



# Business Skills e-Learning brochure

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[shop.firstresponsetraining.com](http://shop.firstresponsetraining.com)

**Accredited** e-Learning designed by **curriculum experts** and mapped to **national standards**, all on a sleek, user-friendly and fully customisable LMS.

#### Health & Safety

Working at Heights  
Asbestos Awareness  
DSE Assessment  
COVID-19 Infection Control  
Conflict Resolution & Personal Safety  
General Data Protection Regulation  
Handling Hazardous Substances  
Managing Personal Stress  
Manual Handling  
First Aid Principles  
Role of a Fire Marshal  
Health & Safety Essentials  
Food Safety Principles

#### Business Skills

Action planning  
Active listening  
Activity flow charts  
Affinity diagrams  
Analysis of variance  
Reading body language as a sales tool  
Body language for facilitators  
Brainstorming  
Building high performance teams  
Building your personal brand  
Coaching skills  
Communication skills  
Conflict resolution  
Creative thinking  
Effective meetings  
Emotional intelligence  
Essential problem solving  
Giving and receiving feedback  
Influencing skills  
Interviewing skills  
Kaizen introduction  
Negotiation skills  
Networking for success  
Presentation skills  
Pressure management  
Prioritization and problem solving  
Process mapping  
Self-esteem and assertiveness  
Stress management  
Visual management

#### Health & Social Care

The Care Certificate  
Principles of Moving & Assisting  
Safe Handling of Medication  
Dementia Awareness  
Infection Control  
Food Safety Principles  
Safeguarding Adults  
Dysphagia Awareness  
Epilepsy & Emergency Medication  
Equality, Diversity & Inclusion  
COVID-19 Infection Control  
Infection Prevention & Control

#### Hospitality

Wine and Champagne  
Restaurant service  
Cleaning  
Cleaning bathrooms  
Housekeeping  
Making beds  
Presentation  
Allergy and special diets  
Disability and culture aware  
Disability aware  
COSHH & manual handling  
Creating a positive customer environment  
Fire aware  
Food and drink safety  
Service – boxing a table  
Service – buffet service  
Service – carrying & clearing plates  
Service – general preparation  
Service – laying tables  
Service – napkin folding  
Silver service technique  
Handling customer problems positively  
Handling glassware  
Handling glassware in the bar  
Licensing awareness  
Menu knowledge  
Prepare and close a bar  
Prepare and serve drinks  
Presenting menus and taking orders  
Safety aware for hotel staff  
Serving beer  
Taking wine orders  
Understanding customer needs  
Using positive selling skills  
Working with allergens

#### Project Management

##### PRINCE2® Agile Project Management

Introduction  
Foundation  
Foundation + official exam  
Foundation and practitioner  
Foundation and practitioner + exam

##### PRINCE2® Project Management

Introduction 6th Edition  
Foundation 6th Edition  
Foundation 6th Edition + exam  
Foundation and practitioner 6th Edition  
Foundation and practitioner 6th Edition + exam

##### MSP® Programme Management

Introduction  
Foundation  
Foundation + exam  
Foundation and practitioner  
Foundation and practitioner + exam

##### AgilePM® Passport

Introduction  
Foundation  
Foundation and practitioner

#### MS Office & I.T

##### Word 2019

Level 1 - Introduction & basics  
Level 2 - Importing, navigation and formatting  
Level 3 - Paragraphs and page layout  
Level 4 - Managing documents  
Level 5 - Objects and printing  
Level 6 - Tables and references

##### Excel 2019

Level 1 - Introduction and basics  
Level 2 - Cells and worksheets  
Level 3 - Views and layout  
Level 4 - Formatting and proofing  
Level 5 - Formulas and functions  
Level 6 - Presenting data visually  
Level 7 - Sharing and validating data  
Expert - Adv. charting and data analysis  
Expert - Adv. formulas, macros and external data  
Expert - Adv. functions, consolidating and auditing

##### Outlook 2019

Level 1 - Introduction and basics  
Level 2 - Messages and formatting  
Level 3 - Managing messages and contacts  
Level 4 - Calendar and other folders  
Level 5 - Auto features and searching

##### PowerPoint 2019

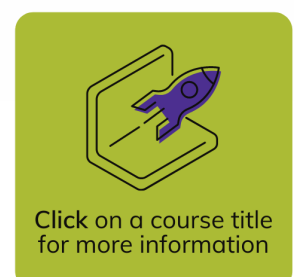
Level 1 - Introduction and basics  
Level 2 - Creating presentations  
Level 3 - Slide content  
Level 4 - Graphics and multimedia  
Level 5 - Charts and animations  
Level 6 - Reviewing and presenting



The suite of **Business Skills** courses that we offer are designed and developed by an in-house team of experts. Combining the knowledge of experienced consultants and trainers with the creative skills and technical expertise of an eLearning development team, these courses are as engaging as they are effective.

### Courses:

- |                                       |     |                                    |     |
|---------------------------------------|-----|------------------------------------|-----|
| Action planning                       |     | Networking for success             |     |
| Active listening                      | +5  | Presentation skills                | +5  |
| Activity flow charts                  |     | Pressure management                |     |
| Affinity diagrams                     |     | Prioritization and problem solving |     |
| Analysis of variance                  |     | Process mapping                    | +10 |
| Reading body language as a sales tool |     | Self-esteem and assertiveness      | +5  |
| Body language for facilitators        |     | Stress management                  |     |
| Brainstorming                         |     | Visual management                  | +5  |
| Building high performance teams       | +5  |                                    |     |
| Building your personal brand          | +5  |                                    |     |
| Coaching skills                       |     |                                    |     |
| Communication skills                  |     |                                    |     |
| Conflict resolution                   |     |                                    |     |
| Creative thinking                     |     |                                    |     |
| Effective meetings                    | +5  |                                    |     |
| Emotional intelligence                |     |                                    |     |
| Essential problem solving             | +10 |                                    |     |
| Giving and receiving feedback         |     |                                    |     |
| Influencing skills                    | +5  |                                    |     |
| Interviewing skills                   |     |                                    |     |
| Kaizen introduction                   |     |                                    |     |
| Negotiation skills                    | +5  |                                    |     |





## Action Planning

**Seat time:** 1-2 hours

### **Course overview:**

On this course, you will learn what Action Planning is, how it can be used in a project, and the important steps that must be carried out whilst using an action plan.

### **Learning objectives:**

- Understand what action planning is
- Know how to use an action plan in a project

### **Who should take this course:**

Anyone with an interest in Lean or improving processes or projects.

**Cost: £25**



## Active listening - become a better communicator

**Seat time:** 2-5 hours

### Course overview:

This Active Listening Skills course will help you improve your listening skills to build more positive and productive relationships, resolve conflicts and solve problems in the workplace and beyond. You will learn the art of remaining focused in a meeting, when listening to instructions or when in general conversation. By becoming a better listener in the workplace, you won't need to waste time on follow-up communication as you will have all the information you need from the start. On completion of this short course you will be able to define active listening and its main elements, understand the importance of body language and eye contact and be able to solve common problems associated with listening skills.

### Learning objectives:

Active Listening Skills is a course that will help you build better relationships at home and in the workplace. As well as earning 5 CPD points, on completion of the course you will be able to:

- Increase your productivity
- Resolve conflict at work and at home
- Become a better problem solver

### Who should take this course:

While this course focuses on active listening in the workplace, it is ideal for anyone because we could all benefit from improving our listening skills.

**Cost: £25**



## Activity flow charts

**Seat time:** 1-2 hours

### **Course overview:**

On this course, you will learn how to construct and use an activity flow chart and how this type of process map can be used in different industries. You will see examples of activity flow charts and also learn about the advantages and disadvantages of quick wins.

### **Learning objectives:**

- Understand the format, construction and use of activity flow charts.

### **Who should take this course:**

Anyone with an interest in Lean or improving processes or projects.

**Cost: £25**



## Affinity diagrams

**Seat time:** 1-2 hours

### **Course overview:**

By taking this Affinity Diagrams course, you will gain an understanding of how this helpful diagnostics tool can be used to help solve complex problems. You will learn how to sort and display facts and ideas to create an Affinity Diagram, identify features of this kind of diagram, and understand the advantages and potential issues of using this tool.

### **Learning objectives:**

- Become familiar with the process of Affinity Diagrams and how they are used
- Understand the steps to creating an Affinity Diagram

### **Who should take this course:**

Anyone with an interest in Lean or improving processes or projects.

**Cost: £25**



## Analysis of variance

**Seat time:** 1-2 hours

### **Course overview:**

On completion of this course, you will not only know what ANOVA is and how it works, but also be able to use it to determine significant effects for means of multiple samples. You will learn how to check that the fundamental assumptions associated with ANOVA are being met. You will also learn to check whether a non-significant result discovered is due to insufficient power, and if so, determine how many extra samples would be required to achieve significance.

### **Learning objectives:**

- Understand what ANOVA is and how it works
- Utilise ANOVA to determine significant effects for the means of multiple samples utilising Minitab's Assistant
- Check to see what fundamental assumptions associated with ANOVA are being met
- Check to see if a non-significant result is the result of insufficient power
- Determine how many extra samples would be required to achieve significance.

### **Who should take this course:**

Anyone with an interest in Lean or improving processes or projects.

**Cost: £25**





## Reading body language as a sales tool

**Seat time:** 1-2 hours

### **Course overview:**

Body language can make or break our efforts to establish long, trusting relationships. Our body language can help to reinforce and add credibility to what we say, or it can contradict our words. Understanding what signals you are sending, as well as being able to read the signals that your customers send, is an essential skill in sales.

### **Learning objectives:**

- Apply your knowledge of body language to improve communication
- Understand the impact of space in a conversation
- Use mirroring and matching techniques to build rapport

### **Who should take this course:**

Anyone with an interest in improving their sales skills.

**Cost: £25**



## **Body language for facilitators**

**Seat time:** 1-2 hours

### **Course overview:**

Body language is key to our communication, often revealing much more than what we say and how we say it. Those who are in tune to this type of communication are able to get the most out of meetings and conversations. They can read and adapt to the body language of others, influence and engage teams using their own body language, and ultimately facilitate more effective meetings.

### **Learning objectives:**

- Understand the impact of body language
- Know how to create an effective meeting environment
- Have an increased level of communication
- Influence others through your own body language
- Be able to read thoughts and feelings from basic gestures

### **Who should take this course:**

Anyone with an interest in improving their sales skills.

**Cost: £25**



## Brainstorming

**Seat time:** 1-2 hours

### **Course overview:**

Idea generation is a major part of many aspects of business. It often takes centre stage at the start of a new project, when you take on a client or as the first step in solving an internal or external problem. The tool most of us turn to, instinctively, when we need to generate some great ideas or solutions is brainstorming. It is something we are familiar with, often having used it at school or college.

### **Learning objectives:**

- Be familiar with the process of Brainstorming
- Understand how to Brainstorm correctly
- Know how to run effective Brainstorming sessions with teams
- Know the common mistakes with Brainstorming, so you can avoid them
- Be able to work with your team to include different perspectives and think creatively
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- Understand how to Brainstorm correctly
- Know how to run effective Brainstorming sessions with teams
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### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## Building high performance teams

**Seat time:** 2-5 hours

### Course overview:

This comprehensive short course will teach you how to build and maintain a truly effective team - one that is dynamic, powerful and productive. Not only will the Building High Performance Teams course give you an in-depth analysis of how high performance teams are created, it will teach you how to strengthen teams of any size and in any environment. The course will provide you with the skills and strategies to build an effective team as well as to identify areas of improvement in existing ones. You will develop knowledge in how to prevent conflict and resolve issues within a team, identify team strengths and weaknesses through SWOT analysis and prepare a team for success.

### Learning objectives:

On completion of this course you will receive 5 CPD points and will:

- Understand how to form effective teams
- Know how to lead productive team discussions
- Have developed your confidence and leadership skills
- Have knowledge of conflict resolution techniques
- Successfully be able to create positive relationships

### Who should take this course:

This course is primarily aimed at team leaders but the knowledge and skills it provides will benefit any team member. It focuses on professional teams but can also be applied to those outside the business environment.

**Cost: £25**



## Building your personal brand

**Seat time:** 2-5 hours

### Course overview:

Building your own brand is a crucial tool both in and out of the workplace. By developing your brand effectively, you will gain more control over the way you are viewed by others and, ultimately, achieve more from your personal and professional life. This short course will help you to understand the importance of an effective personal brand and will guide you through the steps to successfully build your own. Of course, individual employees aren't the only ones to benefit from having a strong personal brand. Successful businesses understand and recognise the value of this type of employee, one who can communicate and represent their employer well, and ultimately contribute to the company brand.

### Learning objectives:

On completion of the course you will understand how to clearly define and achieve your goals, manage your online presence and fully realise the impact of personal branding. As well as gaining 5 CPD points, you will:

- Know how to establish a successful personal brand
- Have clear and defined goals
- Benefit from improved self-awareness and confidence
- Understand how to manage your online presence
- Know how to stand out from the crowd

### Who should take this course:

All of us have a personal brand that should be carefully cultivated and we have therefore designed this course to suit individuals of all professional levels, regardless of role or industry.

**Cost: £25**



## Coaching skills

**Seat time:** 2-5 hours

### **Course overview:**

This two-hour Coaching Skills Training course begins by exploring the role and responsibilities of a coach and helps you perform a personal assessment of your current coaching abilities. You will then be provided with the knowledge, tools and techniques to develop into an effective and adaptable coach. This includes all the essentials of coaching, from models and structures for creating successful coaching plans to the development of your coaching intuition; that voice that tells coaches what to say, how to say it, and when to say nothing at all.

### **Learning objectives:**

- Understand the role and benefit of a coach or mentor
- Have the coaching skills necessary to help improve the performance of others
- Display the behaviours and best practices of an effective coach
- Be able to recognise and encourage strength in others and guide them to success
- Know how to develop an effective coaching structure for each different individual.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## Communication skills

**Seat time:** 1-2 hours

### **Course overview:**

Communication is so essential to our success, but many of us are unwittingly giving the world a message that we'd rather not. By completing this short course, you can gain insight into what you could improve on, and build a plan that's tailored to you.

### **Learning objectives:**

- Be able to identify common communication problems that may be holding you back
- Develop your questioning skills so you can get the information you want
- Learn what you're saying without speaking, and how to control your nonverbal messages
- Develop your listening skills and empathy
- Build on your ability to handle difficult situations
- Become more assertive and confident in your communication.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## **Conflict resolution**

**Seat time:** 1-2 hours

### **Course overview:**

This course will help you develop a range of conflict management skills that you can utilise to resolve disagreements and conflicts in the workplace. It's not possible for everyone to agree all the time. It's important to learn how to manage disagreements so that they do not harm relationships.

### **Learning objectives:**

- Recognise how your own attitudes and actions affect others
- Find new and effective techniques for dealing with difficult people
- Learn some techniques for managing and dealing with anger
- Develop coping strategies for dealing with difficult people and difficult situations.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**





## Creative thinking

**Seat time:** 1-2 hours

### **Course overview:**

In this online Creative Thinking course, you will learn to unleash your creative potential and encourage innovative ideas from others. Beginning by understanding your own creativity, the course will explore creativity and innovation in business, with a particular focus on problem-solving. On completion, you should feel confident in your creative ability and know how to lead idea-generating events.

### **Learning objectives:**

- Understand the importance of creativity and innovation in problem-solving and business
- Have recognised and developed your creative potential
- Know how to build creative environments and encourage creativity and innovation in a team
- Be able to generate and implement creative ideas
- Have the tools and techniques to assist in problem-solving.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## Effective meetings

**Seat time:** 2-5 hours

### **Course overview:**

For over 20 years we have delivered effective meeting and facilitation skills training to some of the world's biggest companies. This one-day course will provide you with the skills to run successful meetings with highly proficient facilitation techniques. You will be able to transform ineffective meetings, which waste time and money, into engaging and results-driven sessions. This course will teach you what makes effective facilitation and how to plan a successful session. It will also help you to understand group dynamics and handle confrontation. By the end of the course, you will possess the tools needed to be an effective facilitator and have the confidence to deal with complex issues.

### **Learning objectives:**

On completion of this course you will earn 5 CPD points and:

- Have practical experience in using important facilitation techniques
- Understand the dynamics of meetings and workshops
- Develop your own style of successful facilitation
- Know how to structure and run successful meetings, generating positive relationships and encouraging commitment from others

### **Who should take this course:**

Anyone who runs meetings and workshops, or is responsible for problem solving. Those looking to inspire their team, engage project members and change processes. Individuals looking to improve their confidence and creativity while also developing their presentation skills

**Cost: £25**



## Emotional intelligence

**Seat time:** 2-5 hours

### **Course overview:**

Emotional intelligence is the ability to be aware of and to manage emotions and relationships. This course will help you to develop your emotional intelligence, which in turn will help you to become more successful in your personal and professional relationships. This course will help you to develop your emotional intelligence in your personal and professional lives.

### **Learning objectives:**

- Understand what emotional intelligence means
- Recognise how our emotional health and physical health are related
- Learn techniques to understand, use, and appreciate the role of emotional intelligence in the workplace
- Understand different emotions and how to manage them
- Create a personal vision statement.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## Essential problem solving

**Seat time:** 5-10 hours

### Course overview:

This Problem Solving Training course will equip you with the skills you need to recognise and act upon problems in the workplace, whether historic or emerging. You will better understand how to manage complex problems to ensure that they are eliminated from your organisation, resulting in a more productive and streamlined workplace as well as staff who are more motivated. You will learn the 14 essential tools needed to permanently solve problems, including the 5 Whys and SMART goal setting, and how to define a problem and plan a problem-solving project. You will also look at the method of Business Improvement, using data to find solutions and how to put together a successful problem-solving team.

### Learning objectives:

- Recognise and understand problems and how to permanently solve them
- Have the skills, tools and methods to develop an effective problem-solving plan
- Be able to put together a successful team for problem solving
- Be able to visually and clearly illustrate the problems using data, and how the solution has performed

### Who should take this course:

This course is perfect for you if you are involved in managing people or processes, or intend to work in a role where you will be. The course was created with managers and team leaders in mind but is ideal for anyone who wants to improve their problem-solving skills.

**Cost: £150**



## **Giving and receiving feedback**

**Seat time:** 2-5 hours

### **Course overview:**

The thought of feedback can often be frightening, both for those providing it and those receiving it. Given untactfully or taken badly, it can be demotivating and damage working relationships. But when done well, feedback can be an extremely powerful and positive tool. Our Giving and Receiving Feedback training course will hone your ability to provide constructive feedback to the benefit of all involved.

### **Learning objectives:**

- Understand the importance of effective feedback
- Have frameworks for providing both formal and informal feedback
- Learn the language of feedback and know how to use it
- Know the six characteristics of effective feedback.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## Influencing skills

**Seat time:** 2-5 hours

### Course overview:

Possessing good influencing skills means that you will also have good communication and interpersonal skills. These skills are extremely valuable when working in a team because you will need others to want to give you their help and support, rather than being forced into doing so. On this course you will explore what traits make a person a great influencer and how these skills are used in the business world. You will also learn how to recognise your own weaknesses and develop techniques to improve your skills. By the end of the course you will have gained confidence and be more self-assured when it comes to influencing others. Some of the techniques that you will look at will be verbal persuasion, data and visualisation, presentations, and rewards and punishments. You will also explore the 13 new key ways to influence behaviours for success.

### Learning objectives:

- Understand what influencing is and how others are influenced
- Know what makes people great at influencing and what we can learn from them
- Be aware of your current strengths and weaknesses
- Know how to influence, rather than coerce

### Who should take this course:

This course is ideal for those looking to improve their own communication skills and ability to influence. It is available to all levels and can be applied to any industry sector so is also suitable for personal use.

**Cost: £25**



## Interviewing skills

**Seat time:** 1-2 hours

### **Course overview:**

Attending an interview is always nerve-wracking, even if you're confident you have the skills to do the work. Just because you know you can do the job and would be a great fit at the company, doesn't mean the interviewer will think the same. This course will help you create that alignment, by helping improve your confidence, develop your communication skills and enable you to focus on presenting your best self during the interview process.

### **Learning objectives:**

- Understand how to prepare for a job interview
- Have techniques for answering difficult questions
- Know how to present yourself professionally
- Understand how to handle success or rejection well

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## **Kaizen introduction**

**Seat time:** 1-2 hours

### **Course overview:**

Lean Kaizen events, also known as Kaizen Blitz or Rapid Improvement Workshops, are a systematic approach to identifying and eliminating problems in a short period of time. A popular Business Improvement method for organisations around the world, they are proven to increase efficiency and ultimately save businesses time and money.

### **Learning objectives:**

- Have a strong understanding of Kaizen
- Be confident discussing and championing the method
- Be able to identify processes that would benefit from a Kaizen event
- Know how to support Kaizen initiatives in an organisation.

### **Who should take this course:**

Anyone with an interest in Lean or improving processes or projects.

**Cost: £25**





## Negotiation skills

**Seat time:** 2-5 hours

### **Course overview:**

This course has been designed by experienced Business Improvement experts and covers all the major aspects of negotiation skills. As well as gaining confidence in using different negotiation styles, the Negotiation Skills course will teach you the best ways to reach satisfactory agreements plus methods on dealing with difficult or unjust tactics. You will learn what it takes to become a good negotiator and how this skill can help you in both a professional and personal setting. On completion of this five-hour interactive eLearning course, you will have improved your ability to negotiate to a very high level. You will have the confidence to achieve constructive discussions and maintain positive relationships while also saving time and money and adding value to your employer.

### **Learning objectives:**

- Understand how and when to engage in negotiation
- Modify your approach to different negotiation styles
- Benefit from productive discussions
- Be confident in varying levels of negotiation
- Maintain positive relationships both in and out of the workplace

### **Who should take this course:**

This course has been designed to suit professionals at any level or in any industry. It would also benefit those interested in improving their personal confidence in everyday negotiations and discussions.

**Cost: £25**



## Networking for success

**Seat time:** 2-5 hours

### **Course overview:**

Networking is not about making a hard sell, it's about building relationships and being genuinely interested in helping people. The prospect of networking may be daunting to some, which is why we have designed this course to help people how to network, develop their networking skills and build their confidence in talking to others.

### **Learning objectives:**

- Introduce yourself in a meaningful, memorable way
- Be goal focused about networking so that you make the most of events you attend
- Apply the concept of 'give first and be helpful' as part of a system of reciprocity
- Use strategy and systems in order to network effectively
- Leverage the availability and usefulness of the Internet, including LinkedIn and Twitter.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset

**Cost: £25**



## Presentation skills

**Seat time:** 2-5 hours

### Course overview:

One of the keys to great presentation skills is confidence. This course will guide you on the integral elements of what makes an engaging presentation as well as showing you techniques to improve your skills and tips for overcoming nerves. You will also create a personal action plan so you can monitor your presentation skills and see how they improve in many different aspects of your life. This course will ask you to reflect on your existing presentation skills and look at why these skills are so important. You will learn about the 4 Ps of presenting and how to organise your presentation with the 3 W's - techniques that will enable you to structure a great presentation time and time again.

### Learning objectives:

- Understand what makes an effective presentation and know how to plan and deliver one
- Have a personal action plan to improve your own presentations
- Know how to overcome nerves and issues

### Who should take this course:

This Presentation Skills Training course is suitable for those in all levels, industries and sectors because it looks at the mechanics of presenting and the skills required, rather than content.

**Cost: £25**



## Pressure management

**Seat time:** 1-2 hours

### **Course overview:**

In the competitive workplace, pride is often gained from facing high-pressure situations head-on. However, while a little pressure may keep you motivated, too much is bad for your health and not conducive to productivity. This Pressure Management training course will help you review and address your own levels of stress and give you the tools to bring balance to your personal and professional life. Topics covered in the course include emotional intelligence, optimism and prioritisation. You will complete the course with a clear vision of your overarching goals, and will be armed with a personalised toolkit for managing stress and dealing with anger.

### **Learning objectives:**

- Better understand pressure and how it affects you, in and out of the workplace
- Have addressed your own level of stress and feel more in control
- Have improved your levels of emotional intelligence, optimism and resilience
- Have a personalised toolkit for managing stressors and dealing with anger.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset.

**Cost: £25**



## Prioritization and problem solving

**Seat time:** 1-2 hours

### **Course overview:**

A lot of training that teaches us how to prioritise focuses on workload or time, however most professionals will understand that this is not the only pressing need for prioritisation. Whether you're in the creative industry and regularly brainstorm ideas, or work in Business Improvement with potential solutions, knowing which is the best option is challenging. This is when prioritising is essential. During this course you'll learn the key skills you need to prioritise a list to select the best solution. You'll explore the way you currently select ideas or solutions, and identify the issues or problems involved.

### **Learning objectives:**

- Understand 8 techniques to prioritise a list or identify the best solution to a problem
- Identify how you currently select solutions and the issues associated with it
- Know which tool to use and when to use it.

### **Who should take this course:**

Anyone with an interest in Lean or improving processes or projects.

**Cost: £25**



## Process mapping

**Seat time:** 10 hours

### Course overview:

This Lean Process Mapping course will demonstrate how being able to visualise a current process can reveal problems and waste. Through illustration, simplified processes can then be adopted resulting in improved overall performance. Business Process Mapping clarifies complex systems and chains of communication, quickly identifying problems in the workplace and consequently speeding up recovery time. This course includes theory, practical examples and exercises, and the process maps covered are: SIPOC process map, Value Stream Mapping (VSM), Swimlane process maps, Y=F(x)+e process maps, Activity diagrams, Spaghetti diagrams, IDEF Modelling, 'To be' process maps

### Learning objectives:

- Understand the concepts and commonly used techniques of Lean Process Mapping and how to run basic Process Mapping training yourself
- Be able to identify the most appropriate level of mapping for a particular situation
- Know how to work with a team to generate the various types of process maps

### Who should take this course:

Anyone who has responsibility for problem solving, especially in connection with resource management, customer satisfaction or problem avoidance.

**Cost: £150**



## Self-esteem and assertiveness

**Seat time:** 2-5 hours

### **Course overview:**

Low self-esteem coupled with lack of confidence can adversely impact our personal and professional lives. This short course identifies some of the ways in which you can improve your confidence, helping you to become a more assertive and productive communicator, leading to improved success at work and greater satisfaction in your personal life. You will learn how to recognise low self-esteem and the impact of negative thoughts, and be taught how to reverse these unproductive thought patterns to realise that you really are capable of achieving your goals.

### **Learning objectives:**

- Recognise your value
- Develop strategies for turning negative thoughts into positive ones
- Learn how to get what you want
- Set goals that reflect your dreams and desires

### **Who should take this course:**

This course is ideal for anyone who thinks their low self-worth or a lack of assertiveness is holding them back. It offers general tips and suggestions specifically developed in the context of professional development, and should not replace medical advice if you think low self-worth is having a significant, damaging impact on your work or relationships.

**Cost: £25**



## **Stress management**

**Seat time:** 1-2 hours

### **Course overview:**

Stress is something that we encounter constantly throughout our working and personal lives. Knowing how to handle stress effectively and recognising it in yourself and the people around you are useful skills to have. It will help you to become a more effective team player or leader, and will help you to maintain a healthy work-life balance.

### **Learning objectives:**

- Recognise stressors in the workplace and at home
- Identify healthy methods for coping with stress
- Assist others who are suffering from stress.

### **Who should take this course:**

Individuals wanting to improve their personal development skillset

**Cost: £25**





## Visual management

**Seat time:** 2-5 hours

### **Course overview:**

Visual Management is a simple but highly effective way of establishing standards, in the form of visual aids, that will increase efficiency and create a united workforce. On this course, you will learn how to introduce basic but transformative changes that make it almost impossible for mistakes to occur. On completion, you will understand how to identify the key benefits of this technique to your business. You will have also gained the skills to identify the various levels of the technique and to implement it successfully.

### **Learning objectives:**

On completion of the Visual Management course you will know how to standardise procedures and clearly communicate messages and instructions. Everyone will understand their function in a process and any issues will be quickly resolved. You will be able to make positive changes immediately, create a safe and efficient environment and be able to promote a culture of continuous improvement.

### **Who should take this course:**

Visual Management techniques can benefit any environment, from the workplace to the home. The course is therefore ideal for anyone interested in saving time and money as well as improving communication.

**Cost: £25**