SUCCESSFUL LEARNING SOLUTIONS

COURSE AND OVERVIEWS

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ABOUT THE TRAINING PROVIDER

At Successful Learning Solutions (Ltd) we have a proven track record of achieving results for our clients in the field of Learning and Development. But most of all, we have a love and passion for enabling growth and success by creating a desire in our learners to enhance their knowledge, skills, talents and abilities.

As a young child takes opportunities every day to learn, grow and develop their knowledge, skills and talents - we believe this passion for learning should never stop! And with us, it never does!

Our journey started in South Africa, assisting and consulting with many Financial Services Corporates, Business Schools, Community Colleges and local previously-disadvantaged communities. We developed sought-after business and workplace qualifications as well as other personal development and digital specific training. As Accredited Assessors and Moderators registered with the South African Qualifications Authority, we assisted many previously disadvantaged community members to receive the benefits and self-fulfillment of obtaining formal qualifications.

Now operating with the UK as our home-base, Successful Learning Solutions continues to offer proven and effective Learning Solutions on an international basis.

Working on an Associate basis, our clients now include:

- ✓ Community Colleges
- ✓ Corporates
- ✓ Business at large.

We offer face-to-face and live tutor-led virtual training covering the following areas:

- ✓ Management Development
- ✓ Customer Service
- ✓ Personal & Team Development and Effectiveness
- ✓ Personal Well-being
- ✓ Communication Skills
- ✓ IT Skills

Please view our website for further details: www.SuccessfulLearningSolutions.co.uk

TRAINING DEVELOPMENT & DELIVERY

Our courses are high impact and bespoke to the needs of our clients. We have a basic outline of what we believe should be covered. We then skillfully adapt the delivery of the course to the needs of our client and learner profile. We like to keep learning fun and always create a safe environment conducive to adult learning.

Although our courses vary in length, modules can be delivered across half-day sessions – if preferred. This allows for learners to minimize time out of office, and allows larger clients to book more than 1 cohort for the day - where it makes sense to do so.

Suggested timings of sessions are:

- **AM Only**: 09h30 to 12h30 (this includes a 15min tea-break)
- **PM Only:** 13h00 to 16h00 (this includes a 15min tea-break)
- **Full day:** 09h30 to 16h00 (this includes two 15min tea-breaks and 45min lunch)

Evening and Saturday classes can also be accommodated – if required.

It is recommended that learners attending a PM Only session have a full lunch break prior to their attending the session.

Class delivery takes place predominantly through a variety of the following medium, methods and activity types – irrespective of whether F2F or Virtual learning is scheduled:

- Lecture and active conversations
- Video clips
- Group work (f2f and virtual)
- Research & interviews
- Role-plays
- Homework assignments
- Self and formal reflection and assessments.

Skillful facilitation techniques focus on fun, practical and relevant activities which drive meaningful and team-centered conversations and learning within a safe learning environment. This accommodates various learning styles, preferences and abilities while at the same time increasing both memory retention, confidence and practical skills.

Although meaningful and sometimes direct conversation may be had, learners are always encouraged to feel relaxed to share their own life experience and learnings where relevant – without fear of feeling victimized. A relaxed environment is important to facilitate new learning.

TRAINING RESOURCES

The following would need to be provided for and arranged by Clients for any F2F **on-site** training (Covid-related guidelines would apply):

- **Venue**: A room large enough to facilitate team activities and group work. Desks may need to be rearranged to create an open space for activities.
- **Projector or TV** with connection for a laptop.
- **Internet / wifi**: Please confirm if this will be available for use.
- **Flipcharts / Flipchart paper and whiteboards**: These will be used for team activities.
- **Catering**: Tea / Coffee and *great nibbles* goes a long way to put a smile on learner's faces!

For **virtual** sessions, a stable internet connection and quiet learning area would be required by learners. Sessions can be accessed via a Zoom or Teams link at home via their laptop / mobile device or tablet.

Note: It is generally accepted that Zoom provides a superior end-user learner experience, is easier to set up – and much easier to Train with.

COURSES ON OFFER

CATEGORY	COURSE TITLE (GREEN = NEW COURSE)	DURATION	WHO SHOULD ATTEND?
BASIC LITERACY CLICK HERE FOR OVERVIEWS	Basic maths and financial literacy	1 day	Admin staff requiring a refresher on basic calculations
	Basic principles of accounting	1 day	Admin staff requiring a basic understanding of Accounting principles
	Insights into my retirement	½ day	All employees need to be aware of the importance of saving for retirement, particularly those of younger years
COMMUNICATION SKILLS CLICK HERE FOR OVERVIEWS	Insight into effective communication	1 day	A must for all Team Leaders, teams and employees – irrespective of role
	Removing Barriers to Effective Communication	1 day	All employees and teams
	Communication: Listening skills	½ day	All employees and teams
	Communication: Effective use of Questions	½ day	All employees and teams
	Communication: Word choice	½ day	All employees and teams
	Communication: Non-verbal communication	½ day	All employees and teams
	Communication: Tone of voice	½ day	All employees and teams
	Communicating assertively	1 day	All employees need to know how to master this skill, especially those working in teams and with customers. Those who lean towards the aggressive OR passive side of the scale.
	Starting and holding a conversation, made easy	1 day	New employees, those working away from their 'home culture'

CUSTOMER SERVICE EXCELLENCE **CLICK HERE FOR OVERVIEWS**	Customer Service Excellence: FACE to FACE	1 day	All employees dealing with customers F2F, including reception, administrators and secretaries.
	Customer Service Excellence: TELEPHONE	1 day	All employees dealing with customers over the telephone, particularly call-centre agents, reception, administrators and secretaries.
	Treating customers with Respect	½ day	All employees dealing with customers over the telephone or F2F looking to increase their customer service skills and awareness
	Questioning and Listening: To understand customers' needs	½ day	All employees dealing with customers over the telephone or F2F looking to increase their customer service skills and awareness through listening techniques
	Using EMPATHY to build customer relationships	½ day	All employees dealing with customers over the telephone or F2F looking to increase their customer service skills and awareness using empathy
	Learning from my company's customer reviews	½ day	All who are looking to improve the customer experience
	Responding to negative on-line feedback from customers	½ day	All employees dealing with customers looking to increase their customer service skills and awareness – and who are keen to learn from such feedback. Any who have to respond to negative online customer feedback
	Improving the Customer Experience	1 day	All employees dealing with customers looking to increase their customer service skills and awareness. Customer service managers and complaints handlers
	Handling difficult customers with RESILIENCE	1 day	All employees who deal with difficult customers F2F or over the phone, particularly call-centre agents
FRAUD AWARENESS **CLICK HERE FOR OVERVIEWS**	Fraud awareness AT WORK	½ day	General, but practical information helping employees understand the why's and how's of protecting their employer against the effects of fraud. A must for all!
	Fraud awareness IN MY PERSONAL LIFE	½ day	Practical information to safeguard everyone from fraud in their personal lives

PERSONAL DEVELOPMENT AND EFFECTIVENESS **CLICK HERE FOR OVERVIEWS**	Managing my time	1 day	All employees can benefit from this practical course
	Preparing for a presentation	1 day	Those new to presenting. **Note**: This does not cover PowerPoint training
	6 Habits of happy & successful employees	1 day	All employees looking for focus on learning good work-habits that will have a positive impact on their career
	Focusing and developing your STRENGTHS	1 day	Anyone looking to explore and exploit the use of their personal strengths in the context of the workplace
	Focusing and developing your WEAKNESSES	1 day	Anyone looking to explore and reduce their weaknesses in the context of the workplace
	Raising my profile at work	½ day	Employees who are looking to proactively manage their career upwards
	EMPATHY in the workplace	½ day	All employees can benefit from this practical course
	How to provide feedback to others	½ day	All employees who would like to learn techniques on providing feedback to colleagues, and others
	Emotional intelligence - understanding myself and others!	1 day	All employees, including manager of self
	How can I be more confident?	1 day	Those who are particularly shy, looking to feel and display more confidence
	Adjusting from traditional to online virtual learning: AS A LEARNER	½ day	Those who will be attending on-line training and who may find it difficult to adjust to the world of virtual learning
	Employability skills: Picking myself up	2 days	Assistance and focused guidance designed to help those without employment (or those facing redundancy) 'pick themselves up' to re-enter the job-market
	Preparing for a job interview	1 day	Anyone new to the job market, or those who have not recently been on an interview
	How can I make better decisions?	1 day	All employees can benefit from this workshop
	Brainstorming: 7 Different approaches to increase your effectiveness	1 day	All employees who are often required to think of new ideas and solutions can benefit from this workshop

PERSONAL DEVELOPMENT AND EFFECTIVENESS **CLICK HERE FOR OVERVIEWS**	Using Mind-Maps effectively	½ day	All who can use the benefits of mind-maps to help with: study, revision, presentation, decluttering of ideas
	Introduction to root cause analysis	1 day	This will help individuals uncover the root cause of problems, complaints and procedure mis-handlings.
FOR TEAM LEADERS AND MANAGERS **CLICK HERE FOR OVERVIEWS**	Aspiring Leaders: Preparing myself to become a manager	1 day	Those NOT YET in a management or Team Leader position, but who are in line for progression towards this goal
	From Buddy to Supervisor: Supervisory skills	1 day	Recently promoted to supervisor / manager
	Leading and motivating high performance teams	1 day	Team Leads and 1st Line Managers who are looking to explore how to further motivate their team. Ideally learners have attended the 'Buddy to Supervisor' course
	Managing teams for performance	1 day	Team Leads and 1st Line Managers who are looking to explore how to monitor, manage and review performance for success. Ideally learners have attended the 'Leading and Motivating High Performance Teams' course
	Managing your Team Remotely	½ day	Managers who are leading remote teams (geographically or virtually)
	Leading with Emotional Intelligence	1 day	Everyone who manages people – particularly difficult team members
	Leading with Empathy	½ day	Managers looking to display more empathy in their management style
	How approachable am I?	½ day	All who lead or manage people
	How to Delegate	½ day	Newer managers and Team Leaders who are looking to become more skilled in delegation
	Removing the barriers to effective communication in my team	1 day	Everyone who manages people
	Managing in a 'VUCA' World	1 day	Those looking to sharpen their manager-skills in a fast-paced, uncertain and ever-changing environment
	Getting the Best Results from Performance Reviews	½ day	Managers new to performance reviews

FOR TEAM LEADERS AND MANAGERS **CLICK HERE FOR OVERVIEWS**	Preventing Manager Dependency	½ day	New managers and those who have teams that find it hard to operate without constant supervision from their manager
	Coaching and Mentoring my Team as a Manager	1 day	Everyone who manages people and who want to learn essential techniques to further enhance the effectiveness of each team member.
	Holding difficult conversations	½ day	Everyone who manages people
	Conflict resolution	1 day	Team Leads and 1st Line Managers looking to become more effective in resolving conflict within a team
TEAM AND COMPANY EFFECTIVENESS **CLICK HERE FOR OVERVIEWS**	Becoming more effective as a team	1 day	This is of great practical benefit to every team within an organisation
	Effective coaching and mentoring skills	1 day	Those required to coach and mentor others as part of their job
	Responding to Mentorship: My role as a mentee	1 day	All those who are currently being, or are soon to be mentored by another
	DIVERSITY, Getting along with others in the workplace	1 day	All who find it challenging to work with team members / customers from diverse backgrounds
	Company values in action	½ day	All employees. Employers wanting to create renewed awareness of their company values and mission statement
	A focus on team building F2F	Client specific	Recommended for all newly formed teams, or teams that are battling to function effectively and teams with strained relationships. **Note**: The extent and costing of this session is dependent on what activities the client would like included and is linked to Covid guidelines
	Virtual Teambuilding	½ day	Recommended for ALL teams, or teams that are battling to function effectively and teams with strained relationships. **Note**: The extent and costing of this session is dependent on what activities the client would like included as virtual activity

TEAM AND COMPANY EFFECTIVENESS **CLICK HERE FOR OVERVIEWS**	Adapting to working from home	½ day	Anyone who now (or into the future) needs to work from home
	Dealing with difficult BEHAVIOUR at work	½ day	Any who need focus on how to effectively view, and deal with behaviour which we find unreasonable
	Boost Your Interpersonal Skills	½ day	Team members looking to gain more confidence in interacting with their team
	Working with a New Boss	½ day	A must for all who find themselves reporting to a new boss
	Working in a Virtual Team	½ day	All Teams working virtually – whether by choice, or default
	Increasing my Cross-Cultural Intelligence	½ day	An enlightening session for all employees to create awareness of working with cultures different to our own
TRAIN THE TRAINER **CLICK HERE FOR OVERVIEWS**	I want to become a Training Consultant	5 days	Those currently NOT designing or delivering training, but are wanting a comprehensive grounding in the field of L&D
	Enhancing my skills as an effective trainer	2 days	Those CURRENTLY delivering training, but are wanting their training skills sharpened and elevated
	Calculate ROI on a training program	½ day	Trainers and Training Managers looking to know how to calculate return on investment of training conducted
	How to conduct an effective training needs analysis	½ day	Trainers looking to know how to conduct a formal Needs Analysis with a client
	Understanding how adults learn – Module1	½ day	Trainers who want to increase the effectiveness of their training based on principles of adult learning. The 2 modules cover different adult learning principles
	Understanding how adults learn – Module 2	½ day	Trainers who want to increase the effectiveness of their training based on principles of adult learning. The 2 modules cover different adult learning principles
	Adjusting from traditional to online virtual learning: AS A TRAINER	1 day	All trainers who now have to adjust delivering training from a traditional classroom to online virtual sessions

WELL-BEING **CLICK HERE FOR OVERVIEWS**	Identifying and managing my stress	1 day	Employees who would like focus on how to identify and manage stress in their daily lives
	Supporting a Friend / Co-Worker suffering from stress	½ day	Valuable for all team members to attend
	Uncover and beat 4 stress-types	½ day	Those looking for opportunity to learn more about stress, and how to combat it
	Adjusting to change @ work	1 day	Valuable for those dealing with constant or big changes at work
	Coping under pressure	½ day	All who would like to learn valuable techniques to better cope, when under pressure
	Dealing with anxiety	½ day	All who would like to learn valuable techniques to better cope with anxiety
	10 Personal morale boosters for YOU to implement	½ day	A must for all who would like to learn ways to boost their current morale
	Patience	½ day	Those who find impatience when dealing with others becoming a dominant feature of their personality will benefit from this workshop
	Self-Sabotage - Overcoming self-defeating behaviour	½ day	All who are finding that they themselves are the reason for not reaching their full potential
	Boosting your self-esteem	½ day	Any who have a negative mindset from being their worst critic
	Personal Empowerment: Taking charge of your life and career	½ day	This will help individuals who need guidance and focus on taking charge of the direction they find themselves going in
	Controlling your anger before it controls you	½ day	Any who can benefit from subduing anger and similar emotions
	Avoiding burnout	½ day	Employees who can feel they need to regain focus before losing their spark
	Are you a positive or negative thinker?	½ day	Helping all to move to a more predominantly positive way of thinking
	Perfectionism – overcoming All-or-Nothing thinking	½ day	Perfectionists – and those working with them
	Overcoming the fear of failure	½ day	Any who hold back from trying – for fear of failure

WELL-BEING **CLICK HERE FOR OVERVIEWS**	Improve your powers of observation	½ day	Employees who would like to increase their power of observation
	How to become more flexible in the workplace	½ day	Those who would like to develop more flexibility due to constant change in the workplace and circumstances
	Getting the most from my Performance Review	½ day	This is a must for all employees
	Taking initiative	½ day	Employees who would like to focus on this area of development in the workplace
	Returning to work after an extended absence	½ day	Employees who have been on extended leave (for whatever reason) and would like focus on making the return to work a little easier
	Defeating procrastination	½ day	All who are delaying booking this course – should attend
	Maintaining my work-life balance	½ day	Any who feel the need to re-balance their work and personal lives
	A listening ear	½ day	Any who can benefit from a supportive listening ear, combined with encouragement to heal. This can be in the context of a 1-1 or group setting
DIGITAL AND IT SKILLS **CLICK HERE FOR OVERVIEWS**	Digital inclusion related courses	Client specific	Those new to computers, internet, email and the benefits of the digital world. The content of this course can be customised
	Using ZOOM for interactive business	½ day	Business looking to expand into virtual learning / conferencing / meetings using Zoom
	Using MS Teams for interactive business	½ day	Business looking to expand into virtual learning / conferencing / meetings using MS Teams
	Making the most of social media: OVERVIEW	½ day	All individuals new to social media who are wanting to explore potential business and personal benefits
	How SMART is your SMARTPHONE	½ day	Employers rolling out new devices to employees. A great course helping employees make the most of their smartphones, to the benefit of the employer and employee
	Cyber security awareness	1 day	Those new to computers, internet, email and the digital world looking to learn how best to protect themselves from Cyber crime

DIGITAL AND IT SKILLS **CLICK HERE FOR OVERVIEWS**	Microsoft Excel - Introduction	1 day	Anybody new to Excel or wanting to formalise their basic knowledge before attending Intermediate Level training
	Microsoft Excel - Intermediate	1 day	Users who have recently attended Beginners Training; or would like to learn great functionality of Excel
	Microsoft Excel - Advanced	1 day	Users who have recently attended Intermediate Training and would like to further increase their practical knowledge of Excel
	Microsoft Word - Introduction	1 day	Anybody new to Word or wanting to formalise their basic knowledge before attending Intermediate Level training
	Microsoft Word - Intermediate	1 day	Users who have recently attended Beginners Training; or would like to learn great functionality of Word
	Microsoft Word - Advanced	1 day	Users who have recently attended Intermediate Training and would like to further increase their practical knowledge of Word
	Microsoft PowerPoint Introduction	1 day	Anybody new to PowerPoint or wanting to formalise their basic knowledge before attending Intermediate Level training
	Microsoft PowerPoint - Intermediate	1 day	Users who have recently attended Beginners Training; or would like to learn great functionality of PowerPoint
	Microsoft O365 – Interactive working group	1 day	New users who would like to engage in guided explorational learning of O365
	Microsoft O365 – Overview presentation	½ day	Those looking for conceptual learning of O365 in presentation format

COURSE OVERVIEWS

BASIC LITERACY

Basic Math and Financial Literacy

Attending this workshop will help you to

- become confident in using a calculator
- calculate basic formulas such as add / subtract / multiply / divide / percentage
- calculate the perimeter, area and volume of objects
- understand principles of rounding, x^2 and $\sqrt{\ }$
- use formula to calculate time taken, distance covered and speed travelled at
- apply logic in working out basic mathematical and financial problems
- become confident in using a computer to perform basic calculations.

Basic principles of accounting

Attending this workshop will help you to

- become confident in understanding accounting terminology
- understand the nature of a financial transaction from source document to balance sheet
- understand the workings of the various accounting books
- understand the double-entry principle
- understand the difference between income, cashflow and wealth
- use various accounting formula to calculate financial position of a business.

Insights into my retirement

Attending this workshop will help you to

- understand why it is vital to prepare for your retirement – no matter your current age
- learn from the example of others: those who did *not* plan for retirement
- learn from the example of others: those who *did* plan for retirement
- prepare a basic overview of your current financial situation
- map your current overview to your desired retirement position
- understand the tools available to assist you in achieving your retirement goals
- gain insight into traditional and non-traditional methods of saving for retirement
- develop a realistic action plan to help you achieve your retirement goals.

Note: This workshop does *NOT* provide financial advice. The intention is to create an awareness of the importance of planning for retirement. It also equips learners with knowledge, tools and guidance on where and how to acquire professional financial assistance / advice.

COMMUNICATION SKILLS

Insight into effective communication

Attending this workshop will help you to

- review your current behaviour and communication style
- identify situations where you will likely need to communicate effectively
- identify and implement what others do to communicate effectively
- use communication techniques such as listening; questions; positive body language and providing feedback effectively
- have difficult conversations and resolve conflict through effective communication skills
- build rapport with new and existing clients, colleagues and managers
- develop a personal and practical plan of action to communicate more effectively.

Removing Barriers to Effective Communication

Attending this workshop will help you to

- understand what represents barriers to effective communication
- effectively combat 8 common barriers in the workplace:
  - ✓ physical
  - ✓ perceptual
  - ✓ emotional
  - ✓ cultural
  - ✓ language
  - ✓ gender
  - ✓ interpersonal
  - ✓ age.
- Review the benefits of removing communication barriers – and dangers of not.

Communication: Listening skills

Attending this workshop will help you to

- understand the importance of listening
- highlight barriers to your listening
- apply proven techniques to improve your active listening
- explore the 4 types of listening:
  - ✓ appreciative
  - ✓ empathetic
  - ✓ comprehensive
  - ✓ critical

Communication: Effective use of Questions

Attending this workshop will help you to

- understand why the effective use of questions is so important
- apply 8 questioning techniques, including:
  - ✓ probing
  - ✓ leading
  - ✓ funnel
- plan your questions carefully prior to engagement
- know what strategies to use when people don't respond to your verbal question
- apply various visual formatting to asking your written questions, such as:
  - ✓ text sliders
  - ✓ likert scale
  - ✓ star rating

Communication: Word choice

Attending this workshop will help you to

- understand the importance of reviewing our choice of words when communicating
- review the 6 principles of word-choice
- apply ways to improve your word choice
- learn how to use assertive words and phrases, when needed
- substitute out-of-date mannerisms
- understand and include (or exclude) the use of various features of language, such as:
  - ✓ synonyms and antonyms
  - ✓ homonyms
  - ✓ idioms
  - ✓ figures of speech
- understand the impact of your word choice on others
- review examples of encouraging words / phrases for the office.

Communication: Non-verbal communication

Attending this workshop will help you to

- understand the 5 roles that non-verbal communication plays
- recognise various types of non-verbal communication
- learn how to read typical non-verbal signs in others
- project good body language in the following settings:
  - ✓ creating a good first impression
  - ✓ effective public speaking or presentations
  - ✓ during interviews or negotiations
  - ✓ during virtual meetings.
- Improve non-verbal communication.

Communication: Tone of voice

Attending this workshop will help you to

- understand the importance of reviewing our tone of voice when communicating
- understand how it affects the workplace
- learn more about:
  - ✓ volume
  - ✓ pace
  - ✓ pitch
- review 4 primary tone-of-voice dimensions
- apply ways to improve your tonal communication

Communicating assertively

Attending this workshop will help you to

- learn about passive, aggressive and assertive behaviour
- understand your current behaviour and communication style
- identify situations where you will likely need to communicate assertively
- identify how others effectively communicate in an assertive way
- introduce practical techniques to communicate more assertively and confidently
- develop a personal and practical plan of action to communicate more assertively.

Starting and holding a conversation, made easy

Attending this workshop will help you to

- learn principles of easily starting and holding great conversations
- identify practical things to do, include and avoid when engaging in conversation
- review conversation starters effectively used by others
- identify your current conversation style
- identify and review areas in your current style that can be improved or changed
- practice starting and holding a conversation with others
- develop a personal plan to practice your conversation skills.

CUSTOMER SERVICE EXCELLENCE

Customer Service Excellence: FACE to FACE

Attending this workshop will help you to

- understand principles behind great customer service
- review your employer's customer service policy and customer service standards
- identify your natural style of dealing with customers in varying situations over the phone / face to face
- identify gaps in your natural style to becoming a great customer service representative
- practice various customer service scenarios and techniques to delight your customer over the phone
- evaluate and measure feedback.

Customer Service Excellence: TELEPHONE

Attending this workshop will help you to

- understand principles behind great telephone customer service
- review your employer's customer service policy and customer service standards
- identify your natural style of dealing with customers in varying situations over the phone
- identify gaps in your natural style to becoming a great customer service representative
- practice various customer service scenarios and techniques to delight your customer over the phone
- evaluate and measure feedback.

Treating customers with Respect

Attending this workshop will help you to

- understand the impacts of treating – or not treating – customers with respect
- evaluate your understanding of respect with possible expectations of the customer
- show respect for different age groups / generations of customer
- show respect for customers of different cultures
- implement 5 practical ways that show respect to your customers.

Questioning and Listening: To understand customers' needs

Attending this workshop will help you to

- understand the value of finding out the real needs of a customer
- implement 4 questioning techniques to ensure you understand the needs of your customer
- review over 20 examples of practical questions to understand your customer
- develop the skill of listening to hear what the customer is actually looking for
- implement 6 steps to help you actively listen to your customer.

Using EMPATHY to build customer relationships

Attending this workshop will help you to

- understand the real meaning behind empathy – and how it can impact customer relationships
- recognise the difference between sympathy and empathy
- use effective empathy statements when dealing with customers
- implement 7 steps to help you develop an empathetic approach towards your customers

Learning from my company's customer reviews

Attending this workshop will help you to

- understand the impacts of customer on-line reviews
- research reviews and complaints made against your company
- understand why complaints / negative reviews have been made
- understand why positive reviews have been made
- learn how to increase the positive and decrease the negative reviews.

Responding to negative on-line feedback from customers

Attending this workshop will help you to

- research reviews and complaints made against your company
- understand why complaints / negative reviews have been made
- explore how to deal with negative reviews, and win the customer back
- reduce the number of negative reviews.

Improving the Customer Experience

Attending this workshop will help you to

- understand the profile of your customers
- use empathy to understand potential customer relationship stress points
- experience your business from the customer's perspective
- research customer reviews made on your company
- apply learnings to improve your customer experience.

Handling difficult customers with RESILIENCE

Attending this workshop will help you to

- understand why conflict often occurs with customers
- identify ways to reduce potential conflict with customers
- communicate assertively in a conflict situation, without harming the customer relationship
- practice difficult conversations with difficult customers
- Strengthen your resilience over time.

FRAUD AWARENESS

Fraud awareness AT WORK

Attending this workshop will help you to

- understand what fraud is and how it can be attempted in your business
- review your employer's key policies relating to fraud and reporting suspicious activity
- review key fraud indicators and fraud mitigators implemented within your business
- review past accounts of fraud, and their implications.

Fraud awareness IN MY PERSONAL LIFE

Attending this workshop will help you to

- understand what fraud is and common types of fraud that are trending
- review actual examples of fraud, and lessons that can be learned
- review key fraud indicators and actions you can take to reduce the risk of fraud
- develop an action plan to reduce the risk of fraud in your personal life.

PERSONAL DEVELOPMENT AND EFFECTIVENESS

Managing my time

Attending this workshop will help you to

- identify and reduce time wasters
- improve your self-managing techniques
- confidently plan, prioritise, schedule and organise to achieve your objectives
- set and achieve realistic short and long-term goals
- achieve more in your working day
- gain more balance in your work and personal life
- reduce stress from lack of time management.

Preparing for a presentation

Attending this workshop will help you to

- know what to include (and avoid) and how to simplify your presentation
- understand tools available for you to use and include
- uncover the secrets and techniques used by great presenters
- identify your presentation style
- identify gaps in your style to becoming a great presenter
- practice various presentation scenarios and techniques
- become confident in making great presentations.

6 Habits of happy & successful employees

Attending this workshop will help you to:

- reconcile how success is often measured:
  - ✓ in society
  - ✓ personally
- implement 6 daily life habits to make you happier as a person
- implement 6 work habits to make you a more successful employee
- recognise 6 characteristics that employers are looking for in their employees
- create an action plan to incorporate 6 of the above into your life going forward.

Focusing and developing your STRENGTHS

Attending this workshop will help you to:

- understand why you should focus on your strengths – and not (just) your weaknesses
- use 5 ways to identify your strengths
- analyse ways to develop and grow your strengths
- create an action plan to develop 3 strengths in the next 6 months

Focusing and developing your WEAKNESSES

Attending this workshop will help you to:

- understand the benefits of focusing on the development of your weaknesses
- understand your focus area in relation to your whole being
- use 5 ways to identify your weaknesses
- analyse ways to develop and grow your weaknesses
- create an action plan to develop 3 weaknesses in the next 6 months

Raising my profile at work

Attending this workshop will help you to:

- understand the benefits of raising your profile at work – and the potential pitfalls
- implement 7 impactful ways to help you do so effectively
- implement 3 small things you can do differently to help reach your goal
- create an action plan to implement these steps in the next 2-3 months.

EMPATHY in the workplace

Attending this workshop will help you to:

- understand why empathy in the workplace matters
- define what this concept means, practically
- clearly identify 3 kinds of empathy
- learn 4 ways leaders can show empathy within their teams
- practice showing empathy in various scenarios

Providing feedback to others

Attending this workshop will help you to:

- understand various kinds of feedback – and when to / not to use them
- assess the effectiveness of various feedback methodologies
- use feedback to strengthen relationships
- practice providing various feedback techniques for varying scenarios.

Emotional intelligence - understanding myself and others!

Attending this workshop will help you to

- increase the awareness that you have of emotions
- increase your own awareness of your 'triggers' and how to implement a strategy to prevent yourself from reacting to them
- learn to control your own behaviour around others
- build more impactful relationships with people

How can I be more confident?

Attending this workshop will help you to

- build confidence through your existing strengths and skills
- learn how others are building confidence where needed
- identify practical situations where you will likely need more confidence in your life
- introduce practical techniques to build confidence in these areas
- practice these new techniques in building your confidence
- develop a personal and practical action plan to continue your growth in confidence.

Adjusting from traditional to online virtual learning: AS A LEARNER

Attending this workshop will help you to

- know what to expect when attending online virtual training
- understand the basics of using zoom as a tool
- identify practical things you need to do to get the best out of your training
- become confident in learning through an online virtual medium of training.

Employability skills: Picking myself up

Attending this 2 day workshop will help you to:

- build resilience and confidence to changing circumstances
- identify career goals, personal strengths, areas for growth, and skills
- write an effective CV
- write a personal statement
- prepare for skills behaviour-based interviews
- boost your confidence and effectiveness at interviews
- develop a personal development plan.

Preparing for a job interview

Attending this workshop will help you to

- become confident when walking in to an interview
- know what to expect at an interview and during the interview process
- know what is expected of you before, during and after the interview
- prepare for possible questions, linking your CV and experience to the job applied for
- use multiple techniques to answer interview questions
- practice various interview scenarios.

How can I make better decisions?

Attending this workshop will help you to

- learn principles of making balanced decisions
- review principle techniques others use to make good decisions
- identify your current decision-making style
- review and learn from recent decisions you have made (the good and the not so good!)
- practice making balanced decisions through various scenarios
- develop a personal action plan to guide your decision-making into the future.

Brainstorming: 7 Different approaches to increase your effectiveness

Attending this workshop will help you to:

- understand various brainstorming techniques, and why use them
- maximise the impact of the following 7 brainstorming techniques:
    - individual vs group
    - the stepladder
    - brainwriting
    - crawford's slip writing
    - reverse brainstorming
    - role-storming
    - round-robin brainstorming

Using Mind-Maps effectively

Attending this workshop will help you to:

- understand various ways you can use mind maps
- understand the advantages / benefits of using mind maps
- apply mind mapping rules when creating your mind map
- draw an effective mind map
- research mind mapping software available.

Introduction to root cause analysis

Attending this workshop will help you to:

- understand the concept of root cause analysis – and why it is an important process to conduct
- define 6 steps in conducting a root cause analysis
- review various tools to conduct a RCA:
    - the 'why' analysis
    - the fishbone, or Ishikawa diagram
    - pareto analysis
    - brain storming
- Apply your learning to a work-related scenario.

FOR TEAM LEADERS AND MANAGERS

Aspiring Leaders: Preparing myself to become a manager

Attending this workshop will help you to

- understand the key roles of a manager
- identify how relationships and team dynamics change on becoming a manager
- identify and explore factors that make good leaders
- understand the role communication plays as a manager
- identify and develop your own leadership strengths
- create a developmental action plan.

Managing your team remotely

Attending this workshop will help you to:

- overcome time and location
- define your team purpose
- understand and overcome common challenges of managing virtual teams
- know how to incentivise and reward your virtual team
- consider viable options for virtual team building activities

From Buddy to Supervisor: Supervisory skills

Attending this workshop will help you to:

- uncover what makes for being a great manager
- review how your work-role, relationships and team dynamics have changed since becoming a manager
- understand where your team fits into the team development life-cycle
- learn what could be considered appropriate and not appropriate behaviour as a new manager
- actively demonstrate how key aspects of communication impact team dynamics
- learn how to become less passive, less aggressive yet more assertive with your team
- become more confident in:
    - ✓ delegating within the team
    - ✓ having difficult conversations with team members.

Leading and motivating high performance teams

Attending this workshop will help you to:

- analyse leadership styles and factors contributing to effective teams
- setting standards for effective team communication
- reduce conflict in teams through use of collaborate approaches to team working
- understand what motivates team members, and how you can use this to the benefit of the team
- understand how a team members' preferred learning style may impact their contribution to the success of your team
- provide effective, constructive and motivating feedback to team members
- plan appropriate actions on what and how to further develop your team
- create a team charter and code of conduct which will focus on your team's commitment to:
    - ✓ each other
    - ✓ your customers.

Managing teams for performance

Attending this workshop will help you to:

- uncover the process of elevating your team's performance
- evaluate how team dynamics impacts team performance
- review your organisation's performance management process alongside that of other organisations
- use performance reviews as a motivator, rather than a tick-box exercise
- identify good practice in conducting performance management reviews
- conduct performance reviews ensuring good practice
- gaining commitment for appropriate action to address underperformance.
- develop a plan of action to elevate your team's performance.

Leading with emotional intelligence

Attending this workshop will help you to:

- understand what emotional intelligence is
- know what emotional intelligence looks like within a leadership role
- examine 5 elements of leading with emotional intelligence
- implement 5 ways to lead with emotional intelligence
- identify practical exercises that will help to increase your emotional intelligence as a manager

Leading with empathy

Attending this workshop will help you to:

- recognise the impacts of showing / not showing empathy as a manager
- learn ways to show / display empathy as a manager
- understand your biases – and how the impact others
- implement 4 ways of management empathy
- analyse what others often get wrong when showing empathy in the workplace.

How approachable am I?

Attending this workshop will help you to:

- recognise the impacts of being / not being approachable to:
  - my team members
  - the culture and working environment of my team
- apply 8 techniques to become more approachable to others

How to delegate

Attending this workshop will help you to:

- recognise the importance of delegation in the workplace
- barriers to delegation
- implement the principles of delegation:
  - ✓ why
  - ✓ who
  - ✓ when
  - ✓ what
  - ✓ how
- review 8 ways managers use to successfully delegate
- know how to keep in control – despite delegating to others.

Removing the barriers to effective communication in my team

Attending this workshop will help you to:

- identify common communication barriers that currently exist in teams
- review 10 communication principles to implement with your team
- ask relevant questions that will improve team communication
- outline a team communication strategy to increase communication effectiveness
- implement 6 steps to help breakdown communication breakdown in teams.

Managing in a 'VUCA' World

Attending this workshop will help you lead your team in a world filled with VUCA:

- ✓ volatility
- ✓ uncertainty
- ✓ complexity
- ✓ ambiguity.

As a manager, you will learn:

- the importance of reflecting on the principles of VUCA
- strategies to counteract VUCA
- of any barriers of managing in a VUCA world
- about benefits of managing in a VUCA world.

Getting the best results from performance reviews

Attending this workshop will help you to:

- understand the role of performance reviews – and how they should work
- adjust how reviews are conducted with covid-19 in mind
- consider 5 important points while preparing for the review
- develop guidelines for during the review session
- know what to consider after the performance review.

Preventing manager dependency

Before you know it, you've spent much of your day helping your team to do their jobs, while your own tasks are left untouched.

Attending this workshop will help you:

- influence your team to operate more independently, when appropriate
- develop 4 essential techniques to get your team comfortable working without your constant guidance
- why training your team to be 'conflict competent' matters
- coach your team to use their own initiative.

Coaching and mentoring my team as a manager

Attending this workshop will help you to:

- juggle between the wearing of '2 hats':
  - ✓ manager
  - ✓ mentor
- recognise effective listening and questioning skills
- identify possible barriers to effective coaching and mentorship
- recognise the benefits of workplace coaching and mentoring
- identify how to overcome potential barriers to coaching and mentoring
- demonstrate the use of various coaching / mentoring methodologies
- set SMART goals for your coachee / mentee
- motivate your coachee / mentee to achieve their goals
- identify and practice key skills required to become an effective coach / mentor.

Holding difficult conversations

Attending this workshop will help you to

- identify what makes for a difficult conversation
- implement guidelines for preparing your conversation
- deal with an emotional employee
- become more confident in holding such conversations with your team members.

Conflict resolution

Attending this workshop will help you to

- understand why conflict often occurs
- identify your natural response to conflict
- understand the nature of conflict, and how to reduce it
- embrace a 5-step plan to deal with conflict
- practice resolving and managing conflict situations.

TEAM & COMPANY EFFECTIVENESS

Becoming more effective as a team

Attending this workshop will help your team to

- learn of the benefits and principles of successful teamwork
- identify practical things to do, include and avoid as a team
- identify and clarify *each team member's* role within the team
- review how some teams successfully manage to operate effectively
- identify strengths of your current team
- identify and review areas in your current team that can be improved or changed
- role-play working as an effective team
- develop a team statement to guide and support your team into the future.

Effective coaching and mentoring skills

Attending this workshop will help you to:

- Recognise effective listening and questioning skills
- Identify possible barriers to effective coaching and mentorship
- Recognise the benefits of workplace coaching and mentoring
- Describe the difference between coaching & mentoring
- Identify how to overcome potential barriers to coaching and mentoring
- Demonstrate the use of various coaching / mentoring methodologies
- Set SMART goals for your coachee / mentee
- Motivate your coachee / mentee to achieve their goals
- Identify and practice key skills required to become an effective coach and mentor.

Responding to Mentorship: My role as a mentee

Attending this workshop will help you to:

- Understand the importance and benefits of having a mentor
- Identify desirable traits of a mentor
- Understand difference between coaching and mentoring
- Understand your role in the mentor / mentee relationship
    - ✓ The formal contract
    - ✓ Role of the mentor
    - ✓ Expectations of the mentor
    - ✓ Managing your expectations
- Identify possible barriers to effective coaching and mentorship – and how to overcome them.

DIVERSITY, Getting along with others in the workplace

Attending this workshop will help you to

- review common team and conversation annoyances created by diversity
- identify how diversity currently applies to your team
- understand how diversity in your workplace can cause barriers
- learn how to overcome potential barriers caused by diversity
- practice overcoming such barriers in your team
- develop a personal plan to break down diversity barriers in your team.

Company values in action

Attending this workshop will help your company / team to

- create an awareness of what your company mission statement and company values both mean and represent
- review with each team how your company, clients and employees can be impacted by these (positive / negative)
- identify real-life situations and scenarios of how company values can be implemented in the workplace
- reward / commend real examples within your company of when this was recently done
- enthuse staff and teams to live company values during every-day routine.

Team building - face to face

A planned and well-coordinated company or team build

- boosts team morale and confidence
- creates a safe learning environment for team effectiveness interventions
- provides opportunity to incorporate life-skills, communication skills and business-skills training away from the office environment
- opens the way for formal mentoring and coaching partnerships and opportunities
- includes planning and team communication.

Team building – virtually

A planned and well-coordinated virtual company or team build

- boosts team morale and confidence
- creates a safe learning environment for team effectiveness interventions
- provides opportunity to incorporate life-skills, communication skills and business-skills training while working as a remote team
- opens the way for formal mentoring and coaching partnerships and opportunities
- includes planning and team communication.

Adapting to working from home

Attending this workshop will help you to

- Identify practical changes you may need to make to your home environment
- become confident in communicating with your team using an online virtual medium
- establish team expectations for working from home, including those of your manager
- identify barriers to your effectiveness and productivity – and what you can do to overcome these
- look after and nurture your mental wellbeing
- balance your work / home / family commitments.

Dealing with difficult BEHAVIOUR at work

Attending this workshop will help you to

- reflect on examples common to the workplace
- see the value in reflecting inwards for each situation
- review practical steps that you can take to help deal with difficult behaviour, before and while it is happening
- deal with people who lack empathy
- recognise and deal with various personality types
- display assertive techniques and conversation at the appropriate time.

Boost your interpersonal skills

Attending this workshop will help you to

- understand what is meant by interpersonal skills
- importance of having good interpersonal skills in the workplace
- 4 techniques to improve your interpersonal skills.

Working with a new boss

Attending this workshop will help you to

- starting the new relationship in a positive way
- getting to know your new boss
- making the relationship work
- helping your new boss succeed
- important conversations to have with your new boss.

Working in a virtual team

Attending this workshop will help you to

- common challenges for virtual teams
- communicating effectively in a virtual team
- raising issues as a virtual team
- useful tools to helps teams working virtually
- building relationships and avoiding isolation.

Increasing my cross-cultural intelligence

Attending this workshop will help you to

- today's workplaces are more multicultural than ever, and it's normal to work with people from many different places and backgrounds. this has opened up many new opportunities – but it's also created some challenges.
- attending this workshop will help you:
- understand the advantages of having knowledge of cultures different to my own
- avoid common mistakes when dealing with various cultures; particularly when it comes to:
    - body language
    - food
    - language and gestures
    - clothing and colour
    - personal space
    - business cultures
    - social customs
- be more confident in exploring different cultures in my workplace.

TRAIN THE TRAINER

I want to become a Training Consultant

This 5 day course, provides in-depth training and assessment of Learners on how to effectively deliver the entire learning cycle in the role of Training Consultant.

- ✓ perform a training needs analysis
- ✓ develop learning objectives
- ✓ design training and assessment materials
- ✓ implement training
- ✓ evaluate training.

Learners and employers must commit to a full 5 day out of office period for learners to:

- receive training
- perform a training needs analysis
- design training and assessment tools based on clearly defined objectives. this will require time to be spent on:
    - ✓ research
    - ✓ interviews
    - ✓ homework outside of class hours is a definite expectation
- practice and deliver training
- evaluate the training
- be evaluated.

Note: Learners will be expected to create and deliver a real training program that is currently a need within their business / company. The learner's Manager will be invited to attend the final delivery by the learner.

Please ensure that the scheduling of the 5 day program is over a minimum of 3 weeks and a maximum of 6 weeks to ensure sufficient time for learners to conclude all assignments.

Enhancing my skills as an effective trainer

Attending this workshop will help you to

- know what to include (and avoid) and how to simplify your training sessions
- understand tools available for you to use and include
- uncover the secrets and techniques used by effective trainers
- effectively deal with challenges facing trainers
- identify your training style
- identify gaps in your style to becoming a great trainer
- practice various training scenarios and techniques
- evaluate and measure feedback.

Calculate ROI on a training program

Attending this workshop will help you to

- know what ROI is, and why it is so important
- understand ROI vs BCR
- apply the formula to calculate ROI
- follow the steps to measure ROI

How to conduct an effective training needs analysis

Attending this workshop will help you to

- understand the importance of an effective TNA
- know what questions to ask during the analysis process
- follow and implement an effective 9 step approach to developing a training needs analysis.

Understanding how adults learn – Module1

Attending this workshop will help you to

- become more effective in how you train others, by understanding and implementing learnings from the following 5 adult learning principles, models and theories:
    - ✓ how Ebbinghaus' "spaced learning" principle combats the "forgetting curve"
    - ✓ the 'learning zone' model
    - ✓ the 'cognitive load' theory
    - ✓ Herrmann's whole brain model
    - ✓ VAK learning styles.

Understanding how adults learn – Module 2

Attending this workshop will help you to

- become more effective in how you train others, by understanding and implementing learnings from the following 5 adult learning principles, models and theories:
  - ✓ Gagne's nine levels of learning
  - ✓ Bloom's taxonomy
  - ✓ ABCD learning objectives model
  - ✓ case study-based learning
  - ✓ the conscious competence ladder.

Adjusting from traditional to online virtual learning: AS A TRAINER

Attending this workshop will help you to

- know what to expect when delivering online virtual training
- understand the basics of using zoom as a training tool
- identify practical things you need to do to get the best out of your training
- become confident in delivering training through an online virtual medium.

WELL-BEING

Identifying and managing my stress

Attending this workshop will help you to

- understand what stress means to you, and how your body reacts to stress
- identify your own pressure and stress points at work, college and other areas in your life
- become aware of your body's warning signs
- understand how stress can become a useful tool for you to use to your benefit
- introduce practical tools and techniques to reduce and manage your stress
- develop a personal and practical plan of action to minimise and manage your stress.

Supporting a Friend / Co-Worker suffering from stress

Attending this workshop will help you to

- know how to identify stress in others
- understand why giving support matters
- learn 5 ways you can show and provide support.

Uncover and beat 4 stress-types

Attending this workshop will help you to

- identify and manage the following 4 types of stress:
  - time stress
  - anticipatory stress
  - situational stress
  - encounter stress.

Adjusting to change @ work

Attending this workshop will help you to

- understand why change and adapting to change is necessary
- identify techniques others use to successfully adapt to change
- review how your work-role has changed recently
- identify the impacts these changes have had on you and your business
- apply these new techniques to becoming more adaptable to change
- prepare yourself to future changes you are likely to meet in your workplace.

Coping under pressure

Attending this workshop will help you to

- understand and identify where your pressure come from
  - internal vs external
- keep yourself in control when under pressure
- recognise the toll of too much pressure
- find practical ways to stay on top of pressure.

Dealing with anxiety

Attending this workshop will help you to

- understand the nature of anxiety
- explore why you are experiencing anxiety
- recognise the signs of anxiety
- identify 6 types of anxiety disorders
- effectively implement ways to deal with anxiety.

10 Personal morale boosters for YOU to implement

It's inevitable that our morale may dip at times - but simply ignoring the problem and hoping it will go away is unlikely to work, and may even make things worse.

Actively rebooting your morale can have a many of advantages, such as:

- ✓ increased confidence
- ✓ increased productivity
- ✓ more energy
- ✓ more enjoyment of life.

This workshop will help you with 10 practical morale boosters to implement in your life.

Patience

Attending this workshop will help you to

- understand the 3 variations of patience – and their benefits
- looking at the benefits and risks of patience
- understanding the symptoms of impatience
- identifying triggers of impatience
- managing impatience in myself – and others.

Self-Sabotage - Overcoming self-defeating behaviour

Attending this workshop will help you to

- understand the meaning of self-sabotage – and how it damages you
- signs of self-sabotage
- how self-sabotage impacts your self-esteem
- 5 ways to defeat this behaviour.

Boosting your self-esteem

Attending this workshop will help you to

- understanding what self-esteem really means
- exploring the link between self-esteem and confidence
- understanding how my skills and abilities can impact on my self-esteem
- 6 ways to increase your self-esteem.

Personal Empowerment: Taking charge of your life and career

Attending this workshop will help you to

- what does personal empowerment really mean?
- benefits of taking charge- and pitfalls of not
- 4 ways to achieve self-empowerment
- activities and exercises to increase your personal empowerment.

Controlling your anger before it controls you

Attending this workshop will help you to

- how effective is your anger management?
- understand what triggers your anger
- use a variety of skills to control your anger when you experience it
- dealing with the anger of others

Avoiding burnout

Attending this workshop will help you to

- understand what burnout is
- causes of burnout
- common signs of burnout
- consequences of burnout
- how to avoid burnout
- how to find help, if i am already experiencing early signs of burnout.

Are you a positive or negative thinker?

Attending this workshop will help you to

- learn about, and change how you think
- turning negatives into positives
- re-framing your thinking
- benefits of moving into more positive thinking.

Perfectionism – overcoming All-or-Nothing thinking

Attending this workshop will help you to

- understanding the various types of perfectionism
- using perfectionism traits in a positive way
- understand how perfectionism can become a problem – to the employer and self
- strategies to deal with perfectionism
- guidance for those working with a perfectionist.

Overcoming the fear of failure

Attending this workshop will help you to

- understanding why I fear failure
- explore how I experience these feelings of failure
- understanding the concept of failure, and how it shapes my fear
- learning techniques to overcome fear of failure.

Improve your powers of observation

Attending this workshop will help you to

- understand the importance of observation skills
- impacts of living in your own bubble
- 6 ways to help you become more observant
    - ✓ at work
    - ✓ at home
    - ✓ with relationships.

How to become more flexible in the workplace

Attending this workshop will help you to

- understanding what flexibility does and does not mean in the context of the workplace
- importance of becoming flexible, and possible negative impacts of not:
    - ✓ to the employer
    - ✓ to the employee
- responding to change quickly and positively
- uncover 6 ways to help you become more flexible in the workplace.

Getting the most from my Performance Review

Attending this workshop will help you to

- understanding the role of performance reviews
- examine 8 steps to prepare for your review
- tips for during your review session
- 5 actions to take after your performance review.

Taking initiative

Attending this workshop will help you to

- understand the meaning of initiative, in the work context
- benefits of taking initiative, and potential pitfalls
- knowing when not to take initiative
- 6 practical steps to help you develop your initiative in the workplace.

Returning to work after an extended absence

Attending this workshop will help you to

- planning your return to work
- revisit your goals, and assess if they have changed
- take practical steps to assess and close any gaps that may have developed
    - ✓ knowledge
    - ✓ skills
    - ✓ relationships
- re-affirm your commitment
- allow yourself time to adjust and accept help.

Defeating procrastination

Attending this workshop will help you to

- differentiate between procrastination and laziness
- understand the 4 common procrastination personality types
- identify why you are procrastinating
- adopt an anti-procrastination strategy
- create an action plan to increase your productivity
    - ✓ at work
    - ✓ at home.

Maintaining my work-life balance

Attending this workshop will help you to

- review 5 important reasons of maintaining a work-life balance
- understand common reasons for a work-life imbalance to start taking effect
- implement ways to increase your balance
- talk with your boss about your work-life imbalance.

A listening ear

Ask yourself: How am I doing?

Employers: How are my employees doing?

At this unprecedented and stressful time, it is imperative to take time out for 'self'.

These workshops are designed to build confidence and coping mechanisms during this exceptionally stressful pandemic period – and beyond, when the world is in an unnatural state of affairs, and people are expected to simply adjust and cope. But how? With what support?

Attending this workshop will help you to

- know that your anxiety is not yours alone
- develop coping mechanisms during and after this anxious time
- share stories, experiences and make new friends
- find refreshment during a world in lockdown.

Any who can benefit from a supportive listening ear, combined with encouragement to heal are warmly welcomed. This can be in the context of a 1-1 or group setting.

DIGITAL & IT SKILLS

Digital inclusion related courses

Ask yourself

Do I feel confident to turn on and use any computer, laptop, smartphone or digital device? Am I expected to know how to use a computer at work, but don't know how. Maybe I used to know many years ago, but no longer feel confident?

Do I start to stress the moment I see a computer – or anything that looks like one?

Customize the workshop by selecting topics such as:

- turning a computer / laptop on and using a mouse
- basic navigation; organising, moving and copying files and documents; creating desktop shortcuts
- how to setup and use email (including sending attachments)
- navigating the internet
- an introduction to creating a spreadsheet on Excel – such as a home budget
- an introduction to creating a Word document – such as a cv or letter
- an introduction to creating a PowerPoint presentation slide show – such as family photos or meeting agenda
- using various applications on tablets and smartphones
- how to print documents and emails
- exploring social media: Linkedin.

Using ZOOM for interactive business

Attending this workshop will help you to

- explore the various pricing options
- understand how to set up and schedule a meeting / class
- confidently run a virtual class in Zoom
- use various settings to enhance the session security and user experience
- explore various security features

Using MS Teams- Overview

Attending this workshop will help you to

- effectively use features of Teams for chats, meetings and collaboration
- understand how to set up and schedule a meeting / class
- confidently run a virtual class in Teams.

Making the most of social media: OVERVIEW

Individuals new to social media who are wanting to understand and explore potential business and personal benefits should attend.

Note, this is a half-day overview session intended to cover the basic concepts and tools of social media. This workshop is not intended for individuals who are looking for in-depth training covering on-line marketing tools and techniques.

Attending this workshop will help beginners to

- Familiarise themselves with various social media tools, such as:
  - ✓ Facebook
  - ✓ Linkedin
  - ✓ Twitter
  - ✓ Instagram, and others
- Become confident in understanding the purpose of the various tools
- Understand basic cyber security techniques
- Open and connect on relevant tools.

How SMART is your SMARTPHONE

Attending this workshop will help beginners to

- Navigate and adjust settings and icons
- Familiarise themselves with various tools, such as:
  - ✓ Setting up and using email
  - ✓ Using the calendar
  - ✓ Setting up and using Whatsapp
  - ✓ Taking, editing, saving and sharing photos
  - ✓ Using Google and Google Maps
  - ✓ Exploring voice to text functionality
  - ✓ Bluetooth.
- Become confident in searching and downloading various relevant apps (eg transport, weather, news etc)
- Understand how to download the app, and register (in own time) for internet banking

Cyber security awareness

Attending this workshop will help you to

- understand the risks inherent with the cyber world
- review general internet and website safety, including the use of secure passwords
- understand various types of hacking – and how to avoid / protect yourself from them
- develop an action plan to reduce the risk of a cyber security breach in your personal life.

Microsoft Excel – Introduction

Attending this beginners-level Excel workshop will help you to:

- learn valuable shortcuts of navigation, selection and commands (with and without a mouse)
- confidently enter and manipulate data into a spreadsheet
- become confident in formatting a spreadsheet
- change the structure of a spreadsheet
- apply basic formula to your spreadsheet
- understand the principle of absolute vs relative referencing
- apply various print-options
- insert and format graphs / charts
- develop a fully functioning spreadsheet from scratch.

Microsoft Excel – Intermediate

Attending this intermediate-level Excel workshop will help you to:

- l learn great shortcuts of navigation, selection and commands
- apply exciting formula to save you time, such as if statements, nested if statements, sum-if and count-if – to name a few
- protect your worksheets and workbooks
- apply great data validation techniques, allowing you to automate functions off entered text
- manipulate text data through formula
- work efficiently with relative and absolute referencing
- link cells, worksheets and workbooks to create dynamic automatic reports
- using templates within Excel.

Microsoft Excel – Advanced

Attending this advanced-level Excel workshop will help you to:

- effectively apply v-lookups in your spreadsheets
- work confidently with pivot tables, creating dynamic reports and graphs in minutes
- record macros to automate repetitive tasks
- use multiple nested formula within a single cell
- customise the menu, even including your favourite functions under your own menu-name
- create your own customised auto-fill lists
- automate the analysis of data through advanced custom conditional-formatting rules
- apply and define names to cells and ranges
- data forecasting: what-if and scenario manager
- use formula auditing tools for problem solving.

Microsoft Word – Introduction

Attending this beginners-level Word workshop will help you to:

- understand basic, but functional, principles of using MS Word
- practice various options of saving your file
- use short-cuts to enable commands
- enter, edit and format data through the menu and icons
- apply the use of margins
- understand and effectively use the ruler to enhance your document
- create, format and edit paragraphs, bullets and basic tables within your document
- find and replace functions
- confidently print your document, with various settings.

Microsoft Word – Intermediate

Attending this intermediate-level Word workshop will help you to:

- insert, edit, format and position:
  - ✓ pictures
  - ✓ screenshots
  - ✓ objects
  - ✓ shapes
  - ✓ text boxes and quick parts
  - ✓ headers and footers within your document.
- understand background options settings
- explain and use page vs section breaks
- create links within your document to external websites
- apply styles, word-art, signature lines, watermarks and page borders within your document
- insert comments
- create an automatically linked and updateable contents page
- create a professional looking cover page
- print envelopes and labels.

Microsoft Word – Advanced

Attending this advanced-level Word workshop will help you to:

- insert, edit, format and position tables:
  - ✓ apply advanced table styles and formats
  - ✓ convert text into tables
  - ✓ convert tables into text
  - ✓ sorting tables
  - ✓ using formula in tables
- customise the menu, even including your favourite functions under your own menu-name
- protecting the document
- use track changes
- compare documents functionality
- insert, edit, format and position:
  - ➢ videos
  - ➢ charts
  - ➢ embedded files
- mail merging with external data
- apply and use templates.

Microsoft PowerPoint Introduction

Attending this beginners-level PowerPoint workshop will help you to:

- understand basic, but functional, principles of using MS PowerPoint
- practice various options of saving your file
- use short-cuts to enable commands
- enter, edit and format data through the menu and icons
- apply the use of margins and text boxes
- working with slides:
  - ✓ sorting
  - ✓ moving
  - ✓ copying
  - ✓ deleting
  - ✓ duplicating
  - ✓ formatting background
  - ✓ transitioning to next slide
- create, format and edit paragraphs, bullets and basic tables within your slides
- working with slide options
  - ✓ normal
  - ✓ outline
  - ✓ slide sorter
- confidently print your document, with various settings
- running a basic slide show.

Microsoft PowerPoint – Intermediate

Attending this intermediate-level PowerPoint workshop will help you to:

- insert, edit, format, copy, cut and position:
  - ✓ videos
  - ✓ audio / music
  - ✓ pictures
  - ✓ photos
  - ✓ charts
  - ✓ screenshots
  - ✓ objects
  - ✓ shapes
  - ✓ text boxes within your slides.
- change and re-arrange your menu options, icons and quick access toolbar
- use pre-set themes
- create links within your presentation to external websites and other slides
- create single and multiple advanced animations in your slides
- use and manipulate master views
  - ✓ slide master
  - ✓ handout master
  - ✓ notes master
- present the slides using key and advanced presentation features
- using templates.

Microsoft O365 – Interactive working group

If client/learners have their own access to O365:

An interactive working overview session of the following is arranged:

- OneDrive (Overview Discussion and videos, then learners team up and explore – and feedback to the class on learnings)
- OneNote (Overview Discussion and videos, then learners team up and explore – and feedback to the class on learnings)
- Teams (Overview Discussion and videos, then learners team up and explore – and feedback to the class on learnings)
- Yammer (Overview Discussion and videos, then learners team up and explore – and feedback to the class on learnings)
- Sway (Overview Discussion and videos)
- Delve (Overview Discussion and videos)

Depending on the group size and interaction, these generally finish around 3pm.

Who should attend?
New users who would like to engage in guided explorational learning of O365.

Microsoft O365 – Overview presentation

If client/learners do not have access to O365:

A general presentation discussion overview of the following is arranged:

- OneDrive (Overview Discussion and videos, then I can provide an overview showing my personal One-Drive account – which works on a similar basis)
- OneNote (Overview Discussion and videos, then I can provide an overview showing my personal One-Note – which works on the same basis)
- Teams (Overview Discussion and videos)
- Yammer (Overview Discussion and videos)
- Sway (Overview Discussion and videos)
- Delve (Overview Discussion and videos)

Depending on the group size and interaction, these generally finish around 12:30pm.

Who should attend?
Those looking for conceptual learning of O365 in presentation format.

CONTACT US

If you would like to book any training, or discuss how we can assist you / your project with any Learning & Development service, then please contact us as follows:

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I look forward to hearing from you soon.

Kindest regards

Terry Coxen