management skills, such as planning, organizing, delegating, and problem-solving.
- Explore various leadership styles, from autocratic to participative.
- Learn about unconscious biases and their impact on decision-making.
- Understand the importance of creating psychologically safe environments for team members.
- Learn how to set clear performance expectations and provide constructive feedback.
- Attendees will gain tools for addressing poor performance or challenging behaviour.
- Understand the role of coaching in employee development.
- Explore effective performance appraisal methods
- Learn time management principles, prioritization, and productivity hacks.

Course Content

- Understanding the difference between management and leadership
- Key management skills (John Adair + 3 bullets).
- How to build an effective team including team-member expectations (+ 4 bullets)
- Leadership styles and preferences (Tannenbaum and Schmidt continuum)
- Contemporary and progressive management including hybrid and remote working and the possibilities with AI.
- Unconscious bias and psychological safety.
- Equality, Equity, Diversity and Inclusion.
- Building a high-performing team using motivation and delegation.
- Managing performance and undertaking effective appraisals.
- Challenging performance and dealing with difficult situations.
- Coaching for improved performance.
- Time-management.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

BASIC MANAGEMENT

Business Benefit

Most organisations recognise that "First Line Management" is a pivotal role in the success of a business or project. Without a sound understanding of the manager's role and a good grasp of the basic skills, many may struggle, flounder and possibly fail. This course provides that understanding and kickstarts the development of those skills.

Who Should Attend?

This Course is invaluable for everybody involved in working with people, projects or information. Those new to management who need to acquire and develop management skills. Also experienced managers who would benefit from reacquainting themselves with the basics.

Learning Objectives

By the end of this course you will be able to...

- Understand the concept of management and what it means to be an effective manager.
- Recognise the various roles fulfilled by managers in organisations.
- Be equipped with skills to build strong and motivated teams.
- Discover strategies for building effective teams.
- Understand team-member expectations and how to align them with organisational goals.
- Learn about four common leadership styles and their applications in different contexts.
- Be introduced to the basic steps in performance management, including setting targets, conducting review meetings, and performance appraisals.
- Identify key motivators for team members and understand the link between motivation and effective delegation.

- Gain techniques for dealing with challenging team members and resolving conflicts.
- Explore coaching as a tool for developing your team members' skills and potential.
- Understand the legal requirements related to equality and diversity in the workplace.

Course Content

- Define the role of a manager and their responsibilities.
- Key management skills (John Adair + 3 bullets)
- Contemporary management issues. Remote and hybrid management.
- How to build an effective team, including team-member expectations (+ 4 bullets)
- Applying 4 leadership styles
- Basic steps in performance management: a framework, setting targets, review meetings appraisals.
- Identifying key motivators and the link to delegation.
- Dealing with difficult and challenging team-members.
- Develop your team through coaching.
- Ensuring you abide by The Equality Act of 2010.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

BULLYING & HARASSMENT

Business Benefit

This course gives managers the skills they need, to effectively recognise and manage the organisation's bullying & harassment issues in a confident manner

Who Should Attend?

Managers, supervisors, team leaders, HR staff, in fact anyone involved in managing bullying & harassment.

Learning Objectives

By the end of this course you will be able to…

- Define the meaning of bullying and harassment
- Identify the legislation regarding bullying and harassment
- Describe the implications in the workplace of bullying and harassment
- Examine the strategies to prevent and to combat bullying and harassment

Course Content

- What is bullying and harassment?
- How can bullying and harassment be recognised
- The Legal position
- Why must employers take action
- Responding to a complaint about bullying and harassment
- What can the employer do to help?

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: ½ day

CHAIRING MEETINGS

Business Benefit

Running a meeting is more than simply sitting down at the head of the table and telling people what you want. Structuring the meeting to get the most from the allocated time and allowing all participants to be involved takes knowledge and practice.

Who Should Attend?

Anyone who intends running meetings with members of their staff.

Learning Objectives

By the end of this course you will be able to…

- Pre-meeting essentials
- Qualities of a good chair
- Running a Meeting

Course Content

- Roles and responsibilities of a chair person
- Ideal characteristics of a strong chair person
- Setting and distributing the agenda
- Opening
- Chairing & facilitating
- Controlling the meeting and keeping to the agenda
- Time management
- Making decisions
- Running a review
- Meeting evaluations

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

DEVELOPING THE EXECUTIVE MANAGER

Business Benefit

Enhances the leadership and executive management capabilities critical for organizational success.
Equips participants with modern management theories and emotional intelligence skills to effectively lead teams.
Provides tools for managing change, empowering employees, and improving organizational performance.
Drives productivity, innovation, and employee satisfaction through advanced leadership practices.

Who Should Attend?

Senior managers and leaders aiming to develop strategic leadership skills.
Executives preparing for higher levels of management responsibility.
Professionals seeking to enhance their decision-making, performance management, and delegation abilities.
Managers responsible for implementing change and improving team performance.

Learning Outcomes

Understand and apply **leadership theories** to real-world scenarios.
Develop skills to manage organizational change and empower team members.
Gain expertise in **emotional intelligence** to enhance communication and conflict resolution.
Master effective **performance management** techniques for goal setting, monitoring, and rewarding.
Learn advanced delegation methods and develop trust and autonomy in teams.

Course Content

1. **Introduction to Executive Management**
   Management responsibilities and setting objectives.

2. **Leadership Theories and Practices**
   Behavioural and contingency leadership models.
   Emotional Intelligence and leadership styles (e.g., Theory X/Y, transformational leadership).

3. **Effective Performance Management**
   Planning, monitoring, rating, and rewarding team performance.
   Tools for performance improvement and empowerment.

4. **Change Management in the Workplace**
   Strategies for leading and managing change effectively.

5. **Emotional Intelligence in Leadership**
   Identifying and managing emotions.
   Developing empathy and building stronger workplace relationships.

6. **Delegation and Empowerment**
   The delegation process: responsibility, authority, and accountability.
   Benefits and challenges of effective delegation.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 90 Minutes

DEVELOPING CRITICAL THINKING

Business Benefit

A Developing Critical Thinking training course offers numerous benefits, both personally and professionally. It can significantly enhance your ability to think logically, make better decisions, and communicate effectively.

Who Should Attend?

Anyone looking for skills and methods to think more clearly and rationally, evaluate arguments, solve problems systematically, and make better decisions.

Learning Objectives

By the end of this course you will be able to...

- To understand what critical thinking is within the workplace and to avoid 'false generalisations' etc.
- To understand enquiry-based approaches to research within own operational environment.
- To understand problem solving and decision-making models/ techniques within own operational environment.
- To apply critical thinking as a management behaviour.
- To apply the outcomes in your work environment.

Course Content

- What is critical thinking?
- What are the benefits?
- Where could you use this skill within your organisation?
- What is enquiry-based research in the context of critical thinking?
- Problem-solving techniques and decision-making
- The Seven Steps Model
- Organise Data
- Decision Making

Attend a public course or choose your own dates at your location

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

DEVELOPING AND LEADING TEAMS

Business Benefit

Developing and leading teams to achieve organisational goals and objectives, is key for any leader to achieve, this course gives you the skills and techniques to achieve your individual and organisational goals.

Who Should Attend?

Anyone wanting to become a more effective leader of a team.

Learning Objectives

By the end of this course you will be able to…

- Understand the importance of leading teams to achieve organisational goals and objectives
- Be able to develop and lead teams

Course Content

- Concepts of authority and power; responsibility and accountability
- Differences between managing in public, private and voluntary sectors
- Processes of delegation and empowerment
- Factors influencing behaviour at work; theories of motivation and their application to individuals, including incentives and rewards
- Strategies to encourage managed risk-taking and to learn from failure
- The characteristics and behaviours associated with initiative, leadership, creativity and innovation, and how to foster them
- Need for performance assessment, and provision of development and/or counselling where necessary
- Relationship between team performance and organisational goals and objectives
- The Balanced Scorecard
- Quality initiatives such as TQM
- Techniques to evaluate team performance
- Feedback, recognition and reward techniques to support, motivate and monitor
- Characteristics of groups and teams, team membership and leadership
- Methods to promote trust and respect within the team

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 2 days

DISCIPLINARY, GRIEVANCE & CAPABILITY PROCEDURES

Business Benefit

To have an understanding of employment law and the organisations HR procedures is important for managers. Not only to protect the organisation from litigation, but also to ensure that staff will be treated fairly and impartially should these procedures be brought into play.

This course provides that understanding and helps to build a managers confidence when dealing with difficult situations. If we manage to use our organisations Disciplinary, Grievance and Capability procedures effectively it can enhance the workforce and support employees back to performance.

Who Should Attend?

Anyone who may have to deal with disciplinary procedures or needs to understand when to use capability to raise employee performance.

Learning Objectives

By the end of this course you will be able to…

- Describe the organisations employment policies and procedures
- Explain the disciplinary procedure
- Maintain disciplinary records
- Recognise and address team attitudes and behaviours
- Create a post course implementation plan
- Effectively use Capability

Course Content

- Organisational employment policies
- Discipline procedures
- Keeping supporting records and monitoring the disciplinary process
- Understanding the staff grievance procedure
- Legal aspects of disciplinary and grievance processes
- Interpersonal behaviour and support skills to maintain discipline at work
- Supporting individuals to meet requirements
- When should you put someone on capability?
- How to use capability to reach a successful outcome
- How to review, monitor and evaluate the success of the capability process

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1.5 days

EFFECTIVE DELEGATION

Business Benefit

Most organisations recognise the enormous benefits to be gained through creating a culture of Delegation and Empowerment. Despite this many managers fail to fully realise these benefits. The misuse of delegation can lead to a 'Blame Culture' which leads to high staff turnover and poor productivity, putting even more pressure on the beleaguered manager. This course equips managers to delegate effectively and begin the process of building a culture of empowerment and growth.

Who Should Attend?

Any manager who is new to the skills of delegation or is not fully utilising it's potential.

Learning Objectives

By the end of this course you will be able to...

- Understand and clearly identify what delegation is
- See the benefits & risks of delegation
- Develop the confidence & competence of individuals in your team
- Understand how to create an empowered workforce
- Deliver meaningful & motivational feedback
- Set achievable & measurable objectives

Course Content

- Delegation – what are the benefits and what are the risks?
- The 'rules' of delegation
- Planning, Organising, Motivating and Controlling
- 'The guide continuum of adaptive pressure' (letting go!)
- S.M.A.R.T objectives
- Empowerment – allowing your people to grow
- Providing effective Feedback
- Personal Implementation Plans

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

EMOTIONAL INTELLIGENCE

Business Benefit

Understanding Emotional Intelligence can make the difference between average and excellent performance within people.

Who Should Attend?

Managers and supervisors who wish to develop their skills and abilities and anyone who wants to understand more about emotional intelligence and how it can benefit the workplace.

Learning Objectives

By the end of this course you will be able to…

- Defining and using Emotional Intelligence
- Identify what is Emotional Intelligence (EI)?
- Be able to use and develop EI in the workplace
- Describe the business benefits of using EI in the workplace

Course Content

- Defining Emotional Intelligence
- Assessing your own Emotional Intelligence
- Understanding your emotional responses and the impact on others
- Managing and engaging emotions within your work groups or teams
- Understanding the difference between reaction and response
- Developing empathy
- Improving task efficiency and relational effectiveness

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

ESSENTIAL PA SKILLS

Business Benefit

'Behind every successful executive there is an effective PA'. The demands on senior managers have never been greater and the support of a pro-active and capable PA is, for many, invaluable.

This course focuses on the skills and qualities of successful Personal Assistants and Executive Secretaries who want to be more pro-active and manage multiple responsibilities more effectively.

Who Should Attend?

Personal Assistants, Executive Secretaries and Office Professionals who wish to develop their skills and abilities.

Learning Objectives

By the end of this course you will be able to...

- Identify the qualities of a successful PA.
- Communicate assertively with managers and staff at all levels
- Gain co-operation and commitment from colleagues and outside business contacts.
- Explore ways to broaden the scope of your role.
- Deal effectively and positively with difficult situations.

Course Content

- Providing pro-active support.
- Managing the manager.
- Contributing to the team's success.
- Managing your own and your manager's time.
- Handling difficult situations.
- Taking greater control and responsibility.
- Practical time management.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

EQUALITY, DIVERSITY & INCLUSION

Business Benefit

Both legal and moral imperatives make Equality and Diversity in the workplace a prerequisite for any organisation working in today's multi-cultural society. This course not only highlights the legal requirements but also looks at how organisations can embrace diversity, promote allyship and unlock the vast amounts of talent and creativity within the workforce.

Who Should Attend?

Anyone who wants to improve and promote equality, diversity and inclusion (EDI) in the workplace can benefit from attending an EDI course:.

Learning Objectives

By the end of this course you will be able to...

- Helping employees to understand what constitutes bullying, harassment and other forms of unacceptable behaviour
- Making it easier for employees to understand how their own behaviour could affect others
- Helping employees to recognise and accept their responsibilities to their work colleagues
- Equipping employees with the skills and knowledge to deal with problems when they arise.
- Helping Managers to understand the importance of role modelling best practice regarding respect.

Course Content

- Describe the difference between Equality, Diversity and inclusion
- Reflect on how we should feel in the workplace
- Identify the key elements of the Worker Protection Act 2023 (amendment of Equality Act 2010)
- Understand the importance of being aware of expectations and unacceptable behaviour.
- Explain the difference between the different types of discrimination
- Identify the difference between prejudice and stereotyping
- Understand how to challenge your unconscious bias
- Apply best practice to recruitment

Our content is supported by leading and acknowledged theorists and models

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

UNDERSTANDING CONFLICT MANAGEMENT IN THE WORKPLACE

Business Benefit

Conflict can be inevitable no matter how well a company is run, and providing people have the skills in place, positive benefits can result from conflict situations.

This course examines how conflict can arise, the various techniques for dealing with it and provides an opportunity for delegates to practice new skills.

Who Should Attend?

Anyone who is or could be involved in conflict situations and who need the confidence to bring about a positive resolution

Learning Objectives

By the end of this course you will be able to…

- Understand the root causes and nature of conflict
- Better understand of how personalities can have a bearing on conflict escalation and resolution
- How to recognise and anticipate emerging conflict
- Manage and resolve conflict
- Resolve conflict to produce more positive outcomes
- Identify and deal with behaviours which trigger conflict

Course Content

- Possible causes of internal conflict, e.g. personal versus business objectives/values
- Causes of interpersonal friction at work, including bullying and harassment
- The effects of conflict on performance and the individual at work
- Stages in development of conflict
- The manager's responsibility in minimising and resolving conflict, and techniques to achieve this
- Ways to create harmony at work and engender a positive atmosphere

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 3 days

HR FOR NON HR MANAGERS

Business Benefit

To have an understanding of employment law and the organisations HR procedures is important for managers. Not only to protect the organisation from litigation, but also to ensure that staff will be treated fairly and impartially should these procedures be brought into play.
This course provides that understanding and helps to build a managers confidence when dealing with difficult situations. If we manage to use our organisations Disciplinary, Grievance and Capability procedures effectively it can enhance the workforce and support employees back to performance.

Who Should Attend?

Anyone who may have to deal with HR/disciplinary procedures or needs to understand when to use capability to raise employee performance.

Learning Objectives

By the end of this course you will be able to...

- Describe the organisations employment policies and procedures.
- Explain the disciplinary procedure.
- Maintain disciplinary records.
- Absence Investigation
- Recognise and address team attitudes and behaviours.
- Create a post course implementation plan.
- Effectively use Capability
- Interviewing Skills
- Communicate effectively
- Understand specific approaches to managing messages
- Appreciate how people receive messages
- Understand how to construct messages
- Adopt an appreciation of their own self awareness
- Setting KPI's/expectations

Course Content

- Organisational employment policies.
- Discipline procedures.
- Keeping supporting records and monitoring the disciplinary process.
- Understanding the staff grievance procedure.
- Legal aspects of disciplinary and grievance processes.
- Interpersonal behaviour and support skills to maintain discipline at work.
- Supporting individuals to meet requirements.
- When should you put someone on capability?
- How to use capability to reach a successful outcome
- How to review, monitor and evaluate the success of the capability process
- Courageous conversations – 7 point plan
- Communication – blocks + tips for ensuring consistency
- Construction of messages – simple
- Self-awareness tools + analysis
- Testing out 7 point plan

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: **2** days

ITIL Foundation

Business Benefit

The ITIL® Foundation Certificate is a three daycourse in which delegates will gain a comprehensive grounding in the aspects of ITIL® service management. Delegates will prepare for and sit the one hour, multiple-choice ITIL® Foundation certificate in service management exam.

The course consists of short lectures, exercises, discussions, examination technique training, mock examinations and culminates in an invigilated exam on the third day.

Who Should Attend?

- Individuals who require a basic understanding of the refreshed ITIL® framework and how it may be used to enhance the quality of IT service management within an organisation.
- IT professionals that are working within an organisation that has adopted and adapted ITIL®, who need to be informed about and thereafter contribute to, an ongoing service improvement programme. Delegates are sent a headset to participate in the virtual classroom.

You may also be interested in

- To provide a basic understanding of the ITIL framework
- To understand how ITIL can be used to enhance the quality of IT service • management within an organization
- To enable comprehension and / or awareness of key areas of the 5 ITIL core books:

Service Strategy, Service Design, Service Transition, Service Operation and Continual Service Improvement
To prepare to sit the ITIL Foundation Exam

Course Content

Day 1
An Introduction to IT Service Management

Lifecycles and Strategies
Service Design -Principles, Processes and Roles
Evening work & Revision

Day 2
Review of evening work and day 1
Service Transition -Principles, Processes and Roles
Service Operation -Principles, Processes, Roles and Functions
Evening work, Revision & Mock Exam

Day 3
Review of evening work and day 2
Interfaces and Continual Service Improvement
Technology and Architecture

Certification scheme
Mock Exam

Duration: 2 days

UNDERSTANDING LEADERSHIP

Business Benefit

Are great leaders born or can everyone learn Leadership Skills and become a great leader? It is often said that the difference between an organisation that does well and one that achieves remarkable results is Leadership. This course is designed to instil the fundamental principles and skills involved in developing a person from a good manager to a great leader.

Who Should Attend?

Managers and supervisors who wish to develop their skills and abilities and become Leaders.

Learning Objectives

By the end of this course you will be able to…

- Understand leadership styles
- Understand leadership qualities
- Review own leadership qualities and potential

Course Content

- The qualities of leadership
- The leader – roles and responsibilities
- Differences and similarities between leadership and management
- Leadership models and their significance for task performance, culture and relationships
- Leadership behaviours and the sources of power
- Identification, development and appropriate choice of personal leadership styles and behaviours
- The role of trust and respect in effective team leadership

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

:: PROJECT ::
LEADING PROJECT IMPLEMENTATION

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed, or projects fail to meet their objectives.

This course focuses on the role of the Sponsor and gives them an understanding of the process of project planning, risk analysis and monitoring the plan. This enables them to better manage a Project manager(s).

Who Should Attend?

Project Sponsors and anyone who may be responsible for overseeing future projects and Project Managers.

Learning Objectives

By the end of this course you will be able to…

- Determine the feasibility and risks associated with a proposed project
- Agree the goals and success criteria for the project
- Plan the project and identify the financial and other resources required, using a standard method and appropriate project management tools
- Select an appropriate project team
- Lead the project team to achieve project milestones and goals
- Monitor progress and take action to rectify problems or recover failure
- Manage the project budget
- Ensure full engagement of stakeholders with the project
- Reflect on and learn from the outcomes of a project

Course Content

- The nature and purpose of projects
- Project planning and management approaches (e.g. use of CPA, Gantt charts)
- Feasibility and risk assessment techniques
- Project constraints (e.g. scope, time, and cost or finance, time and human resources) – their implications for project management
- Project management and leadership skills
- Identification and communication with stakeholders
- Monitoring and reporting on project progress and achievement of milestones and goals
- Budget management and variance analysis and reporting skills
- Project evaluation and reporting
- Using project evaluation to reflect on own performance and skills

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 3 days

:: PROJECT ::
MANAGING PROJECTS IN THE ORGANISATION

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it, budgets may over-run, deadlines missed or projects fail to meet their objectives.

This course focuses on the process of project planning, risk analysis and monitoring the plan.

Who Should Attend?

This is aimed at practising Project Managers.

Learning Objectives

By the end of this course you will be able to…

- Overview of the roles within project management
- Create a project plan
- Demonstrate how to monitor a project plan
- Describe the process for managing a project to completion
- Measure the success of a project and ascertain the lessons to be learned
- Be able to evaluate own ability to manage a project

Course Content

- Project sponsors, stakeholders and scope
- Work breakdown and product breakdown structure
- Gantt and bar charts, critical path analysis
- Methods of reducing project times and costs
- Resource analysis, and re-scheduling
- Project communication methods
- Links to change management
- Information technology solutions
- Benefits of project management
- Key project management terminology
- Characteristics of project managers
- Organisational structures to support projects
- Types of project; the project life cycle,

- Feasibility studies; risk management techniques
- Project team roles; critical relationships
- Procedures for project closure
- Using feedback from others to critically evaluate own performance

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 2 days

PRINCE2 FOUNDATION/PRACTITIONER COMBINED

Business Benefit

This course will provide delegates with a complete and practical understanding of how to apply the PRINCE2™ methodology in any number of different scenarios. It includes the preparation for, and the sitting of, the examination leading to the PRINCE2™ Practitioner Certificate, which is highly prized among employers and project managers alike.

The course objectives include the practical implementation of the method and attention is paid as to how the method can be varied to suit many different types of project. Care is also taken to show delegates how to ensure the administration of the method is at a level appropriate to the project.

Who Should Attend?

Project Managers, Project Consultants, Team Managers, Project Planners, Project Estimators, Project Support Staff, Project Assurance Staff or anyone with an interest in the practical management of a PRINCE2™ project.

Course Content

Introduction to projects and PRINCE2 Methodology
Prince2 Principles
Organisation theme
Start a project Process
Directing a project Process
Business case theme
Initiating a project process
Risk theme
Quality Theme
Plans Theme
Progress Theme
Change Theme
Controlling a Stage process
Managing product delivery
Managing a Stage Boundary process
Closing a Project
Tailoring and adopting PRINCE2
Considerations for Adoption
Foundation Exam (closed book) 60 Multiple Choice questions

1 Hour duration
Pass mark is 55%
Practitioner Exam technique / structure
Practise examination questions
Summary, Exam technique & Strategy
Practitioner Examination (Open book)
68 Objective style multiple choice questions
2 ½ hours duration
Pass mark 55%

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 4 days

:: PROJECT ::

MANAGING WORKPLACE PROJECTS

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed, or projects fail to meet their objectives.

This course looks at simple projects and their management and is ideal for people who need understand project management terms and methods but may not lead a project.

Who Should Attend?

Project personal, Team Leaders and others who are new to projects.

Learning Objectives

By the end of this course you will be able to…

- Know how to manage a simple workplace project
- Understand the financial and non-financial implications of a workplace project

Course Content

- Basic project design principles
- Simple tools for financial appraisal of projects
- Project planning techniques (Gantt charts, Flow charts, Network planning)
- Use of objectives and targets/milestones to monitor performance and review plans
- Project evaluation and review techniques
- Non-financial costs and benefits of change (social, environmental and human elements)

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

PROJECT MANAGEMENT INTRODUCTION

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed or projects fail to meet their objectives.

Who Should Attend?

Project managers and anyone who may be responsible for overseeing future projects.

Learning Objectives

By the end of this course you will be able to...

- Define the roles within project management
- Create a project plan
- Demonstrate how to monitor a project plan
- Describe the process for managing a project to completion
- Measure the success of a project and ascertain the lessons to be learned

Course Content

- Definitions of project management
- Project management roles
- Risk analysis and management
- Creating the project plan
- Contingencies and estimating task duration
- Monitoring the plan
- Managing the project to completion
- Project completion and lessons learned

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MANAGING CHANGE

Business Benefit

No longer an occasional necessity, change has become almost an everyday feature of business life. The ever-increasing pace of technological change and constantly
Increasing customer expectations means that organisations have to be ready to Embrace change. They also have to be able to manage its impact on both the Business and its employees.

Who Should Attend?

This course is for managers and project sponsors who lead the introduction of Change initiatives into a department or business unit or who have the responsibility
To implement changes initiated by senior managers.

Learning Objectives

By the end of this course you will be able to…

- Describe the main principles of change Management
- Understand the human aspects of change
- Describe the main barriers to change
- Create a plan to manage the impact of change on staff
- Outlines how that plan would be
- implemented

Course Content

- Understanding why change is necessary
- The human aspects of change (including the 'Change Curve')
- The barriers to change
- Planning change
- Leading people through change - the manager's role
- Dealing with negativity

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MANAGING IMPROVEMENT

Business Benefit
•Enhance organizational adaptability to meet customer needs.
•Improve service quality and customer satisfaction.
•Build a foundation for continuous improvement and operational efficiency.

Who Should Attend?
•Managers and supervisors responsible for process improvement.
•Professionals aiming to enhance customer service and operational strategies.

Learning Objectives
By the end of this course you will be able to...

•Understand the principles of Total Quality Management (TQM).
•Identify and analyze customer needs, both internal and external.
•Develop and implement effective Service Level Agreements (SLAs).
•Design and measure performance improvement initiatives.
•Utilize tools like SWOT and PESTEL analyses for strategic decision-making.

Course Content

•**Customer Focus:** Identifying and meeting customer needs; building satisfaction through CASCADE and PERFECT models.
•**Quality Management:** TQM, ISO 9000 standards, and Investors in People framework.
•**Service Agreements:** Developing and managing effective SLAs.
•**Improvement Tools:** Root cause analysis, flowcharting, and strategic frameworks (SWOT, PESTEL).
•**Continuous Improvement:** Monitoring, corrective actions, and standardizing successful processes.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MANAGEMENT OF MULTI-GENERATION TEAMS

Business Benefit

Developing and leading teams to achieve organisational goals and objectives, is key for any leader to achieve, this course gives you the skills and techniques to achieve your individual and organisational goals with multi-generational Teams.

Who Should Attend?

Anyone wanting to become a more effective leader of a team of a multi-generational team.

Learning Objectives

By the end of this course you will be able to…

- Understand What is a multi – generational team
- The importance of open dialogue
- Developing a flexible approach providing specific, regular feedback
- Vary your communication approaches
- Develop ways to share and transfer knowledge between colleagues

Course Content

- Addressing Unconscious Bias

- Successful Multi Generational Teams are

- Dimensions of Climate

- Feedback - The importance of open dialogue

- Retaining Millennials Six Managerial Styles

- Coaching

- Develop ways to share and transfer knowledge between colleagues

- Delegation and Motivation

- Characteristics of truly cohesive teams

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: ½ day

MENTORING APPRENTICES

Business Benefit

Organisations need to be able to support their Apprentices through the programme and Mentoring plays a crucial role in providing the support these apprentices to succeed with their programmes.

Who Should Attend?

Managers and supervisors who are responsible for the mentoring of apprentices and HR Professionals seeking to develop these skills, will also benefit from this course.

Learning Objectives

By the end of this course you will be able to…

- Understanding the context for effective workplace mentoring
- Using key processes to achieve the best results from your apprentice group.

Course Content

- What is mentoring?
- Why candidates need a mentor.
- Benefits of mentoring for the Apprentice and the Manager.
- Understanding the Apprenticeship programme.
- The process of mentoring.
- The skills of mentoring - creating psychological engagement.
- Keeping your candidate on track - inspire, motivate, action.
- Ask or tell? The best approach.
- The importance of regular monitoring.
- Dealing with excuses, lack of candidate commitment, falling behind.
- Stepping back and ensuring candidate takes responsibility.
- Making time for mentoring.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MANAGING DIFFICULT CONVERSATIONS

Business Benefit

Conflict can be inevitable no matter how well a company is run, and providing people have the skills in place, positive benefits can result from conflict situations.

This course examines how to have confidence in dealing with difficult conversations.

Who Should Attend?

Anyone who manages teams or people.

Learning Objectives

By the end of this course you will be able to…

- Communicate effectively
- Understand specific approaches to managing messages
- Appreciate how people receive messages
- Understand how to construct messages
- Adopt an appreciation of their own self awareness

Course Content

- What is a difficult conversation?
- The reasons for managers struggling to have such conversation
- Being resilient
- Understand conflict and the reasons for it in the workplace
- The consequences of avoiding difficult conversations
- The consequences of dealing with difficult conversations inappropriately
- Preparing for your difficult conversation
- Having your difficult conversation
- Making sure your difficult conversation is heard, understood and acted upon
- The four stage feedback technique

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MANAGING RECRUITMENT

Business Benefit

- Develops effective recruitment processes that align with organizational strategy and goals.
- Reduces recruitment errors and enhances the chances of hiring high-performing candidates.
- Ensures legal and policy compliance throughout the recruitment process.
- Improves workforce planning, contributing to better team performance and organizational growth.

Who Should Attend?

HR professionals and managers involved in recruitment and workforce planning.
Department heads responsible for building effective teams.
Leaders seeking to improve their hiring strategies and reduce unconscious bias.
Employees involved in interviewing and candidate assessment.

Learning Outcomes

By the end of this workshop, participants will:

Understand the importance of linking recruitment to organizational vision and strategy.
Recognize legal and policy requirements when recruiting candidates.
Develop skills to create effective recruitment processes, including interviews and workforce planning.
Identify and mitigate unconscious bias in the recruitment process.
Conduct behavior-based interviews to assess candidate suitability.
Justify and document the need for recruitment using supporting data.

Course Content

1. **Introduction to Recruitment**
   Understanding the importance of recruitment in achieving organizational goals.

2. **The Challenge of Recruitment**
   Group activity: Identifying good vs. poor recruitment practices.

3. **Human Resource and Workforce Planning**
   Role of workforce planning.
   SWOT analysis to assess recruitment and planning processes.

4. **Legal and Organizational Requirements**
   Legal obligations in recruitment.
   Aligning recruitment with HR policies and organizational procedures.

5. **The Recruitment Process**
   Steps from vacancy identification to candidate appointment.
   Planning, conducting, and reviewing interviews.

6. **Behavior-Based Interview Techniques**
   Importance of behavior-based questions.
   Group activity: Writing and practicing effective interview questions.

7. **Overcoming Unconscious Bias**
   Recognizing and addressing bias in recruitment decisions.
   Practical examples and group discussions.

8. **Justifying the Need for Recruitment**
   Gathering and presenting data to support recruitment decisions.
   Group activity: Planning and documenting recruitment justification processes.

9. **Implementing a Compliant Recruitment Process**
   Ensuring records and procedures comply with legal and organizational standards.
   Final activity: Mind-mapping a compliant recruitment plan.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

HOW TO MANAGE REMOTE WORKERS

Business Benefit

Many of the skills involved in effectively managing staff rely upon close contact, observation and continuous communication, so special skills are required to manage remotely. This course focuses on the skills of remote management and overcoming the difficulties that many organisations face when operating from a number of locations.

Who Should Attend?

Anyone involved in remote management.

Learning Objectives

By the end of this course you will be able to…

- Understand the nature of remote working
- Know how to lead a remote working team
- Know how to provide support for remote workers

Course Content

- Developments in flexible working practices
- The business case for remote working - costs and benefits
- Selecting the right people for remote working – nature of the job role, personal characteristics, availability of technical resources and suitable working environments
- Managing people remotely – communication, trust, motivating, creating a sense of belonging, skills development
- Developing skills for remote working – time management, planning and prioritising work, problem solving and decision making, IT
- Remote working policy
- Health and safety in relation to remote working
- Types of technology and technical available to support remote working

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

DEVELOPING INDIVIDUAL MENTAL TOUGHNESS

Business Benefit

The workplace is a demanding environment, with deadlines, targets, KPI's, and with everything due yesterday. Staying in control in such situations and having the kills and mental toughness to perform is a needed business skill

Who Should Attend?

People who wish to control and pro-actively use their mental toughness within the working environment

Learning Objectives

By the end of this course you will be able to…

- Be able to assess own mental toughness
- Understand how to mental toughness can be developed
- Be able to plan to improve own mental toughness

Course Content

- Importance and implications of mental toughness
- Where mental toughness makes a difference – performance, wellbeing, positive behaviours and aspiration
- MTQ48 (Model that measures control, challenge, commitment, confidence)
- Benefits (Work to demanding goals and targets, handle several things at once, respond to sudden change and demand, achieve despite setbacks and interruptions)
- Consequences (under-performance, stress related problems etc.)
    - Developing attentional control
    - Developing anxiety control
    - Developing positive thinking and visualisation
    - Effective goals setting
    - Variety of tools for developing mental toughness

- Developing an action plan (current behaviours, goal setting, implementation practice, identification of what the difference in performance would be)
- Monitoring and evaluation
- Benefits of implementing an action plan

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

MOTIVATION

Business Benefit

One of the most important factors in determining the success of an operation is the level of motivation within the people involved. Highly motivated individuals demonstrate extraordinary levels of effort and commitment, whereas de-motivated staff will drag down productivity and create a negative working environment. This course is designed to create an environment where individual motivation blooms and staff become re-energised, focused and keen to get the best result possible.

Who Should Attend?

Managers or supervisors who would like to understand how to create a working environment where staff become highly motivated and achieve real job satisfaction.

Learning Objectives

By the end of this course you will be able to…

- Dispel the common myths associated with motivation
- Understand the impact a manager's beliefs and actions have on motivation
- Outline the main principles of human motivation as described by McGregor, Hertzberg and Maslow
- Demonstrate a strategy for applying these principles
- Describe the basic management skills that engender motivation
- Create an action plan to improve motivation in the workplace

Course Content

- The common myths of motivation
- McGregor's "Theory X and Theory Y" approach to management
- Hertzberg's "Hygiene Theory"
- Maslow's "Hierarchy of Needs"
- Putting the theories into practise
- Encouraging motivation through actions
- Post course implementation plans

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

ORGANISING A SUCCESSFUL CONFERENCE

Business Benefit

Organising a conference can be a rewarding but stressful undertaking. This course will equip you with the knowledge and skills to conduct you own conference from beginning to end.

Who Should Attend?

Anyone who gets involved with organising and managing a conference.

Learning Objectives

By the end of this course you will be able to…

- Preparation
- On the Day
- Post Conference Activities

Course Content

Choose a Date
- Do not clash with other events

Creating the Agenda
- Hot topics on the agenda

Speakers
- Prominent speaker confirmed + backup

Funding & Sponsorship
- Account ready to receive funding
- Budgeting Done
- Sponsors Contracted + contracts in place

Venue
- Suitable location, size and cost
- IT, Audio Equipment & support

Catering
- In-house or External
- Special Dietary Requirements

Recruiting Delegates
- Endorsement/Accreditation Professional Bodies
- Recording attendee details

(spreadsheet)
- Invitations & reminders

- Delegates Packs
- Additional personnel to help
- Press & Marketing
- On the Day Contingencies
- Post Conference Feedback & Thank You' s

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

PROBLEM SOLVING & DECISION MAKING

Business Benefit

"Problems and progress go hand in hand."

So goes the old adage and it seems just as relevant in today's business environment as it ever did. New technology, a changing market place, increasing customer expectations; all these things can throw up problem after problem, all of which require answers if the organisation is to succeed.

This course looks at Problem Solving as a skill and aims to equip delegates with a framework on which to develop that skill.

Who Should Attend?

Anyone who is involved with problem solving on a regular basis.

You may also be interested in

- Know how to describe a problem, its nature, scope and impact.
- Know how to gather and interpret information to solve a problem
- Know how to evaluate options to make a decision
- Know how to plan, monitor and review the implementation and communication of decisions

Course Content

- Ways to recognise, define, investigate and analyse problems
- Objective setting in relation to problem
- Brainstorming, problem solving and creative thinking techniques
- Difference between data and information
- How to calculate and use simple averages and basic summary statistics
- How to prepare and use grouped data and tables
- Interpretation of charts and diagrams
- Methods of indexing, referencing and structuring qualitative information
- How to evaluate options
- The importance of adequate and relevant information for effective decision-making

- Identification of what information is relevant to specific decisions
- Decision making techniques
- The use of simple planning techniques
- Effective presentation of a case
- Monitoring and review techniques to evaluate outcomes of problem solving activities

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

PLANNING AND LEADING A COMPLEX TEAM ACTIVITY

Business Benefit

•Enhanced ability to plan and execute complex team activities.
•Improved resource management and delegation skills.
•Development of clear, actionable team objectives aligned with organizational goals.

Who Should Attend?

•Team leaders and managers responsible for overseeing projects.
•Professionals aiming to improve leadership and team coordination skills.

Learning Objectives

By the end of this course you will be able to...

•Master setting SMARTER objectives for team activities.
•Understand resource evaluation and skill gap identification.
•Learn effective delegation and communication strategies.
•Gain insights into reviewing performance and obtaining actionable feedback.
•Develop a personal plan for continuous improvement in leading complex activities.

Course Content

•**Planning and Management:** Understanding leadership roles in team activities.
•**Objective Setting:** Linking objectives to organizational goals using SMARTER principles.
•**Resource Allocation:** Evaluating available resources and identifying skill gaps.
•**Delegation:** Effective task assignment and accountability practices.
•**Communication:** Sharing goals, plans, and responsibilities clearly.
•**Review and Feedback:** Assessing performance and incorporating feedback into development plans.

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

RECRUITING & INTERVIEWING SKILLS

Business Benefit

When it comes to recruiting new staff, the cost of 'getting it wrong' can be enormous for the organisation and the individual concerned. This course is aimed at attracting and selecting the 'right' candidate for the job. The course is designed to help all of those who are involved in the recruitment and selection process to 'get it right' – first time and every time!

Who Should Attend?

Anyone involved in the recruitment and selection of staff.

You may also be interested in

- Explore sources of potential recruits
- Understanding Competencies
- Create a Job Description and matching Person Profile
- Describe the impact of anti-discrimination laws
- Demonstrate the techniques for 'short listing'
- Demonstrate basic interviewing skills
- Develop selection skills
- Create a post course implementation plan

Course Content

- Sourcing potential recruits
- Competency based job profiles
- Creating a Job Description
- Creating a Person Profile
- UK anti-discrimination laws
- How to create a 'short list'
- Basic Interviewing Skills
- Experiential Questioning
- STAR
- Matching Competencies
- Online Interviews
- Picking the 'right' candidate

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

SEXUAL HARASSMENT AWARENESS - New Legislation

Business Benefit

This 2 hour course will give professionals the opportunity to take stock of where they are currently with Equality and Diversity within their workplace. The training will identify what to do to ensure you are working within the law and within good practice in all the protected characteristics of the Equality Act.

Who Should Attend?

All Employees

Learning Objectives

By the end of this course you will be able to...

- Gain a thorough understanding of the Worker Protection Act 2023 and its significance.
- Learn that sexual harassment includes any unwanted conduct of a sexual nature that violates an individual's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment
- Understand the new legal obligations for employers, including the duty to take reasonable steps to prevent sexual harassment
- Identify various scenarios where the Act applies
- Learn strategies to anticipate and mitigate situations where workers might be exposed to sexual harassment
- Understand the potential financial consequences for non-compliance
- Explore the specific preventative measures employers must take

Course Content

- What is classed as sexual harassment?

- The worker protection act and how this affects employers.

- What and where situations may arise that are covered under the amended 2023 Act. This came in to effect in October 2024.

- How to protect the company by anticipating situations that workers may be exposed to sexual harassment.

- Understanding the financial implications

- Preventative duties for the employer to consider

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 90 Minutes

STRATEGIC PLANNING & IMPLEMENTATION

Business Benefit

Strategic planning enables an organisation to shape and guide its overall business objectives. Effective planning allows an organisation to create a framework for developing, adapting and aligning organisational vision and goals to achieve sustained competitive advantage or efficiency.

Who Should Attend?

- Managers, executives and anyone involved in planning and/or implementing strategic initiatives.

You may also be interested in

- Understand the need for strategic planning
- Understand the difference between vision, mission and goals
- Prepare an effective strategic business plan
- Assess opportunities and threats
- Identify driving forces within the business
- Evaluate implementation options
- Understand how change affects a business
- Conduct a Gap analysis
- Link strategy to actions
- Monitor and control implementation

Course Content

- Benefits of Strategic Planning
- The components of a plan
- Vision and mission statements
- Defining SMART goals
- Analyse your current position through:
  - SWOT analysis
  - Competitor analysis
  - PESTEL
- Align strategies to organisation capabilities
- Choosing strategies to meet stakeholder needs
- Manage Change in an organisation
- Determine gaps between current and needed organisation characteristics
- Establish appropriate objectives and milestones for the implementation of the plan

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

:: PROJECT ::

LEAN SIX SIGMA GREEN BELT (IASSC) – E LEARNING

Business Benefit

- This course is designed to provide delegates with the knowledge required to pass the Lean Six Sigma Green Belt exams and become a certified Lean Six Sigma Green Belt. The course includes the exam.

- 12 months online access to Lean Six Sigma Green Belt e-learning

- Lean Six Sigma Green Belt exam: valid for 12 months from purchase date

- Four hands-on projects to perfect the skills learnt

- Four simulation test papers for self-assessment

Who Should Attend?

Lean Six Sigma professionals are in high demand as they can drive business solutions with their problem-solving skills.

Learning Objectives

By the end of this course you will be able to…

- Become a key stakeholder in leading and implementing Lean Six Sigma projects in your organization
- Describe how to identify an improvement project in the define phase
- Explain how to measure process and product in the measure phase
- Perform data analysis and hypothesis testing in the analyse phase
- Identify possible improvement actions for the performance of variations in the improve phase
- Define efficient operating levels for inputs and outputs in the control phase

Course Content

- **Introduction**
History of Lean Six Sigma
Different roles and responsibilities

- **The define phase**
Define tollgate
Project definition and goals
Voice of the process
Voice of the customer
Project selection

- **The measure phase**
Measuring tollgate
Developing a process baseline
Measurement information model
Yield and defects
Sampling

- **The analysis phase**
Analyse tollgate
Process value analysis
Exploratory data analysis
Inferential statistics for root cause analysis

- **The improve phase**
Improve tollgate
Improve qualification
Generating solution ideas
The control phase
Control tollgate
Sustaining improvement statistical process control chart

Duration: 12 Months access

LEAN SIX SIGMA BLACK BELT (IASSC) – E-LEARNING

Business Benefit

- Building on the foundations of your Green Belt knowledge, the Black Belt upgrade course provides a hands-on discussion based approach to acquiring the advanced technical skills most commonly needed by todays Black Belts.

- 12 months online access to Lean Six Sigma Black Belt online training

- Lean Six Sigma Black Belt exam: valid for 12 months from purchase date

- Four hands-on projects to perfect the skills learnt

- Four simulation test papers for self-assessment

Who Should Attend?

ATTENDEES MUST BE QUALIFIED TO LEAN SIX SIGMA GREEN BELT LEVEL

Learning Objectives

By the end of this course you will be able to…

- Apply Lean concepts such as 5S, waste reduction, process mapping, value stream mapping and mistake proofing
- Apply basic and more advanced statistical analyses to determine the relationship between key inputs and process outputs
- Effectively manage team dynamics and understand how to work with multiple levels of leadership to remove barriers and achieve project success
- Close projects and hand over control to process owner

Course Content

- The role of a Black Belt
- Black Belt DMAIC~
- Lean principles
- Lean metrics
- Statistical foundation
- Black Belt as a trainer
- Process capability
- Hypotheses tests
- Design of experiments (DoE)
- Design for Six Sigma (DSS)
- Probability distributions
- Advanced control charts
- Measurement system analysis (MSA)
- Stakeholder mapping

Duration: 12 Months access

:: PROJECT ::

LEAN SIX SIGMA YELLOW BELT (IASSC) E-LEARNING

Business Benefit

- The Lean Six Sigma Yellow Belt training is designed to provide delegates with a good understanding of the basic Lean Six Sigma methods and prepare them not only to participate as contributors to Lean Six Sigma projects, but also to start to address simple improvements in their own working area. Yellow Belts are not experts in the methodology, but understand the activities, deliverables and key concepts of Team problem-solving.

- 12 months online access to our accredited Lean Six Sigma Yellow belt course

- Exam simulator

- IASSC Certified Lean Six Sigma Yellow belt exam: Valid for 12 months from purchase date. Exam must be taken online via remote proctor

Who Should Attend?

Lean six sigma is aimed at professionals looking to understand and apply the lean six sigma principles to work effectively with or as a part of a process improvement team.

Learning Objectives

By the end of this course you will be able to…

- Learn the key point about Six Sigma
- Learn key areas about Six Sigma Yellow Belt

Course Content

- Module 1: Introduction
- Module 2: Define phase – The basics of six sigma
- Module 3: Define phase – The fundamentals of six sigma
- Module 4: Define phase – Selecting lean six sigma projects
- Module 5: Define phase – The lean enterprise
- Module 6: Measure phase – Process definition
- Module 7: Measure phase – Six sigma statistics
- Module 8: Measure phase – Measurement system analysis
- Module 9: Measure phase – Process capability
- Module 10: Control Phase – Lean controls

Duration: 12 Months access

UNCONSCIOUS BIAS

Business Benefit

The unconscious Bias course is designed to develop a deeper understanding of the filters through which you view and interpret others and yourself and to begin a dialogue for reflecting of organizational values and norms.

Who Should Attend?

Individuals as well as groups looking to understand the subject, and the practical issues that can occur in the workplace

Learning Objectives

By the end of this course you will be able to…

- To develop a deeper understanding of the filters through which you view and interpret yourself and others
- To identify patterns in your own ways of evaluating, assessing, and working with other people
- To begin a dialogue for reflection of organizational values and norms, where those values and norms come from, and how they impact the quality of your business and talent management decisions.

Course Content

- Why Should Effective Organizations Be Exploring Unconscious Bias?
- Key Concepts of Unconscious Bias
- Individual Exploration
- Identifying Unconscious Bias
- Self-Assessments: Uncovering My World View
- Cultural Exploration
- Cultural Competence & the Unconscious Mind
- Culture and the Unconscious: A Self-Assessment
- Leaders' Exploration
- Creating a Consciously Inclusive Organization
- Nine Things You Can Do To Manage Unconscious Bias

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

SUPERVISOR TRAINING PROGRAMME

Business Benefit

Properly trained supervisors ensure teams operate smoothly. Expand their skill set, enabling them to take on greater responsibilities.

Who Should Attend?

Anyone who needs to supervise members of the team including; Current Supervisors/Managers, Aspiring Supervisors/Managers,Team Leaders, Human Resources Professionals, Entrepreneurs/Small Business Owners, Nonprofit Leaders, Administrators, Government Officials, Healthcare Professionals and Customer Service Supervisors

Learning Objectives

By the end of this course you will be able to…

- Develop skills as a team-leader
- Understand the difference between leadership and management
- Develop effective communication skills
- Understand the benefits of effective oral and written communication skills
- Understand team-dynamics
- Understand conflict and how to deal with it
- Identify effective communication and causes of misunderstanding
- Demonstrate effective oral briefing skills

Course Content

- **Day 1**
  Developing yourself as a team-leader – The difference between Leadership and Management
  Team-leaders responsibilities including professional behaviour
  Dealing with your team: John Adair, Kenneth Blanchard, Energy-Attitude matrix
  Understanding team-dynamics

- **Day 2**
  Managing yourself: Time management
  Communication, authority and influence
  Problem solving

- **Day 3**
  Understanding conflict and dealing with conflict
  Integrity, diversity and inclusion
  Activities to implement

- **Day 4**
  Workplace Implementation
  Workplace implementation review
  Review of success of skills transfer
  What worked well / needs improvement?
  Share examples

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 4 day

FIRST LINE MANAGER DEVELOPMENT PROGRAMME

Business Benefit

The first-line management course acts as a catalyst for the professional development of managers, ensuring they have the foundational skills and understanding needed to navigate the challenges of their role and contribute significantly to the success of the business or project.

Who Should Attend?

The course is for first line manager and can benefit learners in diverse management roles and across industries. It serves as a foundational program for those looking to build or strengthen their managerial skills, contributing to their professional growth and the overall success of the organizations they work for.

Learning Objectives

By the end of this course you will be able to...

- Develop a clear understanding of the purpose and objectives of the management role.

- Identify and prioritize the most successful management behaviors for the specific organizational context.

- Understand how effective team building contributes to a positive and productive work environment.

- Apply performance management techniques to enhance productivity and business goals.

- Understand Motivation Factors

Course Content

Pre-course Profiling report
Assess important elements:
Leadership, Management and Mental toughness and generating a report to set objectives for the programme.

Day 1: Introduction to Management Skills Interactive Discussion – Leadership Motivation, Impact Energy and Creating Buzz

Day 2: Delegation Performance Management for Team Development Building Relationships and Influence: Stakeholder Management

Day 3: Addressing Challenging Performance Dealing with Disciplinary and Grievance Activities to Implement

Workplace Implementation
Implementing New Skills in the Workplace
Reflection and Sharing Examples
Review of Successes of Skills Transfer
What Worked Well / Needs Improvement
Sharing Examples

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 4 day

MIDDLE MANAGER TRAINING

Business Benefit

Investing in middle-management training leads to improved employee engagement and satisfaction as well as enhanced decision-making and problem-solving abilities. This can return increased productivity and efficiency.

Who Should Attend?

Any current Middle Managers or aspiring Middle Managers, Department Heads, Project Managers, Technical Professionals Transitioning to Management, Entrepreneurs Scaling Their Businesses, Healthcare Department Managers

Learning Objectives

By the end of this course you will be able to…

- Develop skills as a team-leader
- Understanding Key Management skills
- Study leadership styles
- Review of mental toughness
- Investigate effective leadership skills
- Understand delegating authority and strategic working
- Effective decision and problem solving

Course Content

Pre-course Profiling report
Assess important elements: Leadership, Management and Mental toughness and generating a report to set objectives for the programme.

Day 1
An overview of Key Management skills
Leadership styles
Mental toughness review

Day 2
Being an Effective Leader
Being strategic
Delegating Authority

Day 3
Managing Stress & Conflict
Effective Decision and Problem Solving
Activities to implementation

Day 4
Workplace Implementation
Workplace implementation review
Review of success of skills transfer
What worked well / needs improvement?
Share examples

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 4 day

ILM

" *EQV delivered an outstanding training program that perfectly aligned with our business needs, equipping Leaders with critical supervisory and leadership skills through targeted workshops and the ILM qualification.*

ILM LEVEL 2 AWARD IN LEADERSHIP & TEAM SKILLS

Business Benefit

This programme aims to give practising or potential team and cell leaders the foundation for their formal development in this role. The qualification does this by developing basic team leading skills.

Who Should Attend?

Attendees should be either practising or aspiring team leaders.

Learning Objectives

By the end of this course you will be able to…

- Developing yourself as a team leader (1 day)
- Methods of communicating in the workplace (1/2 day)
- Understanding effective team working (1/2 day)

Each of the above has an associated assessment to prove learning has taken place.

Each Award programme is run over 3 months, giving the delegates the opportunity to complete the assignment before undertaking the next training course.

Course Content

- Understand the roles, functions and responsibilities of the team leader and the limits of their authority and accountability
- Know how to seek, accept and respond positively to feedback on personal performance to improve workplace performance
- Understand different methods of communication as well as barriers and disadvantages, and how to overcome them
- Understand the differences between groups and teams, and the characteristics and advantages of team working
- Understand how groups are formed (e.g. Tuckman) and how to identify team roles, and how to deal with differences.

You may also be interested in

- ILM Level 3 Award in Leadership & Management

Duration: 2 days

ILM LEVEL 2 CERTIFICATE IN LEADERSHIP & TEAM SKILLS

Business Benefit

This programme aims to give practising or potential team and cell leaders the foundation for their formal development in this role. The qualification does this by developing basic team leading skills.

Who Should Attend?

Attendees should be either practising or aspiring team leaders.

Learning Objectives

By the end of this course you will be able to...

- Developing yourself as a team leader (1 day)
- Methods of communicating in the workplace (1/2 day)
- Understanding effective team working (1/2 day)
- Understanding Leadership
- Problem Solving and Making Decisions
- Planning and Monitoring Work
- Meeting Customer Needs
- Managing Workplace Projects

Course Content

- Understand the roles, functions and responsibilities of the team leader and the limits of their authority and accountability
- Know how to seek, accept and respond positively to feedback on personal performance to improve workplace performance
- Understand different methods of communication as well as barriers and disadvantages, and how to overcome them
- Understand the differences between groups and teams, and the characteristics and advantages of team working
- Understand how groups are formed (e.g. Tuckman) and how to identify team roles, and how to deal with differences.

You may also be interested in

- ILM Level 3 Award in Leadership & Management

Duration: TBC

ILM LEVEL 3 AWARD IN LEADERSHIP & MANAGEMENT

Business Benefit

This programme aims to give practising or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills.

All attendees qualify for Studying membership with a range of benefits including: Harvard Business Publishing online books, Career development Advice, Information on networking events around the UK, Edge Online a regular management magazine and discounts on a range of lifestyle services.

Who Should Attend?

Attendees will normally be either practising or aspiring first line managers.

Learning Objectives

By the end of this course you will be able to…

- Understand leadership
- Understand performance management

Each of the above has an associated assessment associated to prove learning has taken place.

Each Award programme is run over a 2-month period.

Course Content

- The qualities of leadership
- The leader – roles and responsibilities
- Differences and similarities between leadership and management
- Leadership models and their significance for task performance, culture and relationships
- Leadership behaviours and the sources of power
- Identification, development and appropriate choice of personal leadership styles and behaviours
- The role of trust and respect in effective team leadership
- The purpose and value of formal and informal performance assessment at work (formal assessment includes performance review/appraisal)
- Ways to ensure fair and objective assessment (including objectives and on-going monitoring)
- Preparations necessary for effective, valid and reliable assessments
- Roles and responsibilities of individuals in the performance assessment process
- Appropriate assessment records
- How to conduct formal appraisals
- The relevance of SMART objectives, and how to set them
- How to set performance standards
- How to measure performance against agreed standards
- A range of methods for measuring performance and how to select the ideal one
- Techniques for performance monitoring and evaluation
- Range of performance improvement methods available to the manager
- The importance of feedback to improve performance
- Principles for giving effective feedback on performance

Duration: 2 day

ILM LEVEL 3 CERTIFICATE IN FIRST LINE MANAGEMENT

Business Benefit

This programme aims to give practising or potential first line managers the foundation for their formal development in this role. The qualification does this by developing basic management skills. All attendees qualify for Studying membership with a range of benefits including: Harvard Business Publishing online books, Career development Advice, Information on networking events around the UK, Edge Online - a regular management magazine, Discounts on a range of lifestyle services.

Who Should Attend?

(ILM) Level 3 Diploma is a comprehensive course designed for practicing first line managers.

Learning Objectives

By the end of this course you will be able to…

- Gain a range of key management skills and put them into practice in your own role
- Build your leadership capabilities – motivate and engage teams, manage relationships confidently
- Develop your leadership and management skills using your own knowledge, values and motivations.

Course Content

- Understanding Leadership
- Understanding Performance Management
- Developing Yourself and Others
- Problem Solving
- How To Lead Effective Meetings
- Planning and Leading A Complex Team Activity

Duration: TBC

ILM LEVEL 3 DIPLOMA IN FIRST LINE MANAGEMENT

Business Benefit

Most organisations recognise that 'First Line Management' is a pivotal role in the success of a business or project.

Who Should Attend?

(ILM) Level 3 Diploma is a comprehensive course designed for practicing first line managers.

Learning Objectives

By the end of this course you will be able to...

- Gain a range of key management skills and put them into practice in your own role
- Build your leadership capabilities – motivate and engage teams, manage relationships confidently
- Develop your leadership and management skills using your own knowledge, values and motivations

Course Content

- Understanding Leadership
- Understanding Performance Management
- Developing Yourself and Other
- Problem Solving
- Understanding the Communication Process In The Workplace
- How To Lead Effective Meetings
- Understanding Costs and Budgets In The Organisation
- Understanding Good Practice In Mentoring withing an Organisational Context
- Understand How To Manage Remote Workers
- Understanding Good Practice In Workplace Coaching
- Developing People In The Workplace
- Planning and Leading a Complex Team Activity
- Understanding the Management Role To Improve Management Performance
- Developing Yourself As An Effective Team Leader

Duration: TBC

AWARD IN LEADERSHIP AND MANAGEMENT QUALIFICATION

Business Benefit

This programme aims to give practicing or potential middle managers the opportunity to consolidate their management skills and experience and further the development in this role. The qualification does this by developing management skills.

Course Content

- Understanding The Management Role To Improve Management Performance
- Planning and Leading a Complex Team Activity

Who Should Attend?

Attendees will normally be either practicing or aspiring middle managers.

Learning Objectives

By the end of this course you will be able to…

- Consolidate Your Management Skills and Experience
- Build Knowledge Of Specialist Business Areas Such As Finance and Marketing
- Develop The Capabilities and Personal Awareness You Need To Be A Leader
- Accredit Your Experience With Nationally Recognised Qualifications

Duration: Flexible

ILM LEVEL 4 CERTIFICATE IN
LEADERSHIP AND MANAGEMENT QUALIFICATION

Business Benefit

This programme aims to give practicing or potential middle managers the opportunity to consolidate their management skills and experience and further the development in this role. The qualification does this by developing management skills.

Who Should Attend?

Attendees will normally be either practicing or aspiring middle managers.

Learning Objectives

By the end of this course you will be able to...

- Consolidate Your Management Skills and Experience
- Build Knowledge Of Specialist Business Areas Such As Finance and Marketing
- Develop The Capabilities and Personal Awareness You Need To Be A Leader
- Accredit Your Experience With Nationally Recognised Qualifications

Course Content

- Understanding the management role o improve management performance
- Planning and Leading a Complex Team Activity
- Problem Solving
- Understanding Leadership
- Developing Yourself and Others

Duration: Flexible

ILM LEVEL 4 DIPLOMA IN LEADERSHIP AND MANAGEMENT QUALIFICATION

Business Benefit

The Level 4 Diploma in Leadership and Management is designed for new and aspiring middle managers. These qualifications help learners to really get to grips with their role, gain comprehensive business knowledge, and develop the technical skills they need to lead effectively at this level.

Who Should Attend?

New and aspiring middle managers

Learning Objectives

By the end of this course you will be able to...

- Consolidate your management skills and experience
- Build knowledge of specialist business areas such as finance and marketing
- Develop the capabilities and personal awareness you need to be a leader
- Accredit your experience with nationally recognised qualifications
- Middle managers with an advanced understanding of their role and function in your organization
- Managers who can assess and improve their own leadership styles and behaviours

Course Content

- Understanding the management role to improve management performance
- Developing People in the workplace
- Managing personal development
- Problem Solving
- Understanding Leadership
- Understanding Organisational Culture and ethics
- Managing projects in the organization
- Assessing your own ability as leader

Duration: 4.5 days

LEVEL 5 AWARD IN
LEADERSHIP & MANAGEMENT

Business Benefit

The Level 5 Award in Management aims to give practising or potential middle managers the foundation for their formal development in this role. The programme has two primary objectives. To assist participants in gaining the knowledge required by a middle manager and to develop middle management skills

All attendees qualify for free ILM Membership. Designed to help candidates get the most from their course and advance their management career, studying members can get a range of benefits including - Harvard Business Publishing online books, Career development Advice, Information on networking events around the UK, Edge Online a management magazine.

Who Should Attend?

Attendees will be either aspiring or practising Middle Managers.

Learning Objectives

By the end of this course you will be able to…

- Understanding Organisational Culture and Ethics (1 Day)
- Managing Projects in the Organisation (2 Days)

Each of the above has an associated assessment to prove learning has taken place.
Each Award programme is run over a 3-month period.

Course Content

- Resource analysis, and re-scheduling
- Project communication methods
- Links to change management
- Information technology solutions
- Benefits of project management
- Key project management terminology
- Characteristics of project managers
- Organisational structures to support projects
- Types of project; the project life cycle,
- Feasibility studies; risk management techniques
- Project team roles; critical relationships
- Procedures for project closure
- Using feedback from others to critically evaluate own performance
- The importance of governance in shaping the ethics and values of the organisation
- Corporate social responsibility
- Legislation and social attitudes, and their effect on organisational policies and procedures in relation to diversity and equal opportunities

- Issues of human rights, harassment, bullying and "whistle-blowing" legislation
- Own organisation's policies and procedures to deal with legal and moral obligations
- Alternative perceptions about right and wrong, value judgements
- Definition of ethics in the work context including cultures, beliefs and value systems
- Personal and business ethics
- Ethical considerations for investment, trading, competition, manufacturing, employment, etc.
- Ethics and stakeholders
- Social responsibilities of organisations and the resource implications and financial costs and returns of using an ethical and equitable approach
- Project sponsors, stakeholders and scope
- Work breakdown and product breakdown structure
- Gantt and bar charts, critical path analysis
- Methods of reducing project times and costs

Duration: 3 days

ILM

LEADERSHIP & MANAGEMENT

Business Benefit

The Level 5 certificate in Management aims to give practising or potential middle managers the foundation for their formal development in this role.

All attendees qualify for free ILM Membership. Designed to help candidates get the most from their course and advance their management career, studying members can get a range of benefits including - Harvard Business Publishing online books, Career development Advice, Information on networking events around the UK, Edge Online a management magazine.

Who Should Attend?

Attendees will be either aspiring or practising Middle Managers.

Learning Objectives

By the end of this course you will be able to...

- Understanding Organisational Culture and Ethics
- Managing Projects in the Organisation
- Planning and leading a complex team activity

Each of the above has an associated assessment to prove learning has taken place.
Each programme is run over a 12-month period.

Course Content

- Understanding Organisational Culture and ethics

- Managing projects in the organisation

- Managing Improvement

- Planning and leading a complex team activity

- Becoming an effective Leader

- Understanding the Skills, Principles and Practice of Effective Coaching and Mentoring within an Organisational Context

Duration: 4 days

ILM LEVEL 5 DIPLOMA IN LEADERSHIP & MANAGEMENT

Business Benefit

The Level 5 Diploma in Leadership and Management is designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities.

Who Should Attend?

Attendees will be either aspiring or practising Middle Managers.

Learning Objectives

By the end of this course you will be able to…

Use core management techniques to drive better results
Develop your ability to lead, motivate and inspire
Provide strategic leadership as well as day-to-day management
Benchmark your managerial skills
Raise your profile in your organisation.
Encourage strategic thinking at this level of management to foster business improvement
Engage middle managers with training and development – these qualifications are designed to provide clear, measurable benefits to career-minded professionals

Course Content

- Understanding Organisational Culture and ethics (Tutor Led)
- Managing projects in the organisation (Tutor Led)
- Managing Improvement (Self Study)
- Coaching Session (Half Day)
- Making a Financial Case (Self Study)
- Becoming an effective Leader (Self Study)
- Understanding Management role to improve management performance (Self Study)
- Developing People in the workplace (Self Study)
- Coaching Session (Half Day)
- Understanding the importance of marketing for an organisation (Self Study)

Duration: TBC

ILM LEVEL 6 AWARD IN LEADERSHIP & MANAGEMENT

Business Benefit

This programme aims to give practising or potential senior mangers the ability to understand how management theories and models influence management practice.

Who Should Attend?

Attendees will normally be either practising or aspiring senior managers.

Learning Objectives

By the end of this course you will be able to...

- Understand critical thinking and research skills
- Understand key elements of becoming an effective leader

Each module has an associated assessment associated to prove learning has taken place.

Programme is run over a 6 month period with 1 day virtual and 1 121 coaching sessions

Course Content

- Critical thinking and research skills in management

- Developing the executive manager

Duration: 2 day

ILM LEVEL 6 CERTIFICATE IN LEADERSHIP & MANAGEMENT

Business Benefit

These qualifications are designed for senior managers who are new in their roles, or middle managers who are preparing for promotion. They are aimed at sharpening learners' critical thinking skills and evaluating their performance to prepare for senior management. Credits can be carried forward to Level 7 qualifications, so it's a valuable bridge for learners moving from ILM Level 5 qualification to Level 7 qualification.

Who Should Attend?

These qualifications are designed for senior managers who are new in their roles, or middle managers who are preparing for promotion.

Learning Objectives

By the end of this course you will be able to…

Understand the role of a senior manager
Take a critical and informed look at your own performance
Understand how management theories and models influence management practice
Develop your ability to critically review ideas and practices
Develop senior leadership for succession planning
Give prospective senior leaders the tools to understand and evaluate their own performance

Course Content

Introduction To Strategic Management (1 Day Tutor Led)
Developing Critical Thinking (1 Day Tutor Led)
Becoming An Effective Leader (Self Study)
Coaching Session (half-day)

Duration: 4 day

ILM LEVEL 6 DIPLOMA IN LEADERSHIP & MANAGEMENT

Business Benefit

This programme aims to give practising or potential senior mangers the ability to understand how management theories and models influence management practice.

Who Should Attend?

Attendees will normally be either practising or aspiring senior managers.

Learning Objectives

By the end of this course you will be able to...

- Understand critical thinking and research skills
- Understand key elements of becoming an effective leader
- Be able to build commitment to corporate vision and values

Each module has an associated assessment associated to prove learning has taken place.

Programme is run over a 12-month period with 1 day virtual and four 121 coaching sessions

Course Content

- Critical thinking and research skills in management

- Optimising organisational capacity

- Becoming an effective leader

- Understanding how management coaching and mentoring can benefit individuals and organisations

- Developing the executive manager

- Building commitment to corporate vision and values

- Leading project implementation

Duration: 5 day

FINANCE

" *EQV's ability to navigate challenges, such as non-English speaking team members and limited formal education, highlights their expertise and dedication.*

The training not only enhanced leadership capabilities but also empowered our managers to handle significant changes.

BUDGETS & COSTS

Business Benefit

Many areas of a business are affected by budgets but often those areas are managed by people who are not financial experts.

This course aims at giving non-financial managers a greater understanding of budgets and costs and helps them to develop the skills necessary to better control their costs and stay within budget.

Who Should Attend?

Managers who need to understand budgets and costs to be able to do their day to day tasks

Learning Objectives

By the end of this course you will be able to...

- Understand budgets within an organisation
- Understand costs within an organisation

Course Content

- The nature and purpose of budgets, and the advantages of budgetary control
- Methods to monitor variance of actual performance against budget
- Causes of variance, their significance and ways of reducing adverse effects
- How to gather information for use in determining and/or revising budgets
- Definition of fixed and variable costs; concept of break even, especially in relation to own organisation
- The purpose and nature of basic cost statements; use of standard costs
- Role of the manager in cost control
- Mechanisms to maintain control of costs, and how to select the optimum method

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

COMMERCIAL AWARENESS

Business Benefit

Professionals need a good understanding of the broader context of the organisation and the business domain in which their work takes place. This course examines a number of aspects of this wider context and provides insights into various financial, commercial and organisational issues

Who Should Attend?

This course is invaluable for those who wish to gain an understanding of the structure, operation and behaviour of organisations and become more financially and commercially aware.

Course Content

- Financial reporting
- The importance of being financially and commercially aware
- Budgeting, costing and pricing
- The difference in accounting terminology
- Evaluating a financial case
- Income and expenditure, surplus and deficits, individual balance sheets
- Market analysis and competitive advantage
- Interpreting the documents - the real story behind the figures
- Organisational behaviour and culture and structure
- De-mystifying financial terms and making sense of them. Giving attendees the confidence to discuss financial matters with their managers and peers

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

CREDIT CONTROL

Business Benefit

Cash flow provides an organisation with its 'oxygen' – a lack of it causes suffocation and possibly, bankruptcy.

One of the key elements in ensuring healthy cash flow is effective credit control.

This one day workshop looks at 'best practise' in credit control and aims to give delegates the necessary skills and knowledge to manage creditors effectively.

Who Should Attend?

Anyone who has responsibility for credit control and/or debt collection in their organisation.

Learning Objectives

By the end of this course you will be able to…

- Demonstrate a clear understanding of the 'payment cycle'
- Understand 'best practise' in credit control and debt collection
- Make effective credit control calls
- Deal with reluctant payers
- Understand the relevant legislation

Course Content

- 'Fear of asking' – cash flow blackmail
- Understanding the payment cycle
- Defining your payment terms and credit limits
- Making credit control calls – effective telephone skills
- Dealing with stubborn payers
- Understanding the legislation

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

FINANCE FOR DECISION MAKERS

Business Benefit

Senior managers make decisions that affect all areas of a business. This course will enhance or refresh their understanding of finance and accounts and therefore give them the skills to make better decisions.

Who Should Attend?

Senior Managers who are making operational decisions who need to understand the financial consequences. You are likely to have a role where you are frequently exposed to financial issues and discussions and you want to increase your understanding of the terminology and principles being used

Learning Objectives

By the end of this course you will be able to…

- Describe the main accounting statements and how they link together
- Understand the difference between historic accounting and future forecasting
- Explore how different accounting treatments can lead to very different accounting results
- Discuss key finance terms such as depreciation, accruals, prepayments and how these may be calculated
- Review the high level principles of pension accounting and the impact that this can have

- Discuss the impact of working capital management and your role in this
- Review your own accounts and information presented to you
- Consider how to read financial statements and how they may be used in different circumstances
- Discuss what other methods are used to manage reporting and how these link to budgets and targets at local and group level
- Consider the responsibilities of senior managers

Course Content

- Key accounting statements
- Historic cost accounting
- Forecasts
- Different accounting treatments
- Key accounting terms
- Pensions overview
- Impact of working capital
- Own accounts review
- Reading financial accounts

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

FINANCE FOR NON-FINANCIAL MANAGERS IN BUSINESS

Business Benefit

To help participants:

- understand how profit and cashflow work within their business

- have a toolbox of skills to improve profit and cashflow.

Who Should Attend?

This workshop is aimed at people within businesses who want to understand how they can help improve the financial performance of their company.

Learning Objectives

By the end of this course you will be able to…

- Understand and improve profit
- Understand and improve cashflow
- Put it into practice back at work

Course Content

- Application to your area of responsibility
- Capital and revenue expenditure
- Profit & Loss account format, jargon and analysis
- Improving profit
- Staffing levels, quality and cost & benefit
- Profitability of the product mix
- Improving cashflow
- Cashflow and working capital cycle
- Working capital in your company
- What stops customers paying?
- Personal application – what can you do to improve profit and cashflow?

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

FINANCE FOR NON-FINANCIAL MANAGERS (NOT FOR PROFIT)

Business Benefit
To help participants get the best value out of their budgets.

Who Should Attend?
This workshop is aimed at budget holders (current and prospective) and their teams, together with anyone else who wants to know more about managing organisational budgets.

Learning Objectives
By the end of this course you will be able to...

- Explain the context of budgeting
- Plan budgetary spend
- Get value for money out of the budget
- Know what to do with the monthly budget report
- Predict the end of year outturn
- Put this into practice back at work

Course Content
- Cost centre purpose and deliverables
- 4 step budgeting model
- Checking the budget
- Skills, speed and cost
- Staffing levels for seasonal work
- Format of the monthly budget report
- Approving expenditure
- Dealing with variances
- Basis of calculation
- Personal application

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

PROJECT MANAGEMENT

" *I have been very impressed with EQV's training courses, format and delivery. Always relevant and hands on, I have found them very beneficial.*

:: PROJECT ::
LEADING PROJECT IMPLEMENTATION

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed, or projects fail to meet their objectives.

This course focuses on the role of the Sponsor and gives them an understanding of the process of project planning, risk analysis and monitoring the plan. This enables them to better manage a Project manager(s).

Who Should Attend?

Project Sponsors and anyone who may be responsible for overseeing future projects and Project Managers.

Learning Objectives

By the end of this course you will be able to…

- Determine the feasibility and risks associated with a proposed project
- Agree the goals and success criteria for the project
- Plan the project and identify the financial and other resources required, using a standard method and appropriate project management tools
- Select an appropriate project team
- Lead the project team to achieve project milestones and goals
- Monitor progress and take action to rectify problems or recover failure
- Manage the project budget
- Ensure full engagement of stakeholders with the project
- Reflect on and learn from the outcomes of a project

Course Content

- The nature and purpose of projects
- Project planning and management approaches (e.g. use of CPA, Gantt charts)
- Feasibility and risk assessment techniques
- Project constraints (e.g. scope, time, and cost or finance, time and human resources) – their implications for project management
- Project management and leadership skills
- Identification and communication with stakeholders
- Monitoring and reporting on project progress and achievement of milestones and goals
- Budget management and variance analysis and reporting skills
- Project evaluation and reporting
- Using project evaluation to reflect on own performance and skills

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 3 days

:: PROJECT ::
MANAGING PROJECTS IN THE ORGANISATION

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it, budgets may over-run, deadlines missed or projects fail to meet their objectives.

This course focuses on the process of project planning, risk analysis and monitoring the plan.

Who Should Attend?

This is aimed at practising Project Managers.

Learning Objectives

By the end of this course you will be able to…

- Overview of the roles within project management
- Create a project plan
- Demonstrate how to monitor a project plan
- Describe the process for managing a project to completion
- Measure the success of a project and ascertain the lessons to be learned
- Be able to evaluate own ability to manage a project

Course Content

- Project sponsors, stakeholders and scope
- Work breakdown and product breakdown structure
- Gantt and bar charts, critical path analysis
- Methods of reducing project times and costs
- Resource analysis, and re-scheduling
- Project communication methods
- Links to change management
- Information technology solutions
- Benefits of project management
- Key project management terminology
- Characteristics of project managers
- Organisational structures to support projects
- Types of project; the project life cycle,

- Feasibility studies; risk management techniques
- Project team roles; critical relationships
- Procedures for project closure
- Using feedback from others to critically evaluate own performance

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 2 days

PRINCE2 FOUNDATION/PRACTITIONER COMBINED

Business Benefit

This course will provide delegates with a complete and practical understanding of how to apply the PRINCE2™ methodology in any number of different scenarios. It includes the preparation for, and the sitting of, the examination leading to the PRINCE2™ Practitioner Certificate, which is highly prized among employers and project managers alike.

The course objectives include the practical implementation of the method and attention is paid as to how the method can be varied to suit many different types of project. Care is also taken to show delegates how to ensure the administration of the method is at a level appropriate to the project.

Who Should Attend?

Project Managers, Project Consultants, Team Managers, Project Planners, Project Estimators, Project Support Staff, Project Assurance Staff or anyone with an interest in the practical management of a PRINCE2™ project.

Course Content

Introduction to projects and PRINCE2 Methodology
Prince2 Principles
Organisation theme
Start a project Process
Directing a project Process
Business case theme
Initiating a project process
Risk theme
Quality Theme
Plans Theme
Progress Theme
Change Theme
Controlling a Stage process
Managing product delivery
Managing a Stage Boundary process
Closing a Project
Tailoring and adopting PRINCE2
Considerations for Adoption
Foundation Exam (closed book) 60 Multiple Choice questions

1 Hour duration
Pass mark is 55%
Practitioner Exam technique / structure
Practise examination questions
Summary, Exam technique & Strategy
Practitioner Examination (Open book)
68 Objective style multiple choice questions
2 ½ hours duration
Pass mark 55%

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 4 days

:: PROJECT ::
MANAGING WORKPLACE PROJECTS

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed, or projects fail to meet their objectives.

This course looks at simple projects and their management and is ideal for people who need understand project management terms and methods but may not lead a project.

Who Should Attend?

Project personal, Team Leaders and others who are new to projects.

Learning Objectives

By the end of this course you will be able to…

- Know how to manage a simple workplace project
- Understand the financial and non-financial implications of a workplace project

Course Content

- Basic project design principles
- Simple tools for financial appraisal of projects
- Project planning techniques (Gantt charts, Flow charts, Network planning)
- Use of objectives and targets/milestones to monitor performance and review plans
- Project evaluation and review techniques
- Non-financial costs and benefits of change (social, environmental and human elements)

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

PROJECT MANAGEMENT INTRODUCTION

Business Benefit

Effective project management is a vital requirement for any organisation involved in expansion or development. Without it budgets may over-run, deadlines be missed or projects fail to meet their objectives.

Who Should Attend?

Project managers and anyone who may be responsible for overseeing future projects.

Learning Objectives

By the end of this course you will be able to…

- Define the roles within project management
- Create a project plan
- Demonstrate how to monitor a project plan
- Describe the process for managing a project to completion
- Measure the success of a project and ascertain the lessons to be learned

Course Content

- Definitions of project management
- Project management roles
- Risk analysis and management
- Creating the project plan
- Contingencies and estimating task duration
- Monitoring the plan
- Managing the project to completion
- Project completion and lessons learned

Measure the success of the training by booking your workplace Implementation Session to follow-on after the skills transfer period giving you specific evidence of how individuals are using their new skills.

Duration: 1 day

PROJECT INTRODUCTION

Business Benefit

Within business many individuals are now need to use project management skills to help schedule and control projects. Microsoft Project is the ideal tool to do this.

Who Should Attend?

This course is suitable for you if you need to create projects in which estimated durations, task dependencies and the possible levelling of resource conflict is involved.

Learning Objectives

By the end of this course you will be able to...

- Create a project plan
- Explore resources
- Link tasks together
- Track a project plan to completion

Course Content

- Creating the Project Plan
- Task Sequences
- Task Dependencies
- Work Breakdown Structure
- Gantt Charts
- Network Diagrams
- Working with resources
- Resource levelling
- Working with Calendars
- Constraints
- Tracking Progress
- Viewing Costs
- Printing

With project Plan 5, delegates will have access to the 'Project Online desktop client' we recommend using the desktop client for the training as this gives the users maximum functionality of the software and hence get the most from the training. So will need to make sure the delegates have desktop client installed for the session.

For all our IT courses we offer 3-month post course support

Duration: 1 day

PROJECT ADVANCED

Business Benefit

The ability for a business to be able to work with multiple and inter-related projects is often needed. The advanced course supports this need.

Who Should Attend?

This course is suitable if you require working with many projects together and or have responsibilities to oversee a number of inter-related projects.

Learning Objectives

By the end of this course you will be able to...

- Use Baselining
- Work with Multiple Projects
- Export to Excel
- Understand how to assess the quality of the plan
- Understand custom Calendars

Course Content

Baselining Projects
- Reviewing and Comparing

Combining Projects
- How to link to other project plans and automatically update the 'master' plan

Reports

Templates
- How to create them and understanding the benefit

Macros

Importing

Exporting

Reviewing a project plan
- What to look for to assess the quality of the plan

Manipulation of the critical path

Understanding custom calendars and burn down view / reports

With project Plan 5, delegates will have access to the 'Project Online desktop client' we recommend using the desktop client for the training as this gives the users maximum functionality of the software and hence get the most from the training. So will need to make sure the delegates have desktop client installed for the session.

For all our IT courses we offer 3-month post course support

Duration: 1 day

IT SKILLS FOR PROFESSIONAL

"" *EQV quickly understood our needs and tailored the training to suit our specific requirements as EQV had such an in-depth knowledge and understanding of the subject matter.*

ACCESS INTRODUCTION

Business Benefit

Businesses rely on data being easily accessible and quick to find. By using Access to create well designed databases.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification.

Who Should Attend?

Anyone who needs to create databases and needs to gain an understanding of the basics of database design, and existing users who wish to improve their knowledge and understanding of Access databases by creating areas in the database to input data and learning how to search for specific information, organise data and grouping information together.

Learning Objectives

By the end of this course you will be able to…

- Design and create a database
- Understand table design and structure
- Import and link to external data sources
- Create and modify Forms
- Create simple Filters
- Create Queries
- Create powerful Reports

Course Content

- Introduction to Databases
- Database Terminology
- Introduction to the Access Environment
- Table Design
- Indexing Fields
- Adding & Editing Data
- Changing the Table Layout
- Importing & Linking Data
- Find & Replace
- Forms
- Types of Forms
- The Form Wizard
- Designing Forms
- Calculations on Forms
- Filters
- Queries
- Designing new queries
- Formula and Criteria Creation
- Calculations in Queries
- Reports
- Using the Report Wizard
- Calculated and statistical fields

For all our IT courses we offer 3-month post course support

Duration: 1 day

ACCESS INTERMEDIATE

Business Benefit

With the amount of data being stored in databases these days, solid database design is more important now than it ever has been. By learning about relational databases and the additional benefits they give you, your database will always work in the most efficient way.

This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification

Who Should Attend?

This course is valuable for anyone who plans to prototype, build and integrate relational database applications using Access.

Learning Objectives

By the end of this course you will be able to…

- Understand Relational Database design
- Create a relational database
- Assign primary keys and indexes
- Create multi-table forms
- Create multi-table select queries
- Create advanced queries – Append, Update and Delete

Course Content

- Designing multi table databases
- Assigning Primary Keys
- Assigning an Index
- Linking tables through relationships view
- Setting Referential integrity
- Creating Main / Sub Forms
- Creating linked forms
- Creating multi-table queries
- Creating inner and outer joins in queries
- Calculations in queries
- Group & Total queries
- Parameter Queries
- Creating Append queries
- Creating Update queries
- Creating Delete queries

For all our IT courses we offer 3-month post course support

Duration: 1 day

ACCESS ADVANCED

Business Benefit

The use of advanced queries and macros will ensure that your Access databases will be more users friendly and run more efficiently.

Who Should Attend?

This course is valuable for anyone who plans to prototype, build and integrate relational databases using Access to an advanced level.

Learning Objectives

By the end of this course you will be able to...

- Create Cross Tab Queries
- Create Make Table Queries
- Modify Start-up Options
- Create Macros on Forms
- Create Macros on Reports
- Create Database Macros
- Compact and Repair Databases
- Database Password Protection
- Split a Database

Course Content

- Cross Tab Queries
- Make Table Queries
- Change Start-up Form
- Database Switchboards
- Create Macros
- Understand Form Events
- Understand Report Events
- Create Autoexec & Autokeys Macros
- Compacting Access Databases
- Adding Password Protection To Databases
- Creating Frontend / Backend Databases

For all our IT courses we offer 3-month post course support

Duration: 1 day

VISUAL BASIC FOR ACCESS

Business Benefit

The use of Visual Basic in Access unlocks the true power of this application. Create powerful yet user friendly applications that will be capable of running critical business processes.

Who Should Attend?

Those who require the fundamental skills to create useful and powerful VB applications.

Learning Objectives

By the end of this course you will be able to…

- Explore variables and objects
- Create robust code
- Manipulate data
- Work with Command and Function procedures
- Understand Variables
- Work with Objects
- Observe event handling codes
- Debug Code

Course Content

- Introduction to the Access VBA environment
- Using Variables
- Objects
- Decision Making Code
- Code that repeats
- Using VBA to display information
- Manipulating Forms and Reports
- Events
- User defined menus & toolbars
- Breakpoints and watches
- The Immediate Window
- Manipulating Data in Database Tables

For all our IT courses we offer 3-month post course support

Duration: 2 days

EXCEL INTRODUCTION

Business Benefit

Being able to analyse numerical data statistically and in chart form is a widespread need within many businesses and Excel is the ideal tool to use to do this.

Who Should Attend?

This course is suitable for you if you need to create a new spreadsheet to perform budgets, cash projections and sales analysis. Creating formulae to add columns of information and work out simple statistics such as finding an average. Equally if you have to report financial information to people in the form of numerical or graphical reports.

Learning Objectives

By the end of this course you will be able to…

- Enter and edit data within a worksheet
- Manipulate data using formulas and functions
- Professionally format the worksheet
- Copy and move data
- Automatically fill cells
- Print worksheets
- Create relative and absolute cell references
- Manage links between sheets and workbooks
- Create charts

Course Content

- Using Help
- Editing Techniques
- Saving Your Work
- Formulas
    - Writing Formula
    - Using Functions
- Copying Data
- Auto Fill and Flash Fill
- Formatting
- Spell Checker
- Find And Replace
- Printing
    - Page Layout View
    - Page break View
    - Headers & Footers
- Absolute Cell References
- Linking Worksheets & Workbooks
- Quick Analysis
- Creating Charts
    - Chart Options
    - Changing The Size Of Embedded Charts
- Filtering

For all our IT courses we offer 3-month post course support

Duration: 1 day

EXCEL INTERMEDIATE

Business Benefit

Being able to handle large amounts of raw data can be a problem in today's businesses. The tools and techniques learnt on this course will arm you with the knowledge to be able to make sense of all of your information.

Who Should Attend?

This course is suitable for you if you require data to appear on the worksheet according to certain conditions. If you need to visually trace the logical flow of formulae across a Worksheet and/or map circular references. If you need to maintain a single list of up to a few thousand items in rows, e.g. a list of company cars, personnel, or products or invoices.

Learning Objectives

By the end of this course you will be able to…

- Analyse data using advanced formulas.
- Query values with in a spreadsheet
- Manage large amounts of data
- Create and manage pivot tables and charts

Course Content

- The IF Function
    - And & OR
    - Nested IF
- Conditional formatting
- Date Functions
    - Calculating with Dates
    - Working with Time
- The VLookup Function
- Subtotals & Outlines
- Database Statistical Functions
- Advanced Filters
- Data Validation
- Pivot Tables
    - Recommended
    - Custom
    - Working with Slicers
- Pivot Charts

For all our IT courses we offer 3-month post course support

Duration: 1 day

EXCEL ADVANCED

Business Benefit

Everyone understands how important spreadsheets are; but being able to streamline processes within them can save a business time and money. Learning how to develop key dynamic Functions and use macros / Office scripts to supports this process.

Who Should Attend?

Anyone creating large reports / dashboards and need options to automate and streamline the initial build time and refresh time using advanced functions and techniques.

Learning Objectives

By the end of this course you will be able to…

- Create dynamic lists and Charts using named ranges

- Understand the use and implement array Formulas

- Manipulate Text with Excel

- Automate spreadsheets and make them interactive for other users

- Record repetitive series of keystrokes and commands

Course Content

- Template Design

- Array Formulas

- Dynamic Named Ranges

- Text manipulation Functions

- Non 365 version
  - o   Recording Macros
  - o   The Visual Basic Editor
  - o   Editing Macro concepts

- 365 version
  - o   Recording Office Scripts
  - o   Script Editing / Sharing

For all our IT courses we offer 3-month post course support

Duration: 1 day

VISUAL BASIC FOR EXCEL INTRODUCTION

Business Benefit

The use of Visual Basic in Excel unlocks the true power of this application. Create powerful yet user friendly applications that will be capable of running critical business processes.

Who Should Attend?

Those who require the fundamental skills to create useful and powerful VB applications.

Learning Objectives

By the end of this course you will be able to…

- Work with Command and Function procedures
- Understand Variables
- Work with Objects
- Create User Forms
- Set options within Excel
- Observe event handling codes
- Debug Code
- Control of Text Documents

Course Content

- Introduction to the VBA environment
- Objects
- Decision Making Code
- Code that repeat's
- Using VBA to display information
- Reading and setting Excel's options
- Using Forms
- Event handling code
- User defined menus & toolbars
- Add in Applications
- Breakpoints and watches
- The Immediate Window
- Read/Write to Text Files

For all our IT courses we offer 3-month post course support

Duration: 2 days

VISUAL BASIC FOR EXCEL ADVANCED

Business Benefit

Building on the Introduction course this takes the user through more detailed commands and options in VBA allowing the user to create applications with custom front ends and add-ins.

Who Should Attend?

Anyone wishing to take their VBA knowledge beyond that of the basic course. Basic VBA knowledge is assumed.

Learning Objectives

By the end of this course you will be able to...

- Construct of an application
- Create Add-ins
- Understand Class modules
- Combine external applications and files
- Programmatically create Charts
- Create Pivot tables in VBA

Course Content

- Review of user forms
- Workbook and Worksheet events
- Application of dynamically populated List items
- Use of form templates to dynamically manipulate form display contents at runtime
- Assigning macros to ribbon tabs (toolbars)
- Creation and maintenance of menus
- Creation of add-in workbook
- Application of ribbon tab to invoke and control an add-in
- Application of Excel options window to activate an add-in
- Overview of class module versus program module
- Creation of property and method procedures in classes
- Use and manipulation of class modules
- Use of data from other Excel files
- Use of object hierarchies in other Microsoft Office applications
- Data storage in the Windows registry
- Creation of Charts in VBA
- Creation and manipulation of Pivot tables

For all our IT courses we offer 3-month post course support

Duration: 2 days

OUTLOOK INTRODUCTION

Business Benefit

Communicating with email is now as essential part of anyone's job and ensuring that effective use of this tool is a must for any business.
This course provides underpinning knowledge towards the Microsoft Office Specialist Qualification

Who Should Attend?

Anyone wishing to learn how to send and receive email, schedule meetings and appointments and organise their daily work.

Learning Objectives

By the end of this course you will be able to…

- Send, receive, forward and reply to emails
- Enter and manage appointments in the calendar
- Enter and manage information in contacts
- Enter and manage tasks for yourself and others

Course Content

- Sending emails
- Replying / Forwarding
- Sending Options
- Organising your inbox
- Out of Office assistant
- Appointments
- Meeting Requests
- Contacts
- Group Emails
- Tasks
- Recurring Tasks
- Journal
- Notes

For all our IT courses we offer 3-month post course support

Duration: 1 day

OUTLOOK INTERMEDIATE

Business Benefit

Communicating with email is now an essential part of anyone's job and ensuring that effective use of this tool is a must for any business.

Who Should Attend?

Delegates who wish to extend their knowledge of Outlook past the every day usage to make the best use of all the tools Outlook offers.

Learning Objectives

By the end of this course you will be able to…

- Maintain Mailboxes and share with other users
- Create PST files
- Create emails using Word as editor
- Explore recurring tasks
- Customisation

Course Content

- Archive and Mail Data Files
- Sharing Data – Folder Permissions
- Advanced Scheduling & Tasks
- Contacts
- Mailbox Rules
- Public Folders
- Find & Filter Messages
- Sort Messages Using Multiple Criteria
- General Outlook Settings
- Modify Message Settings
- Insert a Hyperlink
- Track Assigned Tasks
- Customising Outlook & Toolbar
- Create a Folder Home Page
- Locating Outlook Items
- Manage Junk Email

For all our IT courses we offer 3-month post course support

Duration: 1 day

POWER BI INTRODUCTION

Business Benefit

During this interactive Power BI training course, our engaging trainers will educate you of how to produce visually compelling and informative dashboards of your business's performance data. Anyone can become a data analyst, using the Power BI tool.

Who Should Attend?

The course is designed for users that have a desire to work effectively with data to create visually appealing reports or dashboards. There are no prerequisites for this Power BI Course - it is open and accessible to all individuals that wish to enhance their knowledge of Power BI.

Course Content

What is Power BI?
- What are the benefits of Power BI?
- Creating reports and dashboards with Microsoft Power BI
- BI Portal
- Importing Data
- Datasets and connecting data
- Reading and Editing Data
- Creating graphs and visualisations
- Managing Schema and Relating Tables

Power BI Business Intelligence
- Creating calculations, metrics and KPI's
- Data Analysis Expressions
- DAX Syntax
- DAX Functions
- Query Editing

Presenting using Power BI
- Logical and Insightful Data Analytics Presentation

- Rules and Limitations of Data
- Calculated Columns
- Shaping Data
- Transferring your Data to the Cloud
- Presenting in Cloud
- Visualising Data

For all our IT courses we offer 3-month post course support

Duration: 1 day

POWER BI ADVANCED

Business Benefit

This course includes creating visualisations using Power BI Desktop and then publishing them to the Power BI Service and learning how to share their reports and dashboards with colleagues.

Who Should Attend?

Anyone with a basic understanding of Creating a basic Power BI report but would like to expand their knowledge into Power BI Service.

Learning Objectives

By the end of this course you will be able to…

- Learn how the Power BI engine performs its various calculations using Evaluation Context, Filter Context & Row Context.
- Learn how to use more advanced DAX functions to solve common finance reporting needs, such as: calculating YTD, year-end (calendar), year-end (fiscal) and learn more about how to use CALCULATE.
- Learn about the relationship between the Desktop & Service.
- Learn how to share reports & dashboards with colleagues & partners.

Course Content

- Learn how the Power BI engine performs its various calculations using Evaluation Context, Filter Context & Row Context.
- By learning the above, delegates will be able to understand the principles of many DAX functions and how to use them.
- Learn how Power BI differs from Excel.
- By learning the above delegates will be able to create more complex calculations & diagnose problems.
- Learn about DAX Time Intelligence functions and how to use them in financial reports.
- Learn how to report using a range of categorical calendar periods such as: Year, Quarter, Month & Week.
- Learn how to use more advanced DAX functions to solve common finance reporting needs, such as: calculating YTD, year-end (calendar), year-end (fiscal) and learn more about how to use CALCULATE.
- Learn about the relationship between the Desktop & Service.
- Learn how to navigate the Service environment. Learn how to manipulate reports and create new ones from new & existing data sets.
- Learn how to build a dashboard using reports published to the Service.
- Learn how to share reports & dashboards with colleagues & partners.
- Learn how to analyse a data model in the Service and show the results in an Excel pivot table.

For all our IT courses we offer 3-month post course support

Duration: 1 day

POWER BI – SYSTEM ADMINISTRATOR

Business Benefit

On this half day course you will gain the skills necessary to manage workspaces, provision organisational resources, implement data governance policies, optimise performance, and enable seamless collaboration.

Who Should Attend?

Power BI administration is the management of the organisation-wide settings that control how Power BI works. This course is for users that are assigned to admin roles configure, monitor, and provision organisational resources..

Learning Objectives

- Learn how to use the admin tasks and tools of the Power BI admin portal
- Automate the admin tools
- Learn how to safely share Power BI assets within your organisation
- Navigate the Power BI audit log to identify and resolve errors within the Power BI platform

Course Content

- Getting Started
- Tenant Setup
- Workspace Administration
- Data Governance
- Content Administration
- Sharing Administration
- Perimetric Administration

POWER PIVOT

Business Benefit

By using Power Pivot for Excel, you can transform enormous quantities of data with incredible speed into meaningful information to get the answers you need in seconds.

Who Should Attend?

Anyone who has a basic knowledge of and uses Microsoft Excel.

Learning Objectives

By the end of this course you will be able to…

- Understand the basic Power Pivot concepts
- Use the SharePoint feature
- Shape reports
- Load and understand data and models
- Use DAX

Course Content

Basic Power Pivot Concepts
- Formatting Numbers
- Handling Technical and Useless Columns
- Understanding Calculated Columns & Fields
- Using Lookup Tables and Slicers

SharePoint Integration
- PowerPivot for SharePoint and Gallery
- Parameters Pane
- Data Connections

Power View
- Creating a Power View Report and Tiles
- Inserting New Views in Power View
- Type of Charts & Maps
- Applying Filters to Power View Reports

Shaping Reports
- Defining KPIs
- Creating Hierarchies
- Properties for Power View Reports
- Named Sets in Excel
- Using Perspectives

- Drill through with Power Pivot

Loading Data and Models
- Understanding Data Connections
- Using Existing Connections
- Loading Tables from SQL Server and Detecting Relationships
- Loading Data from Analysis Services
- Loading from Views, Access, Excel, Text files, Data Feeds, and SharePoint
- Issues in the MDX Query Designer
- Handling of Keys in SSAS
- OLAP cube or DataMart?
- Reporting Services Reports

Understanding Data Models
- Normalization and Denormalization
- Empty and Default Values
- SQL Query Designer as a Data Modeling Tool
- Different kinds of Joins
- Setting Relationship Manually
- Understanding OUTER Joins

Introduction to DAX

For all our IT courses we offer 3-month post course support

Duration: 1 day

POWER AUTOMATE (FLOW)

Business Benefit

This course is designed for beginners with no experience with Power Automate and upon completion of this course you will be able to create workflows using Power Automate, Flow, that can solve automation challenges.

Who Should Attend?

This course is designed for beginners with no experience with Power Automate

Learning Objectives

By the end of this course you will be able to…

- Able to understand the benefits of Flows
- Build Flows using Triggers and Actions
- Work with Conditions and Approvals
- Troubleshoot Flows

Course Content

- What is a Flow?
- Understanding Triggers and Actions
- Creating a Flow
- From blank
- From Template
- Working with Conditional Flows
- Approval Requests
- Troubleshooting Flows
- 2hr Applying to your scenario - workshop

For all our IT courses we offer 3-month post course support

Duration: 1/2 day

POWER QUERY

Business Benefit

Learning Power Query will speed up data manipulation moving away from the 'manual' way or the 'complex formula way' and streamline data manipulation.

Who Should Attend?

This course is valuable for anyone new to Power Query in Excel or someone who deals with large dataset from different data sources.

Learning Objectives

By the end of this course you will be able to...

- Understand Power Query
- Import your Data from numerous sources
- Combine data sources
- Use Basic Transformation features
- Use advanced Transformation features

Course Content

- Power Query Overview
- Power Query Editor & Basic Transformation
- Refresh Data and Options
- Merge Data
- Data Types, Formatting and Null Values
- Correcting Errors in Data
- Working with Query dependencies
- Basic Power Query Transformations
    - Filters
    - Merge
    - Remove Duplicates
- Advanced Power Query Transformation
    - Unpivot Columns
    - Group By
    - Split columns
- Working with date / Time transformation
- Custom Columns
- Working with DAX measures
- Combining / Appending Data
- Working with Lists & Table Functions
- Power Query Workshop

For all our IT courses we offer 3-month post course support

Duration: 1/2 day

POWER PAGES

Business Benefit

The Power Pages training course covers a wide range of topics, offering participants a well-rounded skill set to create, manage, and optimise content using Power Pages.

Who Should Attend?

The Power Pages training course is ideal for individuals seeking a comprehensive and hands-on understanding of Power Pages, especially those involved in website development, content creation, and data management.

Learning Objectives

By the end of this course you will be able to…

- Understanding
- Security Proficiency
- Data Integration Skills
- Customised Site Design
- Financial Planning
- Smooth Onboarding
- Enhanced User Experience
- Creative Content Creation
- Hands On Page Development
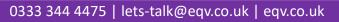- Dynamic Data Utilisation
- Comprehensive Data Management

Course Content

- What are Power Pages?
- Power Pages Capabilities
- Power Pages Security
- Power Pages & Dataverse
- Designing Your Business Site
- Power Pages Pricing
- Signing Up
- Power Pages Landing Screen
- Reviewing Your Home Screen
- Power Pages Design Studio
- Creating Pages
- Inserting Sections
- Inserting Basic Components
- Adding Your Style

- Connecting to your Data Source7 lectures • 56min
- Data Workspace
- Working with Tables
- Working with Views
- Working with Forms
- Inserting Advanced Components
- The Set Up Workspace
- Admin Settings
- Portal Management
- Setting Site Visibility
- Table Permissions
- Pushing Your Site to Production

For all our IT courses we offer 3-month post course support

Duration: 1/2 day

POWERPOINT INTRODUCTION

Business Benefit
Crafting captivating slideshow presentations offers an influential avenue for individuals to captivate and connect with their audience.

Who Should Attend?
This course is suitable for you if you need to create a professional and effective presentation.

Learning Objectives
By the end of this course you will be able to…

- Create and display a presentation
- Format and edit graphics and text within a slide
- Add Slide Transitions
- Add SmartArt and Charts
- Print speaker notes

Course Content
- PowerPoint Basics
- Slide Creation
- Graphics
- Object Manipulation
- Shapes – inserting, combining
- Controlling Pictures
- Transitions
- Slide Shows
- Charts & Graphs
- SmartArt
- Printing Options

For all our IT courses we offer 3-month post course support

Duration: 1 day

POWERPOINT ADVANCED

Business Benefit

Keeping the audience engaged and effectively conveying your message are paramount goals in presentation design. Leveraging the advanced features of PowerPoint can significantly enhance your ability to achieve these objectives, making your presentations more compelling and impactful

Who Should Attend?

Anyone who uses PowerPoint in their daily work and needs to be able to use the more advanced features in PowerPoint to form highly effective presentations and learn how to present their work.

Learning Objectives

By the end of this course you will be able to…

- Customise masters and add additional layouts.
- Add sounds, movies and graphics to slides
- Use hyperlinks and action buttons
- Add Animation and effects to objects
- Creating Custom Shows

Course Content

- Principles of good slide design
- Creating high impact slides
- Communicating the message effectively
- Creating and customising master slides.
- Using tables to display data
- Movies & Sounds
- Hyperlink & Action buttons
- Custom Shows
- Animation
- Rehearsing Shows

For all our IT courses we offer 3-month post course support

Duration: 1 day

PROJECT INTRODUCTION

Business Benefit
Within business many individuals are now need to use project management skills to help schedule and control projects. Microsoft Project is the ideal tool to do this.

Who Should Attend?
This course is suitable for you if you need to create projects in which estimated durations, task dependencies and the possible levelling of resource conflict is involved.

Learning Objectives
By the end of this course you will be able to…

- Create a project plan
- Explore resources
- Link tasks together
- Track a project plan to completion

Course Content
- Creating the Project Plan
- Task Sequences
- Task Dependencies
- Work Breakdown Structure
- Gantt Charts
- Network Diagrams
- Working with resources
- Resource levelling
- Working with Calendars
- Constraints
- Tracking Progress
- Viewing Costs
- Printing

With project Plan 5, delegates will have access to the 'Project Online desktop client' we recommend using the desktop client for the training as this gives the users maximum functionality of the software and hence get the most from the training. So will need to make sure the delegates have desktop client installed for the session.

For all our IT courses we offer 3-month post course support

Duration: 1 day

PROJECT ADVANCED

Business Benefit

The ability for a business to be able to work with multiple and inter-related projects is often needed. The advanced course supports this need.

Who Should Attend?

This course is suitable if you require working with many projects together and or have responsibilities to oversee a number of inter-related projects.

Learning Objectives

By the end of this course you will be able to…

- Use Baselining
- Work with Multiple Projects
- Export to Excel
- Understand how to assess the quality of the plan
- Understand custom Calendars

Course Content

Baselining Projects
- Reviewing and Comparing

Combining Projects
- How to link to other project plans and automatically update the 'master' plan

Reports

Templates
- How to create them and understanding the benefit

Macros

Importing

Exporting

Reviewing a project plan
- What to look for to assess the quality of the plan

Manipulation of the critical path

Understanding custom calendars and burn down view / reports

With project Plan 5, delegates will have access to the 'Project Online desktop client' we recommend using the desktop client for the training as this gives the users maximum functionality of the software and hence get the most from the training. So will need to make sure the delegates have desktop client installed for the session.

For all our IT courses we offer 3-month post course support

Duration: 1 day

PUBLISHER INTRODUCTION

Business Benefit
Designing your own stationery and corporate layouts is of great benefit to organisations large and small.

Who Should Attend?
Anyone who needs to be able to use Microsoft Publisher to design and create graphical pages for publishing.

Learning Objectives
By the end of this course you will be able to…

- Explore basic desktop publishing principles and terminology
- Create, save and print documents
- Format documents using tool bars
- Insert tables and pictures

Course Content
- Ribbons & Menus
- Saving, Opening & Closing Files
- Entering & editing Text
- Formatting
- Special Effects
- Copy Formats
- Paragraph Formatting
- Line Spacing
- Bullet Points & Numbered Lists
- Page set ups, Margins & size
- Cut, Copy & Paste
- The Office Clipboard
- Printing
- Headers & Footers
- Document Views
- Spelling
- Tables
- Pictures & Graphics

For all our IT courses we offer 3-month post course support

Duration: 1 day

VISIO INTRODUCTION

Business Benefit

Flowcharts and room layouts and business plans can be generated within this product.

Who Should Attend?

Anyone who has no prior knowledge of Visio and existing users who wish to improve their use of Visio.

Learning Objectives

By the end of this course you will be able to…

- Create accurate drawings
- Manipulate objects
- Add text and work with shapes
- Create master shapes and multiple page drawings
- Manage page setup
- Print drawings

Course Content

- The Screen Layout
- Object Manipulation
- Adding text to a drawing
- Saving & opening Files
- Smartshapes
- Grouping Shapes
- Formatting
- Creating & Drawing Shapes
- Creating Master Shapes
- Multiple Page Drawings
- Layers & Backgrounds
- Page Setup
- Printing Drawings in Visio
- Importing Graphics

For all our IT courses we offer 3-month post course support

Duration: 1 day

WORD INTRODUCTION

Business Benefit

A course in Microsoft Word not only enhances the skills and efficiency of employees but also contributes to better communication, standardisation, and competitiveness within the business

Who Should Attend?

It would be of benefit to anyone with little or no knowledge of word processing who wishes to be able to create simple documents and navigate around the application.

Learning Objectives

By the end of this course you will be able to…

- Create and format professional documents
- Copy and paste text
- Manage files
- Practise basic printing techniques

Course Content

- The Office Environment
- Ribbons & Menus
- Customising your Environment
- Saving, Opening & Closing Files
- Entering & Editing Text
- Document Views
- Reading Views and Options
- Formatting
    - Design Ribbon
- Special Effects
- Copy Formats
- Paragraph Formatting
- Line Spacing
- Bullet Points & Numbered Lists
- Page Set Ups, Margins & Size
- Cut, Copy & Paste
- The Office Clipboard
- Printing
- Printing to PDF
- Headers & Footers
- Spelling
- Pictures & Graphics

For all our IT courses we offer 3-month post course support

Duration: 1 day

WORD INTERMEDIATE

Business Benefit

Getting consistency and ease of updating in documentation is important. Understanding templates and forms helps individuals and the business achieve this.

Who Should Attend?

This intermediate course is designed for delegates who are already proficient in the basic features of Word and now wish to further their knowledge of the product and use it in a more effective and efficient way.

Learning Objectives

By the end of this course you will be able to...

- Explore templates
- Manage styles
- Work within tables
- Handle a mail merge project

Course Content

- Creating Templates
- Global Templates
- Character Styles
- Paragraph Styles
- Creating Tables
  - Formatting Tables
  - Merging & Splitting Cells
  - Calculations in Tables
- Converting Tables into Text
- Columns
  - Column Breaks
- Section Breaks
- Footnotes & Endnotes
- Comments
  - Replying
  - Closing
- Hyperlinks
- Bookmarks
- Mail Merge
- Track Changes

For all our IT courses we offer 3-month post course support

Duration: 1 day

WORD ADVANCED

Business Benefit

Manipulation of large documents requires a number of techniques this course will demonstrate these so that a user can easily carry them out.

Who Should Attend?

This course will be useful if you need to work with long documents that require table of contents or indexes. Anyone who needs to perform repetitive tasks in word should attend this course to learn how they can be recorded so they can be used again and again.

Learning Objectives

By the end of this course you will be able to…

- Create indexes
- Tables of Contents
- Record macros and assign to buttons

Course Content

- Outlining
- Document Map
- Indexes
- Cross References
- Fields
- Field Codes
- Locking Fields
- Tables of Contents
- Macro Recording
- Playback Shortcuts
- Editing Macros

For all our IT courses we offer 3-month post course support

Duration: 1 day

INTRODUCTION TO PC AND BASIC APPLICATIONS

Business Benefit

This course will familiarise the delegates with the computer and the Windows environment and provide them while learning basic computer, mouse and keyboard skills with sufficient knowledge to be able to navigate the system.

Who Should Attend?

Anyone unfamiliar with the PC and the Windows operating system and the basic applications and would like the opportunity to learn with others in a supportive and encouraging environment.

Learning Objectives

By the end of this course you will be able to…

- Appropriately start up and shut down your computer
- Navigate the operating system and start applications
- Perform basic functions of file management
- Perform basic functions in a word processor and spreadsheet
- Manage print settings and print documents
- Receive and send emails
- Use a web browser to navigate the Internet.

Course Content

- Hardware and Software
- Windows
- Working With Programs
- Running Multiple Programs
- File Management
- Word Processing
- Spreadsheets
- Printing
- Using email
- Accessing The Internet
- Joining a Zoom/Teams Meeting

For all our IT courses we offer 3-month post course support

Duration: 1 day

MANIPULATING DATA THROUGH MICROSOFT FORMS

Business Benefit

Being able to handle large amounts of raw data generated from Microsoft Forms can be a problem. The tools and techniques learnt on this course will arm you with the knowledge to be able to make sense of the results from your Microsoft Forms survey and Structure them into presentable reports.

Who Should Attend?

Anyone new to using Microsoft Forms and who to display the results in a professional manner

Learning Objectives

By the end of this course you will be able to…

- Create Basic response forms via Microsoft Forms
- Use Advanced Form Techniques such as Branching
- Manipulate the results via Microsoft Excel
- Dashboard the results using Charts

Course Content

- Getting Started Microsoft Forms
- Question Types
    - Choice
    - Text
    - Ratings
    - Ranking
- Sections
- Branching
- Themes and Settings
- Summary Links & Downloading Results
- Manipulate results via Microsoft
- Excel Pivot Tables
- Charts & Pivot Charts
- Working with Slicers
- Dashboards & Saving as PDF

For all our IT courses we offer 3-month post course support

Duration: 1 day

ADOBE ACROBAT INTRODUCTION

Business Benefit

Creating PDF files for easy file transfer is key in this electronic age and Adobe Acrobat is the product to use to do this.

Who Should Attend?

Those who need to create and amend PDF documents

Learning Objectives

By the end of this course you will be able to…

- Design documents for online viewing
- Create a PDF
- Describe a document review cycle
- Create a form
- Manage compression settings

Course Content

- Introducing Adobe Acrobat
- Creating PDF's from Authoring Applications
- Navigating PDF Documents
- Bookmarks
- Pages
- Stamps
- Using Acrobat in a Document Review Cycle
- Creating Forms
- Digital Signatures
- PDF Security
- About compression & re-sampling

For all our IT courses we offer 3-month post course support

Duration: 1 day

ADOBE CAPTIVATE

Business Benefit

This course has been designed to cover all elements of the Adobe Captivate package that will allow delegates to design and create Captivate movies ready for the web or for CD content. A Captivate movie can be used for sales Presentations, training demonstrations, simulations and assessments, including Full interactive quiz capability.

Who Should Attend?

Delegates should be confident users of a pc, demonstrating the ability to save, open and close files. Good knowledge of the basic office applications (Word, Excel and PowerPoint) would be an advantage.

Learning Objectives

By the end of this course you will be able to…

- Plan and design a movie
- Understand the capabilities and shortcomings of Captivate
- Record demonstrations for training purposes from other programs on their computer
- Create assessment packages to create interactive training sessions
- Manage the order of flow of a movie
- Add images and new interactive objects into existing movies
- Create interactivity with a movie to increase user interest and test user knowledge
- Add Quiz questions into the movie to help test and confirm knowledge learned
- Make the final movie ready for placement on a web page or onto a CD/DVD

Course Content

- What is it capable of?
- Getting Started
- Enhancing the Movie
- Preview a Movie
- The Library
- The Time Line
- Additional Objects
- Interactive Objects
- Sound
- Quizzes
- Publishing

For all our IT courses we offer 3-month post course support

Duration: 2 days

ADOBE DREAMWEAVER INTRODUCTION

Business Benefit

Creating and designing and updating websites are an essential for any business this is an ideal tool to achieve that with.

Who Should Attend?

This course is for those who want to use Adobe Dreamweaver to create basic web documents.

Learning Objectives

By the end of this course you will be able to…

- Create and administer a World Wide Web site
- Adding pages
- Add links – hyperlinks and bookmarks
- Understand how images and text interact

Course Content

- Dreamweaver Basics
- The Dreamweaver Environment
- Creating a Basic Web Page
- Saving Web Pages
- Importing Images
- HTML Views
- Common Page Elements
- Basic Text Formatting
- Page Backgrounds
- Drawing Rules
- Designing a Site
- Templates
- Spell Checking
- Image Links
- Table Attributes
- Building a Site with Frames
- Purpose of Frames
- Framesets and Frames
- Frame Link Destinations

For all our IT courses we offer 3-month post course support

Duration: 1 day

ADOBE ILLUSTRATOR

Business Benefit

Creating drawings and diagrams can be achieved within this product giving the company professional looking documents.

Who Should Attend?

Anyone who needs to use Illustrator in their day to day work.

Learning Objectives

By the end of this course you will be able to…

- Practise navigation shortcuts
- Explore the drawing tools
- Create an object
- Apply colour to type objects

Course Content

- Illustrator Environment Elements
- Using Illustrator's palettes
- Navigating in Illustrator
- Preview and Outline modes
- Zooming and Scrolling
- Vector and Raster graphics
- The Drawing Tools
- Editing paths
- Working with objects
- Grouping objects
- Creating and applying colours
- Using the Gradient tool
- Using Illustrator's Brushes
- Changing the opacity of objects
- Managing the Layers
- Creating and formatting Type
- Creating Type within an area
- Printing Illustrator files

For all our IT courses we offer 3-month post course support

Duration: 1 day

ADOBE INDESIGN INTRODUCTION

Business Benefit

Use the skills learnt on this course to allow you create visually interesting and creative publications with a minimal amount of effort and greater productivity.

Who Should Attend?

Anyone who needs to understand how to use this powerful tool

Learning Objectives

By the end of this course you will be able to...

- Understand type controls
- Manage graphics
- File management
- Layers & colours
- Document set-up

Course Content

Managing the InDesign environment
- Preferences & Customise your workspace
- Manage document presents
- Workspace and window arrangement

Designing document
- Create a new document
- Alter a document's layout

- Develop Master pages
- Character formatting
- Develop Layers

Managing and formatting text
- Add, Edit, Thread text changing text threads

- Placing a text and word document

Format characters
- Format paragraphs with styles
- Styles
- Quick Apply
- Text wrap
- Rules

Working with objects
- Arranging, aligning and distributing
- Transferring objects

Special effects
- Shadows, Bevel and Emboss
- Gradient Feather
- Inner and Outer Glow

Libraries

Colours and swatches
- Utilise colour and swatches, create a custom swatch
- Apply and exchange swatches

Managing transparency

Graphics
- File types
- Importing options

- Scale and Crop an image
- Select and Target inside a frame
- Checking image resolution
- Understanding actual against effective
- The links panel
- Down sampling images for Adobe PDF

Applying effects
- Inner shadow
- Bevel and Emboss
- Basic and Gradient Feather
- Inner and Outer Glow
- Removing transparency

Creating Adobe PDF files

Publishing online

For all our IT courses we offer 3-month post course support

Duration: 2 day

ADOBE INDESIGN INTERMEDIATE

Business Benefit
Use the skills learnt on this course to allow you to expand your knowledge of long document techniques and text and graphic tools.

Who Should Attend?
Anyone who needs to understand how to use this powerful tool

Learning Objectives
By the end of this course you will be able to…

- Understand layers
- Manage colour options
- Special Effects
- Spreads
- Export options

Course Content

Using Layers to organise page content
- Creating and naming layers
- Moving objects across layers
- Locking and unlocking Layers
- Reordering Layers

Long document creation
- Parent and Child master pages
- Document Sections
- Running Headers and Footers

Advanced type formatting options
- Importing styles from Word
- Using Paragraph Shading
- Creating balanced headline text
- Adding above and below rules
- Spanning text across columns
- Splitting text into columns
- Using nested styles
- Using First Line styles

Table of Contents
- Creating a Table of Contents using Paragraph Styles

Tables
- Creating tables
- Converting tabbed text to tables
- Header and Footer Rows
- Using Cell Styles
- Using Table Styles

Working with spreads
- Creating multi-page spreads
- Different sized pages within one document

Combining text and graphics
- Creating object styles
- Controlling what is affected by text wraps
- Advanced text wrap options

Gridify
- Creating grids of Images and shapes
- Using the Gap Tool
- Controlling frame contents

Drawing and editing Shapes
- Using Shape tools
- Using Live Corner effects
- Combining shapes
- Editing shapes
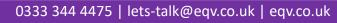- An introduction to the Pen Tool

Advanced colour options
- Creating and editing gradients
- Spot colours versus process colours
- Working with tints
- Adding colours to a CC Library

Special Effects
- Adding special effects to page items
- Working with Transparency

Printing and export options
- Creating and editing PDF presets
- Producing PDF files for a high-resolution composite workflow
- Producing PDFs containing hyper-linked Table of Contents

For all our IT courses we offer 3-month post course support

Duration: 1 day

ADOBE INDESIGN ADVANCED

Business Benefit

Use the skills learnt on this course to expand your knowledge of content creation features and advanced control techniques.

Who Should Attend?

Anyone who needs to develop their skills in utilising this powerful tool.

Learning Objectives

By the end of this course you will be able to...

- Understand Layouts
- Manage document set-ups
- Creation features
- Layers & colours
- Controlling Placed Images

Course Content

Re-purposing Layouts
- Understanding Liquid Layout rules
- Applying Liquid Layout rules
- Automatic layout adjustments
- Using the Content Collector and Content Placer Tools
- Creating Alternate Layouts

Advanced document set-up
- Working with different sized pages
- Controlling spread pagination

Working with Grids
- Creating custom Grid layouts
- Working with baseline grids
- Using Frame-based baseline grids

Automating Copy Formatting
- Setting Hyphenation controls
- Creating and applying Nested styles
- Working with Advanced List Numbering options

Useful content creation features
- Anchored versus In-line objects
- Formatting Anchored Objects

Advanced Object Styles
- Creating Object Styles for Text and Graphic frames
- Combining Text and Graphic frame attributes in a single Object style

Captions on placed images
- Creating Static Captions
- Creating Live Captions
- Using Adobe Bridge to add relevant Metadata for caption.

Advanced control of placed images
- Using images with in-built Photoshop clipping paths
- Using images with pre-defined Photoshop Channels

- Removing image backgrounds
- Tolerance and threshold options
- Layer visibility options of native (.psd and .ai) files
- Colour swatches from placed artwork
- Loading colours from ASE files

Drawing in InDesign
- Adjusting path segments
- Using the Pen Tools
- Combining shapes
- Creating compound paths
- Working with stroke styles
- Using Transform Again options

Adding interactivity
- Using Sample Buttons
- Creating Buttons
- Adding actions to buttons for interactive PDFs

For all our IT courses we offer 3-month post course support

Duration: 1 day

ADOBE PHOTOSHOP INTRODUCTION

Business Benefit

Getting photographs and artwork to show exactly what you need is never easy unless you use a software tool to manipulate the images to remove the unwanted areas or to mix images together to achieve the required outcome

Who Should Attend?

Delegates who need an understanding of graphics images and to obtain the skills to manipulate pictures.

Learning Objectives

By the end of this course you will be able to…

- Acquire images from various formats
- Use the magic wand
- Move and export data
- Practise with paint tools
- Use a wide range of image manipulation tools
- Combine Images

Course Content

- Exploring the basics
- Making Selections
- Feathering
- Magic Wand & Lasso Selections
- Moving Selections
- Quick Mask Mode
- Essential Keyboard Commands
- Paint Tools
- Brush Types
- Custom Brushes
- Text Tools
- Colour Correction Techniques
- Image Manipulation
- Inserting a Logo

For all our IT courses we offer 3-month post course support

Duration: 1 day

AUTOCAD FOUNDATION

Business Benefit

It is intended for those who require the knowledge and skills as a user (by using "hands on" exercises) to enable basic 2-D drawings to be created efficiently.
Any previous computer knowledge is useful but not essential for this course.

Who Should Attend?

Anyone needing to know how to create 2d Drawings.

Learning Objectives

By the end of this course you will be able to…

- Understand the Screens
- Understand the Menus
- Create New drawings using templates
- Draw to exact coordinates and specifics
- Search For drawings
- Add text and symbols to drawings

Course Content

- Introduce Windows and use Windows Explorer for project file manipulation
- Enter / Exit AutoCAD's Graphical User Interface (GUI)
- Use various command selection methods including context sensitive and icon menus
- Open multiple drawings, browse and search
- Create new drawings from an existing template
- Control screen display; including zoom, pan and aerial views
- Draw, edit and modify various geometric shapes (not all commands)
- Draw to exact coordinate points using various construction aids
- Generate and modify text including automatically to drawing scale
- Create and insert symbol blocks
- Cross-hatch and solid fill areas

For all our IT courses we offer 3-month post course support

Duration: 3 days

CRYSTAL REPORTS INTRODUCTION

Business Benefit

Being able to create concise reports from electronically stored data is essential within any business. Crystal Reports is a tool that can provide the information you need, in the style and format that you want it.

Who Should Attend?

Information professionals or business users who need to become proficient quickly in creating and modifying reports within their organisation using Crystal Reports.

Learning Objectives

By the end of this course you will be able to…

- Plan and create a basic report
- Identify tools used to select, sort, group and summarise
- Perform basic calculations and running totals

Course Content

- Report Design Concepts
- Report Design
- Record Selection
- Modifying record selection with the Formula Editor
- Sorting, Grouping, and Summarising
- Formatting for Presentation Quality
- Linking
- Formula Basics
- Conditional Reporting
- Section Formatting
- Charting

For all our IT courses we offer 3-month post course support

Duration: 1 day

GOOGLE WORKSPACE FOR BUSINESS

Business Benefit

Many organisations are making the move to Google Workspace for their digital productivity apps. Google workspace provides a suite of integrated apps that work together seamlessly.

Google Workspace brings together a suite of business productivity applications to promote a collaborative working environment. It supports real time communication, sharing and collaboration of documents, spreadsheets, slides and apps across your devices..

Who Should Attend?

Anyone planning on or has recently moved across to a cloud based environment hosted by Google.

Learning Objectives

By the end of this course you will be able to…

Understand the benefits of Google Apps

Gmail

- Understand what's different from your old email application.
- Work productively within the new environment

Calendar

- Identify what new and different compared with your old application.

Drive

- Understand your cloud storage
- Store and share documents

Sites

- Collaborate and share with your team

Course Content

- Understand the business benefits of the change.
- Demystify the 'Cloud', 'Apps' type terminology
- Working with Gmail
- Manage your mail via Stars and Labels
- Sort and search for mail
- Working with canned responses
- Working with the Calendar
- Creating appointments and events
- Sharing and notification setup
- Working with Google Drive
- Private and shared documents
- Managing and editing documents
- Creating a team site
- Add / Edit features
- Share and publish sites

For all our IT courses we offer 3-month post course support

Duration: 1 day

PREZI

Business Benefit

Prezi is a cloud-based presentation software and storytelling tool for presenting ideas on a virtual canvas. This Presentation software is great for meetings and events within the business.

Who Should Attend?

Anyone new to Prezi and wishing to create more engaging presentations

Learning Objectives

By the end of this course you will be able to…

- Understand the Prezi Canvas
- Use themes
- Insert Text and Objects
- Work with Frames and content
- Embed and show your Prezi

Course Content

- Prezi Canvas
- Working with Non-Linear Layouts
- Navigating the Prezi Workspace
- Understand Prezi Design
- Working with Prezi Themes
- Prezi Text & Format
- Add & Edit Text
- Add & Edit Hyperlinks
- Format Options
- Working with Images
- Working with Video
- Video Options
- Converting Video
- Prezi Shapes & Frames
- Working with Frames
- Zooming with Frame Content
- Understanding Frame Interaction
- Prezi & External Files
- Work with PowerPoint Files
- Insert PDF
- Insert Excel
- Prepare the Canvas for Present
- Hot Tips & Tricks for Live Presenter

For all our IT courses we offer 3-month post course support

Duration: 1 day

SAGE LINE 50 INTRODUCTION

Business Benefit

Accounting is made easy through this product.

Who Should Attend?

This course is aimed at all users of the SAGE system.

Learning Objectives

By the end of this course you will be able to…

- Explore the basic concepts of Sage
- Create accounts
- Produce Invoices and credit notes
- Practise month and year end procedures
- Perform back up of data

Course Content

- Understanding the Purchase Ledger
- Invoicing and credit notes
- Understanding the Sales Ledger
- Batch and Sales Invoicing
- Nominal Ledger transactions
- Bank Reconciliation
- Period Ends

For all our IT courses we offer 3-month post course support

Duration: 1 day

SAGE LINE 50 PAYROLL

Business Benefit

This course provides a complete understanding of how to set up the Sage Payroll program, how to process the payroll, all the routines and reporting..

Who Should Attend?

- Anyone looking to manage payroll processes accurately and ensure compliance for their employees. The course is suitable for both beginners and experienced users, covering everything from the basics to more advanced topics

Learning Objectives

By the end of this course you will be able to…

- Learn how to configure payroll settings tailored to your company's needs.
- Learn how to accurately set up and manage employee records
- Become proficient in navigating and customising the Sage Payroll interface.
- Gain the skills to process payroll efficiently and accurately.
- Understand how to maintain data security and perform essential housekeeping tasks.
- Manage employee holidays and absences effectively.
- Learn how to calculate and process statutory maternity pay.
- Understand the procedures for statutory sick pay.
- Manage pension schemes and contributions.
- Become adept at handling various payroll processing tasks.

And more…..

Course Content

- Payroll Setup
- Employee Setup
- Desktop Environment
- Payroll Processing
- Payroll Processing
- Security & Housekeeping
- Holiday & Absence Diary
- Statutory Maternity Pay
- Statutory Sick Pay
- Pensions Module
- General Payroll Processing facilities
- Reporting & Other Features
- Sage Ebanking
- Payroll Year End

For all our IT courses we offer 3-month post course support

Duration: 1 day

SLACK

Business Benefit

Slack is a collaboration software tool that allows teams to work together to share information and communicate through calls. Slack features organized conversations, a searchable history, and allows teams to work with external users.

Who Should Attend?

Anyone who is new to Slack and its Collaboration tools.

Learning Objectives

By the end of this course you will be able to…

- Getting Started with Slack
- Working with Channels
- Working with Messages & Calls
- Sharing Files and Conversations

Course Content

- What is Slack
- Joining Slack Workspaces
- Overview of Channels
- Creating, Editing & Deleting Channels
- Sending Messages
- Sending Direct Messages
- Making a Call
- Sharing your screen during a call
- Working with files in Slack
- Adding files to your Workspace
- Creating and sharing posts

For all our IT courses we offer 3-month post course support

Duration: 1/2 day

SQL PROGRAMMING

Business Benefit

This SQL programming course teaches relational database fundamentals and SQL programming skills. Topics covered include relational database architecture, database design techniques, and simple and complex query skills.

Who Should Attend?

This class is intended for analysts, developers, designers, administrators, and managers new to the SQL programming language.

Learning Objectives

By the end of this course you will be able to…

- Understand Database Fundamentals
- Work with advanced Query techniques
- Understand database development methodology
- Able to work with stored procedures
- Create User-defined Functions
- Effectively perform database tuning

Course Content

- Overview of Database concepts
- SQL, DML and DDL Languages
- Using Column Functions
- Writing Basic SQL Queries
- Advanced Query Techniques
- Manipulate table data using DML
- Building a Logical Data Model
- Enforcing Relationships with foreign Keys
- Creating Custom functions
- Creating Stored Procedures
- Working with Triggers
- Nested and Recursive Triggers

For all our IT courses we offer 3-month post course support

Duration: 3 days

EQV TRAINING

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