

Training Course Portfolio Summary

A complete guide to our on-demand and expert-led course and content options.

Browse our core topics

Blended training course

Pre-configured blended courses/learning journeys, that include pre & post learning - excite, engage, embed.

Expert-led training: 180-minutes

180-minute expert-led training sessions, that include: **Tell, practice & share.**

Online learning content

Our **on-demand online learning playlists of content:** Fluidbooks, Thrive in Five videos, animations, infographics, podcast, apply your learning & quizzes.

Expert-led training: 90-minutes (Bitesize)

90-minute expert-led training sessions, that include: **Tell & a bit of practice.**

Click to browse

Management & Leadership

Personal Development

Project Management

Essential Business Skills
(Functional, Wellbeing & Life Skills)

A-Z

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Advanced Coaching</u>	Coaching is a proven method to unleash talent and improve effectiveness in changing business environments. This course will provide you with additional tools, techniques and strategies to develop your existing coaching capability and increase your confidence as a coach.	Y	Y		
<u>Advanced Management Skills</u>	The step up from lower levels of management to senior management can seem daunting. Senior managers must take a helicopter view of their business, sometimes dealing with strategic, big-picture issues, sometimes with more operational issues.	Y	Y		
<u>Agile Leadership</u>	Leadership practices based on the overall concept of 'being agile' are now widely recognised as an aspirational approach - not only for leadership at an individual level, but for the transformation of the organisation in its entirety. You will learn more about the context and the need for leadership agility in today's increasingly complex and unpredictable business environment.	Y	Y		Y
<u>Building a Positive Culture</u>	In this topic we'll look at how to identify the culture of an organisation and how to promote more positivity in the workplace. We'll examine some of the psychological underpinnings of positivity and discover ways of reframing our perceptions to gain a different perspective.			Y	Y
<u>Building Accountability</u>	Accountability at work is about every person in the workforce – no matter their seniority - taking responsibility for their behavior, decisions, and performance. Creating a thriving culture of accountability in the workplace turns average teams into high-performing ones and builds stronger trust and relationships.			Y	Y
<u>Building Multicultural Relationships</u>	Understanding culture and the transforming impact of diversity on organisational performance are key themes in this topic. We will explore what is meant by 'culture' in business terms, the benefits and challenges that multiculturalism can present and how we can overcome our innate biases to become more culturally competent.			Y	Y
<u>Building Resilience in Self & Others</u>	Stressful situations are a fact of life. Some people approach them with confidence and poise, facing change and challenges head on. Others back away slowly into a corner and become anxious and stressed at the mere thought of them. This topic looks at the skills needed to cope successfully and actions to take to start building your own resilience.	Y	Y	Y	Y
<u>Challenging Conversations</u>	Succeeding at work will inevitably entail having difficult conversations, whether with colleagues, suppliers or customers. Being able to approach difficult and challenging conversations calmly and confidently will enable you to work more effectively and build stronger relationships. In this topic you will discover ways of preparing for tough conversations.	Y	Y	Y	Y
<u>Coaching</u>	Human potential is enormous. But our ability to realise our potential can be limited by a lack of focus on what we want to achieve and how to get there. Have you ever wished you could help a colleague fulfil more than they currently do? Coaching is a fantastic skill to gain, and it doesn't require you to have all the answers or to be the expert.	Y	Y	Y	Y

Management & Leadership (2/6)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Communication Styles</u>	Understanding different communication styles can radically improve the quality of your relationships. That's because your level of skill in navigating difficult conversations depends on your ability to connect. Why does communication seem to work beautifully at times and fail miserably at others?			Y	Y
<u>Compassionate Leadership</u>	Compassionate leadership is a form of moral and ethical leadership; it requires the courage to stand up for what is right and is a skill that can be learned. In this topic we focus on understanding what compassionate leadership is and how to develop the skills required to be a compassionate leader.			Y	Y
<u>Constructive Conflict</u>	Most people's natural reaction is to avoid conflict at all costs, especially in the workplace. But the right kind of conflict can actually foster innovation, creativity and improved business results. The key is to know how to foster constructive conflict and to eliminate unhelpful or destructive conflict.			Y	Y
<u>Creating Quality</u>	We are consistently producing and creating work, but how do you make sure that you are creating quality work? Quality is measurable. Each of us is able to define what is meant by quality and most of us have been on the receiving end of poor quality. We know what we expect. So when we receive poor quality goods or services, it can be frustrating.			Y	Y
<u>Developing Leadership Presence</u>	In most business situations, being perceived as credible, confident and influential is vital for success. This course will help you to find your voice and develop a compelling presence, by articulating and demonstrating your value proposition as a leader.	Y	Y		
<u>Developing Others</u>	In this topic you will learn how to do this in a way that creates the right amount of challenge for the employee and also ensures that you and your organisation are getting the results they need. You will also explore the many ways development can take place on the job and provides the skills, tools and tips to ensure that you are effective.			Y	Y
<u>Effective Delegation</u>	Delegation refers to the transfer of responsibility for specific tasks from one person to another. In this topic we focus on how to delegate tasks the right way using a five-step process (and free up your busy schedule to focus on more important activities).	Y	Y	Y	Y
<u>Effective Meetings</u>	Meetings are an essential part of our lives. Using meeting time in a way so that results are achieved and relationships maintained is critical to our success in organisations today. Learn tips and techniques to plan a great meeting, manage the process and work with challenging situations and behaviour in productive ways.			Y	Y
<u>Effective Mentoring in the Workplace</u>	A mentor is anyone who goes beyond their normal work responsibilities to offer knowledge, insight, or a different perspective to someone else. The relationship provides a safe environment of trust in which employees can reflect without being judged.	Y	Y	Y	Y
<u>Employee Engagement</u>	Employee engagement focuses on how leaders and managers can increase their best employees' commitment to their work, their organisation and a continuing career within that organisation. This topic focuses on what it takes to drive strong engagement today. It explores the role of the manager in continuously communicating and connecting with employees.	Y	Y	Y	Y

Management & Leadership (3/6)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>First Time Manager (Introduction to Management)</u>	As we move forward in our careers, many of us enjoy the challenge of managing other people. But just how easy is it to go from being focused on our own progress to being responsible for others? It requires a shift of focus and a new set of skills – this will require a two-way learning journey with their team.	Y	Y	Y	Y
<u>Flexibility & Agility</u>	In a hyper-competitive marketplace, the only way that future-focused organisations can retain a competitive advantage is by being agile. But what does 'agile' mean in practice and how can very traditional companies adopt an agile mindset?			Y	Y
<u>Fundamentals of Key Account Management</u>	To deliver short, medium and long term objectives of the business it is essential to proactively identify and prioritise key accounts in order to maximise potential. You will need to understand decision-maker units and align your selling style to the client's.	Y	Y		
<u>Giving and Receiving Feedback</u>	If you never get feedback, how do you know whether you're doing well or need to tweak a few things? Great feedback is an investment and it should be seen as positive, whether it's motivational or developmental. Gain insights into the why and how of giving and receiving feedback.	Y	Y	Y	Y
<u>Handling Difficult Situations</u>	This course provides you with an extremely insightful and practical guide on how to manage yourself and the difficult people and situations that you encounter in your workplace. It will provide you with tips and techniques to enable you to develop the confidence to be proactive and not reactive when challenged by people and circumstances.	Y	Y		
<u>High Impact Leadership</u>	You will receive a thorough feedback report on the behaviours that you display and are observed by your peers and colleagues. This will help you to develop a personal leadership development plan to implement when you return to the workplace. As well as learning a set of essential leadership strategies.	Y	Y		Y
<u>ILM Level 3</u>	The ILM Level 3 Award in Leadership and Management qualification helps practicing team leaders move up to the next level of management, helping them lead people through organisational change, budget cuts or other pressures. The ILM is the UK's leading provider of specialist leadership qualifications and qualifies over 70,000 leaders and managers every year	Y			
<u>ILM Level 5</u>	The ILM Level 5 Award in Leadership and Management qualification helps department heads, practicing middle managers and project managers improve performance and prepare for senior management responsibilities	Y			
<u>Inclusive Leadership</u>	This topic is aimed at leaders who want to learn about inclusive behaviours. We will explore the difference inclusion makes to people, what happens when we feel included and how leaders can avoid bias and prejudice in their decision making. We'll look at the business argument for inclusion and examine the inclusion paradox.			Y	Y
<u>Influencing & Negotiating with Senior People</u>	At some point, we all need to gain buy-in and support from those in more senior roles in the business - we need to influence and negotiate upwards at a senior level. To achieve meaningful negotiations, we need to maintain our composure, plan to minimise risk and develop a contingency plan.	Y	Y	Y	

Management & Leadership (4/6)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Interviewing Skills (Recruitment & Interviewing)</u>	Whether you're preparing to be interviewed or you're the one sitting on the other side of the table, interviews can be stressful and worrying. This topic is for interviewers and interviewees alike; it will equip you with skills to conduct and attend interviews. You will explore how to prepare for and participate in the interview process.	Y	Y	Y	Y
<u>Leadership Under Pressure</u>	Individuals, teams and organisations that succeed are resilient and thrive under pressure. A central feature of exceptional performance is creating teams that are highly effective. In turn, this requires a motivated workforce comprising employees who are focused on achieving team and organisational goals.	Y	Y		
<u>Leading a Hybrid Team</u>	Employees' needs are always varied. But now, as we navigate returning to workplaces, our team members are likely to be dealing with different situations. As leaders, how do we manage these various circumstances whilst being inclusive?	Y	Y	Y	Y
<u>Leading without Authority (Managing Upwards)</u>	In some situations, you may find that you need to work with managers, directors, clients and individuals from various departments where you have little or no line of authority. In order to achieve a successful outcome, you must be able to communicate in the appropriate way and have the confidence to influence for the right outcome.	Y	Y	Y	Y
<u>Manager v Leader</u>	What is the difference between management and leadership? Is it just about seniority and experience, or is there more to it than that? Many people use the terms 'manager' and 'leader' interchangeably, but they require quite a different focus and skill set. In this topic, we'll explore the differences and what can lead to success in both roles.			Y	Y
<u>Managing a Matrix Team</u>	Matrix teams include work groups, cross-functional teams, task forces and special project teams. They are normally composed of a small number of people from different departments and functions.	Y	Y		
<u>Managing Change</u>	For businesses to survive in today's marketplace, they need to be able to implement change effectively and efficiently. Understanding change and the ability to lead and support others through change, however, efforts will fail, no matter how well implemented.	Y	Y	Y	Y
<u>Managing High Performing Teams</u>	A high-performing team is able to achieve consistently excellent results because it is cohesive, committed and collaborative. In this topic will help managers and team leaders develop the knowledge and skills to create and maintain a high performance team.			Y	Y
<u>Managing Performance</u>	Performing well in our jobs, achieving goals and delivering results will make us more successful, which brings rewards in the form of development, satisfaction, promotion, progression, pay and bonuses. Whether you are a 'people manager' responsible for driving the performance of a team or focused on your own performance, we help you understand your role.	Y	Y	Y	Y
<u>Managing Stress</u>	It can be tough enough to manage your own stress, but how can you as a manager, help the members of your team deal with their feelings of stress, burnout and disengagement? In this topic we look at the warning signs of stress, causes of work-related stress and strategies for managing stress.			Y	Y

Management & Leadership (5/6)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Managing Virtual Teams (Leading Remote Teams)</u>	Lack of physical contact can easily present challenges for communication, collaboration, group dynamics and much more besides. This topic will highlight some of these challenges and pinpoint ways of overcoming them, creating motivated, high-performing virtual teams.	Y	Y	Y	Y
<u>Motivating Your Team</u>	Do you take a genuine interest in others and want to motivate them to be the best they can be? Are there tasks you could be delegating to give others growth opportunities? In this collection you will discover the latest research on what motivates people and how motivation is about more than giving people a pat on the back.	Y	Y	Y	Y
<u>Objective Setting</u>	Objectives are the exact steps you will take to achieve your goals. They are measurable, quantifiable and precise. Objectives allow you to measure your success and progress towards your goals..			Y	Y
<u>Peer to Manager</u>	The most difficult task new managers report facing is building effective relationships with their colleagues. This is complicated by the fact that new managers were often viewed as the enemy by their colleagues and former peers. In this topic we explore the benefits of building an effective working relationship with your colleagues.			Y	Y
<u>Recognition & Reward</u>	In this topic we look at systems for rewarding and recognising employee's achievements and how vital they are for underpinning performance management and for attracting, retaining and motivating high-quality people.				Y
<u>Stepping up to Senior Management</u>	The step up from lower levels of management to senior management can seem daunting. Senior managers have to take a helicopter view of their business, sometimes dealing with strategic, big-picture issues, sometimes with more operational issues.			Y	Y
<u>Strategic Decision Making</u>	Strategic decisions are those that affect organisations as a whole – that can change the direction a company goes in, the products it sells and the people it hires. In this topic, we'll explore some of the approaches to strategic decision making and the tools that can support strategic analysis.			Y	Y
<u>Strategy</u>	Understanding the value and power of strategy is essential in today's organisations. It is also critical for leaders to be able to trace their decisions and work to strategic objectives and to identify how their work links systemically with others. In this topic, you have the opportunity to explore how what you do links to strategy and your role in executing strategy.	Y	Y	Y	Y
<u>Team Effectiveness</u>	With few exceptions, most of us have to work as part of a team. This topic provides skills on how to build teams for optimum results – from identifying different types of teams, appreciating the various roles and leadership styles needed, through to how to motivate and celebrate success.	Y	Y	Y	Y
<u>Working in Hybrid Teams - Getting the most out of hybrid meetings</u>	The importance of effective communication in teams has not changed over the years. With the rising popularity of working in a hybrid team, there are some challenges that need to be addressed that could interfere with team performance over time.			Y	Y

Management & Leadership (6/6)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Working in Hybrid Teams - Maximising the benefits of hybrid working</u>	Working in hybrid teams is often seen as having the best of both worlds. In terms of being able to meet the needs of a diverse workforce, having a wider hiring pool than a traditional co-located workplace set up, as well as reducing costs to organisations such as building costs.			Y	Y
<u>Working with High Potentials</u>	Is it capability and expertise in role, or is potential valued just as highly? In this topic we look into the concept of potential and how it differs from performance. We explore how to identify high potential employees and what options are available to organisations to develop that potential once it has been identified.			Y	Y

Personal Development (1/5)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>360 Degree Feedback</u>	Traditionally, feedback is given by a direct supervisor to an employee. This is sometimes known as 180-degree feedback. 360-degree feedback, also known as full circle feedback, provides feedback from a variety of sources.			Y	Y
<u>Advanced Influencing & Persuading</u>	In order to successfully influence and persuade others you need to learn more about how others may experience you and how this can impact your persuasiveness, credibility and influence. You need to increase your self-awareness and identify your preferred influencing style.	Y	Y		
<u>Advanced Negotiation</u>	When negotiating one-to-one, one-to-group and during multi-party negotiations you need to select the right approach and understand the impact of your behaviour on others. You need to develop strategies to motivate recipients to your outcome, recognise the appropriate communication style and manage your emotions effectively when you are challenged.	Y	Y		
<u>Assertiveness at Work</u>	Assertiveness skills are essential components of effective communication. It involves confidently expressing your beliefs while respecting others' opinions, without resorting to aggression or anger. This discussion emphasizes incorporating assertiveness techniques into your interactions, fostering congruence with others, and enhancing your confidence and self-esteem.	Y	Y	Y	Y

Personal Development (2/5)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Building Networks</u>	Many people find networking mysterious, superfluous or even a kind of unfair advantage for confident people. Some people consider an afterthought to core business activity. Nevertheless, it remains the backbone of most business activity, and it is the time honoured method of business growth.	Y	Y	Y	Y
<u>Building Resilience & Handling Stress</u>	Stressful situations are a fact of life. Some people approach them with confidence and poise, facing change and challenges head-on. Others back away slowly into a corner and become anxious and stressed at the mere thought of them. We look at how to cope with these adverse situations. It's not about what is happening to you, but how you react to it.	Y	Y	Y	Y
<u>Building Your Confidence</u>	Everyone needs help with self-confidence at times - it's part of being human. By growing your self-confidence you can improve motivation, resilience, performance and even your relationships. First though, you need to know how confidence works and what can make a real difference.	Y	Y	Y	Y
<u>Business Jargon Busters</u>	Have you ever joined an organisation and been confused by the amount of jargon and acronyms that people around you are using? Can business jargon ever be useful? The answer to these and many more questions are addressed in this topic.	Y	Y	Y	Y
<u>Career Planning (Designing your career)</u>	Having a career plan is an important way to help focus on individual career priorities and actions. This topic provides questions, plans and actions to take to help individuals determine what they can do to learn about career opportunities, network with others and explore career interests and then, develop specific plans to work toward their career goals.			Y	Y
<u>Collaboration</u>	Creating networks, knowledge sharing, and building relationships – are not new concepts, but they've become essential skills for business success in the 21st century. The key to all of this is collaboration. Find out how to build your network and identify your social style, as well as how you work best with other styles.			Y	Y
<u>Communication Skills</u>	Understanding and employing effective communication techniques in the work environment can go a long way to helping you achieve your aims. Humans are unique in being able to use words to communicate and yet we so often get it wrong.	Y	Y	Y	Y
<u>Connectedness</u>	Connection is a topic that's meaningful for many of us. Whether it's connecting more deeply with yourself or connecting with others. Human connection is the sense of closeness and belongingness a person can experience when having supportive relationships with those around them.			Y	Y
<u>Continuous Improvement</u>	In today's environment of fast-paced change, organisations need continuously to learn and improve in order to stay current with service demands and customer/client needs. Those closest to the work often have the best ideas for improvement. Yet often, improvement ideas and lessons learned are identified but not implemented.			Y	Y
<u>Developing Personal Brand & Impact</u>	To maximise your personal impact, you need to think differently about your day-to-day interactions and develop more effective ways to build and manage more productive relationships. You need to build your self-awareness of how you come across to others and be open to constructive feedback	Y	Y	Y	Y

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Disability Awareness</u>	In this topic we outline different types of disability and the challenges these people face in day-to-day life. You will find tips on basic etiquette to make sure you interact with those with a disability respectfully and will learn the benefits of working, and living, inclusively.			Y	Y
<u>Disruptive Thinking</u>	Think of products or services you use that have changed dramatically over the last two to five years. They've advanced so much because of the disruptive thinking of the people behind them. You too can learn how to become a disruptive thinker and an innovator in your organisation.			Y	Y
<u>Diversity, Inclusion & Cultural Awareness</u>	Companies with great diversity and inclusion outperform their peers by a significant margin. That's why it's so important for organisations to place a focus on it. We help you understand more about the importance of diversity and inclusion and how to take practical steps to develop greater awareness.	Y	Y	Y	Y
<u>Drive</u>	People who demonstrate positive drive push themselves and others to achieve outstanding results. But what is drive? How does drive manifest itself in you, and where can it lead you? We get you to think about the word DRIVE and how it relates to your personal motivation and success.			Y	Y
<u>Effective Writing</u>	Most of us have to write every day: e-mails, letters, memos, reports, analyses, project summaries, product descriptions - the list goes on. But how many of us feel confident in our ability to get messages across effectively? Do we always think about what we're going to write and the best way to communicate to our target audience?	Y	Y	Y	Y
<u>Emotional Intelligence</u>	Emotional Intelligence differentiates the average employee from the star performer. Exceptional performers have high levels of self-awareness and, not only manage themselves, but also understand and work effectively with others. Emotional Intelligence helps people identify, understand and manage the emotional demands of challenging situations.	Y	Y	Y	Y
<u>Facilitation Skills</u>	In today's workplace, meetings are essential. The challenge is how to use the meeting environment so that everyone participates and the purpose of the meeting is achieved. This topic provides an overview of how to use facilitation skills to lead workplace meetings and collaborative discussions.			Y	Y
<u>Growth Mindset</u>	There are two main mindsets we can navigate life with: growth and fixed. Having a growth mindset is essential for success. Your view of yourself can determine everything. If you believe that your qualities are unchangeable — the fixed mindset — you will want to prove yourself correct over and over rather than learning from your mistakes.	Y	Y	Y	Y
<u>Habit Building</u>	Our habits govern our lives, literally. Research shows that around half of our daily actions are driven by repetition. This is probably why behavioural scientists and psychologists have spent so much time writing about how to build and maintain positive habits.			Y	Y

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>How to be an Ally Against Racism</u>	This topic will help you to better understand what racism is, the consequences of racism, and the benefits of embracing differences—racial and otherwise. It will also empower you to take action when you identify racism by challenging common stereotypes, misconceptions, and prejudicial attitudes.			Y	Y
<u>Influencing & Persuading</u>	Even if we know what needs to be done, getting other people on board with our ideas is paramount and it requires a subtle approach – influencing. This topic explores how power and influence are interlinked, but also how you don't need to be influential to have influence.	Y	Y	Y	Y
<u>Innovation & Creativity</u>	Innovation and creativity is an essential element of organisation growth. It is now a core skill that employees need to understand and use to stay agile. Innovation today requires the right mindset, as well as the right skills and tools, which is our focus in this topic.			Y	Y
<u>Negotiation Skills</u>	Negotiating is an essential set of skills that we use in all aspects of our lives, sometimes without even realizing it. Negotiations are a way of reaching an agreement and can be about anything, from the type of coffee you want to the terms of a new employment contract.	Y	Y	Y	Y
<u>Presentation Skills</u>	For many of us, the thought of standing and presenting in front of a group of people fills us with dread. What if we forget something or stumble over our words? What if some 'wise-guy' challenges us and we don't know the answer? Your worries are over. We will give you the confidence you need to take control.	Y	Y	Y	Y
<u>Problem Solving & Decision Making</u>	People tackle problems and decisions in different ways, but those who are best at it use simple methods to break down problems, analyse the parts and generate solutions. They also use a systematic process for making decisions. In this topic, you'll explore steps and tools to ensure problems and decision options are examined carefully.	Y	Y	Y	Y
<u>Psychological Safety</u>	Psychological safety is the belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes. A lack of psychological safety at work has major repercussions. First, when people don't feel comfortable talking about initiatives that aren't working, the organisation isn't equipped to prevent failure.	Y	Y	Y	Y
<u>Psychology of Leadership</u>	Leadership psychology is an emerging cross-disciplinary field. It integrates the study and practice of leadership and organisational systems with the fundamentals of human psychology to create a 21st century approach to leadership. In this collection we look at the major theories related to the psychology of leadership and the values each one brings.			Y	Y
<u>Relating to Others</u>	Relationships are important. But like anything worth having, they take hard work and need tending and maintaining. In this topic, you'll learn how you are perceived by others, how to manage expectations and give recognition. You'll also gain valuable skills around listening and giving feedback.			Y	Y

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Social Media in the Workplace</u>	Social media in the workplace is all about using online social networks like LinkedIn, Twitter and Yammer for business. These networks allow anyone in the organisation to publish content at the touch of a button, either for internal or external audiences. This topic will help you understand how to make the best use of social media at work.				Y
<u>Stakeholder Engagement</u>	You know where you want to get to and how to get there. But there's just one piece missing - you need to bring other people with you. Fully engaging stakeholders will be key to your success. Learn how to identify the right stakeholder and discover a matrix to help you assess potential stakeholders' power and interest.			Y	Y
<u>Storytelling</u>	Stories move us to feel. As a result, they also move us to act. They have a magical ability to fully immerse readers and listeners so that they become emotionally, spiritually, and rationally engaged. After reading or hearing a story, we're able to recall key points and make sense of complex information more effectively. This results in a greater inclination to cooperate.				Y
<u>Storytelling with Data</u>	Most of us rely on data in our work to support our messages and to influence our customers and stakeholders to take appropriate action. We may understand the implications of our own data, but it can become confusing when we try to convey the meaning and the message to others through statistics alone.	Y	Y	Y	
<u>Success Skills for Office Professionals</u>	This workshop will rapidly develop the skills and knowledge you need to become a successful office professional in today's world. It will help you learn to communicate assertively, prioritise effectively when everything is urgent and be pro-active rather than constantly fire-fighting.	Y	Y		
<u>Time Management</u>	Do you make the most of your time or are you always chasing your tail? Do you use to-do lists? And do you know what tasks and activities to focus on at any given time? Today, we have more demands on us than at any time in history at work and home.	Y	Y	Y	Y
<u>Train the Trainer (Fundamentals of Workplace Training)</u>	Training is the process of using instructional methods to bring about a substantive, relevant and measurable change in performance or behaviour. Training can happen face to face or virtually, using any number of online platforms designed for this purpose.	Y	Y		
<u>Unconscious Bias</u>	Unconscious biases are our implicit people preferences, formed by our socialisation, our experiences, and our exposure to others' views about other groups of people, for example in the media. Our experiences act as social filters which we use to make judgements and assessments of those around us. We are hard-wired to place people into different categories.			Y	Y
<u>Working in a Multi-Generational Workplace</u>	Understanding the characteristics of millennials - those born between 1981-1995 - has been a widely debated collection for some time. This is a generation that has different expectations of their employers, different goals and values from their parents, and different ways of interacting with their managers and colleagues.			Y	

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Agile Project Management</u>	In this topic we cover an introduction to Agile Project Management, detailing the value driven approach to PM and tips for implementing this strategy and Agile Delivery Approaches.	Y			Y
<u>APM Project Fundamentals (PFQ)</u>	The Project Management Fundamentals Qualification (PFQ) is the introductory qualification from the Association for Project Management (APM). Gaining this qualification will help develop an understanding of the principles of effective project management - enabling you to support projects and drive successful project outcomes.	Y			
<u>APM Project Management (PMQ)</u>	The APM Project Management Qualification (PMQ) is the professional qualification from the Association for Project Management (APM). The APM is the chartered body in the United Kingdom responsible for looking after the profession of project management.	Y			
<u>Becoming a Plan-Based Project Manager</u>	Acquire the skills and competencies to successfully lead predictive projects in different environments. The course is the ideal, practical introduction to project management for everybody involved in a project. The training allows you to acquire the basics of project management incorporating the essential concepts in predictive and iterative project management.	Y			
<u>Goal Focused Project Delivery</u>	Are you involved with implementing changes/initiatives within your business? Are you involved with a large task that will span several months or more? Do you need to collaborate with people internally or externally to achieve a business objective?	Y	Y		
<u>Introduction to Effective Project Management</u>	Project management is an element of many people's daily role and is a job in itself. But it is not something that you can just pick up with no guidance. There are tried and tested skills, techniques, theories and practices that will lead to success. This topic will outline some of the fundamental elements of project management, with tools and tips to help you take your first steps into managing a project from beginning to end.	Y	Y	Y	Y
<u>Leading Project Teams</u>	Your team is one of the biggest assets when it comes to delivering project results. Setting up your team properly and empowering it throughout the process will help you to lead the project to success. This course will focus on the major elements of leading a team, such as team development, communication and motivation.	Y			
<u>PMI®-ACP Certification Preparation</u>	Agile is quickly becoming the go-to method of project management for a wide range of industries and some companies expect an Agile certification from their Project Managers. The certification gives more credibility and recognizes knowledge of agile principles and practices across agile methodologies (including Scrum, Lean, Kanban, etc.).	Y			

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Project Management Professional (PMP)®</u>	The Project Management Professional (PMP)® certification is globally recognised and demonstrates to employers, clients and colleagues that a project manager possesses knowledge, experience and skills to successfully run a project.	Y			
<u>Projects in a Complex Environment</u>	Learn how to avoid feeling overwhelmed by the reality of projects and develop valuable skills to make sense of complexity and deliver valuable results.	Y			
<u>Solution Driven Project Management</u>	Learn how to overcome obstacles and barriers and deliver results regardless of the environment and its constraints.	Y			

Essential Business Skills (including Wellbeing & Life skills) (1/2)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Advanced Skills for Senior Office Professionals</u>	This workshop has been designed to take you, a successful office professional, to the next level of your career. It will build on the great skills you already have and develop the advanced skills you will need for the future.	Y	Y		
<u>Belonging in the Workplace</u>	Belonging is a sense of fitting in or feeling like you are an important member of a group. A feeling of belonging describes a sense of truly meshing with others, especially friends, family members, or other sympathetic folks.			Y	Y
<u>Commercial Awareness</u>	Anyone in contact with customer or supplier relationships need to feel confident in negotiating and managing the commercial relationship profitably whilst minimising risk and managing changes in projects.	Y	Y		Y
<u>Fundamentals of Sales</u>	Great selling is about more than just having a great product and a potential buyer. It involves knowing both your product and customer inside out – asking the right questions, listening effectively to the answers and connecting what you hear with what you can offer.	Y	Y	Y	Y
<u>Introduction to Customer Service</u>	Being robotic or scripted creates barriers in truly building rapport and a supportive customer relationship. We focus on how to make the conversation flow more naturally, whilst ensuring it is delivering action orientated results. We look at how empathy, listening, support and action can build your customer relationship and develop the deeper level of rapport	Y	Y		Y

Essential Business Skills (including Wellbeing & Life skills) (2/2)

Topic	Description	Blended training course	Expert-led training: 180-minutes	Expert-led training: 90-minutes	Online Learning
<u>Managing Wellbeing</u>	Employers who invest time in wellbeing at work benefit from more productive, committed and loyal staff, higher employee retention and lower absenteeism. There is a positive association between wellbeing, job satisfaction and performance.	Y	Y	Y	Y
<u>Mental Health in the Workplace</u>	We all have mental health, just like we all have physical health. And just like physical health, when we neglect our mental health, we put ourselves at risk of unnecessary suffering. Due to inherent stresses and strains of the workplace, as well as the amount of time we spend at work, understanding how to identify and address mental health issues is vital			Y	Y
<u>Minute Taking</u>	Whether we do it for ourselves or because we are asked by others, it is essential that we can create an accurate record of conversations and meetings that we are involved in. Knowing what to record, how to do it without missing critical decisions and information, and how to ensure actions and next steps are complete is an important skill.	Y	Y	Y	Y
<u>Motivating Yourself</u>	In our ever-changing world maintaining your self-motivation can be difficult. You need to identify your key drivers and understand what keeps you fired up for everyday challenges. Taking ownership for your own motivation will allow you to showcase your capability and achieve your aspirations at a personal and professional level.			Y	
<u>Negotiating with Suppliers</u>	Smart supplier management begins when a supplier is appointed, and the bulk of responsibility usually transfers at this point from procurement specialists to operational managers and specific functions.	Y	Y		Y
<u>Positive Psychology</u>	Positive psychology builds motivation, psychological awareness, resilience and well-being – all ingredients necessary for high-performing individuals, teams and organisations. Positive Psychology is about focusing on your strengths, building upon them to help nurture your natural flow and positive emotion.	Y	Y	Y	Y
<u>Sexual Harassment</u>	What is sexual harassment? The #metoo movement has raised awareness of the extent to which both men and women have been subjected to unwanted sexual advances or activities. It is important that we all understand what is and what isn't sexual harassment, as well as what to do if you are sexually harassed.			Y	Y
<u>Understanding Costs & Budgets</u>	Non-financial managers need a good grasp of management accounting in order to manage costs and budgets. It is important to understand different approaches to budgeting and their appropriateness as well as the sources of information available to aid forecasting.	Y	Y	Y	
<u>Understanding Key Financial Statements & Concepts</u>	Non-financial managers need to understand the impact of key business decisions on the financial results of the organisation. It is critical that you grasp the language of finance and the financial information you are presented with.	Y	Y	Y	
<u>Wellbeing and Stress</u>	'Wellbeing' refers to our thoughts and feelings about our quality of life. If we have a positive sense of wellbeing, we feel comfortable, healthy and happy. At work this makes us more creative, more productive and more satisfied.	Y	Y	Y	Y

Training course glossary (A-Z)

- 360 Degree Feedback
- Advanced Coaching
- Advanced Influencing & Persuading
- Advanced Management Skills
- Advanced Negotiation
- Advanced Skills for Senior Office Professionals
- Agile Leadership
- Agile Project Management
- APM Project Fundamentals (PFQ)
- APM Project Management (PMQ)
- Assertiveness at Work
- Becoming a Plan-Based Project Manager
- Belonging in the Workplace
- Building a Positive Culture
- Building Accountability
- Building Multicultural Relationships
- Building Networks
- Building Resilience & Handling Stress
- Building Resilience in Self and Others
- Building Your Confidence
- Business Jargon Busters
- Career Planning (Designing your career)
- Challenging Conversations
- Coaching
- Collaboration
- Commercial Awareness
- Communication Skills
- Communication Styles
- Compassionate Leadership
- Connectedness
- Constructive Conflict
- Continuous Improvement
- Creating Quality
- Developing Leadership Presence
- Developing Others
- Developing Personal Brand & Impact
- Disability Awareness
- Disruptive Thinking
- Diversity, Inclusion & Cultural Awareness
- Drive
- Effective Delegation
- Effective Meetings
- Effective Mentoring in the Workplace
- Effective Writing
- Emotional Intelligence
- Employee Engagement
- Facilitation Skills
- First Time Manager (Introduction to Management)
- Flexibility & Agility
- Fundamentals of Key Account Management
- Fundamentals of Sales
- Giving & Receiving Feedback
- Goal Focused Project Delivery
- Growth Mindset
- Habit Building
- Handling Difficult Situations
- Handling Stress & Conflicting Needs
- High Impact Leadership
- How to be an Ally Against Racism
- ILM Level 3 & 5
- Inclusive Leadership
- Influencing & Negotiating with Senior People
- Influencing & Persuading
- Innovation & Creativity
- Interviewing Skills (Recruitment and Interviewing)
- Intro to Effective Project Management
- Introduction to Customer Service
- Leadership Under Pressure
- Leading a Hybrid Team
- Leading Project Teams
- Leading without Authority
- Manager v Leader
- Managing a Matrix Team
- Managing Change
- Managing High Performing Teams
- Managing Performance
- Managing Projects
- Managing Stress
- Managing Upwards
- Managing Virtual Teams
- Managing Wellbeing
- Mental Health in the Workplace
- Minute Taking
- Motivating Your Team
- Negotiating with Suppliers
- Negotiation Skills
- Objective Setting
- Peer to Manager
- PMI®-ACP Certification Preparation
- Positive Psychology
- Presentation Skills
- Problem Solving & Decision Making
- Project Management Professional (PMP)®
- Projects in a Complex Environment
- Psychological Safety
- Psychology of Leadership
- Recognition & Reward
- Relating to Others
- Remotely
- Sexual Harassment
- Social Media in the Workplace
- Solution Driven Project Management
- Stakeholder engagement
- Stepping up to Senior Management
- Storytelling with Data
- Strategic Decision Making
- Strategy
- Success Skills for Office Professionals
- Supplier & Contract Management
- Team Effectiveness
- Time Management
- Train the Trainer - Fundamentals of Workplace Training
- Unconscious Bias
- Understanding Costs & Budgets
- Understanding Key Financial Statements & Concepts
- Wellbeing & Stress
- Working in a Multi-Generational Workplace
- Working in Hybrid Teams
- Working with High Potentials

Can't find what you're looking for?

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