

Short Courses & In-house Training



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Abrasive Wheels

Suited to

Individuals who use abrasive wheels as part of their working duties

Course outline

Overview of health and safety regulation

Hazards and risks associated with the use of the abrasive wheel equipment

Accident causation and prevention

Personal protective equipment

Types of machines and abrasive wheels – how to identify and store

Basic manual handling of equipment

Environments in which to use or not use

Means of reporting and course examination

Duration

Half a day

Maximum number of delegates

12

Manual handling

Suited to

Individuals who carry out manual handling as part of their working duties

Course outline

Current regulations regarding manual handling legislation

Causes of manual handling related injuries

Safe lifting techniques

Effective risk assessment management to prevent injuries

Duration

Half a day

Maximum number of delegates

12



Principle & Practice of Manual handling CIEH level 1

Suited to

Individuals who have to carry out manual handling activities at work by introducing them to the hazards of manual handling

Course outline

Manual handling hazards, risks and controls

How manual handling operations can cause injury and harm

The scope of legal requirements and where guidance can be found

The process for assessing manual handling risks

The value of risk assessment and how it applies to safe manual handling practices

Manual handling techniques – lifting loads from low levels/working at low levels/lowering from height/pushing loads/pulling loads/carrying/team handling

Duration

1 day

Maximum number of delegates

12

Additional Information

On successful completion it provides individuals with a QCA accredited Level 3 qualification

Principle in Manual handling CIEH level 2

Suited to

Individuals who have to carry out manual handling activities at work

Course outline

Manual handling hazards, risks and controls

How manual handling operations can cause injury and harm

The scope of legal requirements and where guidance can be found

The process for assessing manual handling risks

The value of risk assessment and how it applies to safe manual handling practice

Duration

Half a day

Maximum number of delegates

12

Additional Information

On successful completion, it provides individuals with a QCA accredited level 2 qualification



Mobile elevated work platforms – IPAF

Suited to

Individuals or organisations responsible for the operation of mobile elevated work platforms

Course outline

Current legislation

Types of mobile elevated work platforms available

Motive power types and hazards

Pre-use inspections and re-fuelling

Affects of wind and temperatures

Setting up procedures

Vertical platforms travelling on site low/high level

Vertical platforms safe working loads

Parking and security

Duration

1 day

Maximum number of delegates

4

Working at heights

Suited to

Individuals who are required to work at heights as part of their working duties

Course outline

Current legislation and guidelines

Theory, related knowledge, safety, industrial legislation

Performance criteria, plan, organise, and co-ordinate own work, adopting safe working practice

Practical activities, check, erect, and use of ladders/stepladders, erect, check and use of trestle working platforms

Working safely on scaffolding

Inspection and storage of equipment

All activities will be conducted under 5 metres in height

Safety equipment, identifying suitable anchor points, safe routes and safety hazards

Theory testing, identifying and naming types of access equipment and general components

Assessments

Duration

1 day

Maximum number of delegates

4

Health and Safety



Health & safety CIEH level 1

Suited to

Individuals entering the workplace for the first time, either as part of work experience or at the start of employment

Course outline

The importance of health and safety in the workplace

The scope of hazards and risks in the workplace

The range of workplace conditions that can affect health and safety

The requirements relating to reporting, first aid, personal protection and personal hygiene

Duration

Half a day

Maximum number of delegates

12

Additional information

Individuals who achieve 60% success on the exam will pass the examination and receive a certificate

Health & safety CIEH level 2

Suited to

Individuals and organisations wanting a nationally recognised and accredited level 2 health & safety qualification

Course outline

Introduction to health and safety

Health and safety law

Health and welfare

Introduction to safety

Workplace and work equipment

Risk assessment, manual handling and hazardous substances

Ergonomics, working at height, transport, noise and vibration

Duration

1 day

Maximum number of delegates

12

Additional information

Individuals who achieve 60% success on the exam will pass the examination and receive a certificate for a QCA accredited level 2 qualification

Construction Skills Certification Scheme (CSCS)



Training and Assessments

Suited to

Individuals who are currently working in a construction environment, to include: all construction trades, construction professionals. It aims to generate CSCS cards at appropriate levels allowing construction operatives access to approved sites with minimum levels of Health & Safety awareness

Tests available

CSCS	(CSCS operative)
DEM	(Demolition)
DUCT	(Ductwork) (HVACR)
HAPS	(Domestic heating & plumbing) (HVACR)
HIW	(Highways)
JIBP	(Plumbing)
LAEE	(Lift & escalator)
MGRS	(CSCS manager)
PFW	(Pipefitting & welding) (HVACR)
RAAC	(Refrigeration & air conditioning) (HVACR)
SPVR	(CSCS supervisor)
WAH	(Working at heights)
SAF	(Services & facilities) (HVACR)

Individuals are required to complete fifteen mandatory H&S core sections as set out in the Construction Skills guidelines plus units from their preferred construction route.

Additional training and support will be given should it be deemed as necessary.

Duration

The on line test will take approximately forty five minutes, additional training can vary as some progress quicker than others however a guideline of up to a day is given

Maximum number of delegates

xx

Additional information

PM Training also complete the administration required for individuals to receive their CSCS cards



Managing conflict

Suited to

Individuals who have to handle difficult or challenging situations and/or conflict at work and would like to review and improve their skills

Course outline

Understand the term conflict

Understand how conflict can be both destructive and constructive

Recognise what triggers conflict and the stages of conflict as it progresses

Understand the basic principles of transactional analysis and its role in resolving conflict

Learn tools and techniques to help resolve conflict

Duration

1 day

Maximum number of delegates

12

Understanding equality & diversity

Suited to

Individuals wanting to understand what equality & diversity is

Course outline

Understand the terms equality and diversity

Enhance your knowledge on the strands of diversity and under-represented groups

Understand what equality and diversity is in the workplace

Explore how prejudices and stereo typical thinking are formed

Duration

Half a day

Maximum number of delegates

12



General PC skills

Suited to

Individuals new to computers that want to improve their pc skills and confidence

Course outline

Logging on to a computer

Basic navigation around a pc

How to change your password

How to start up and shut down programs

Creating files and folders

Cutting, copying and pasting

Moving and copying files from one folder to another

Duration

Half a day

Maximum number of delegates

8

Microsoft excel (basic)

Suited to

Individuals wanting a basic understanding of Microsoft Excel and to be able to operate basic functions

Course outline

Be able to navigate around the Excel screen

Insert, text, numbers and dates in a spreadsheet

Insert and delete rows, columns and worksheets

Insert, edit and delete data

Create and format tables

Sort data

Input basic calculations

Create basic charts

Format basic charts

Duration

1 day

Maximum number of delegates

8



Microsoft excel (intermediate)

Suited to

Individuals wanting to improve their knowledge of the functions in Microsoft Excel

Course outline

Absolute references

Count If, Date Dif, Sum If

Naming cells and ranges

Conditional formatting

Sorting data and create custom lists

Nested If

H Lookup and V Lookup

Subtotals and Auto filters

Cell protections and chart production

Duration

1 day

Maximum number of delegates

8

Microsoft outlook

Suited to

Individuals wanting a basic understanding of Microsoft Outlook and to be able to operate various functions

Course outline

Be able to navigate around the Outlook screen

Send, receive, forward reply and delete emails

Send an attachment file

Open and save an attachment

Organise emails into folders

Set up, edit and delete a distribution list

Set up the out of office assistant

Learn how to use the calendar

Organise your calendar

View other users calendar

Create appointments

Send meeting requests

Duration

Half a day

Maximum number of delegates

8



Microsoft powerpoint

Suited to

Individuals wanting to produce presentations using Microsoft powerpoint

Course outline

Be able to navigate around the powerpoint screen

Create, save and open a presentation

Create text based slides

Design a slide with bullet and numbered lists

Design a slide with a table

Insert pictures into a slide

Insert an organisation chart onto a slide

Design a full presentation

Apply transitional and animation effects

Run a slide show

Select different print options

Duration

1 day

Maximum number of delegates

8

Microsoft visio (basic)

Suited to

Individuals wanting a basic introduction to Microsoft Visio

Course outline

Create and navigate in a file

Draw and reshape objects

Plan a flowchart:

use master shapes

connect shapes in a diagram

use basic text features to create a simple organisational chart

Use text formatting options; format text blocks and format shapes and lines

Duration

Half a day

Maximum number of delegates

8



Microsoft word (basic)

Suited to

Individuals wanting a basic understanding of Microsoft Word and to be able to operate various functions

Course outline

Be able to navigate around the Word screen

Enter, overwrite and delete text

Change the appearance of text

Numbered and bulleted lists

Create tables

Merge and split tables

Sort tables

Insert clip art

Borders

Word art

Text boxes

How to create a mail merge document

Setting up a data file

Merging data with a document

Using the mail merge wizard

Duration

1 day

Maximum number of delegates

8

SAMPLE

Stepping into Management



Absence management

Suited to

Individuals new to a supervisory/management role that includes managing staff absence

Course outline

Causes of employee absence and consequences on team working

The cost of employee absence

Workplace stress

Recording and monitoring absence

Good practice methods to managing absence including what the law says and examples of case law

Long term and intermittent absence and the procedures to manage them

Importance and benefits of conducting return to work interviews

Use of questioning techniques when managing absence cases

How family friendly entitlements can help absence levels

Duration

1 day

Maximum number of delegates

12

Discipline, grievances & performance capability

Suited to

Individuals new to a supervisory/management role that includes managing staff

Course outline

What the law says and examples of case law

Informal and formal routes to resolving disciplinary/grievances/ performance capability

Importance of following company procedures

Role of unions/employee support

Role of ACAS and tribunals

How to effectively prepare for and conduct disciplinary/grievance interviews

Gathering evidence, questioning techniques and accurate note taking

Duration

1 day

Maximum number of delegates

12

Stepping into Management



Employment law update

Suited to

Individuals new to a supervisory/management role that includes managing staff

Course outline

Contracts of employment

Bullying & harassment

Redundancy

Grievance, disciplinaries

Family friendly acts
maternity leave
paternity leave
adoptive leave
parental leave
flexible working

Discrimination law

sex
disability
race
gender
employment equality regulations
fixed term workers
part time workers
rehabilitation of offenders

Working time regulations

Annual leave regulations

Equal pay

Providing employment references

Agency workers

Casual employees

Dismissals and employment tribunal costs

Statutory pay awards

Duration

Half a day

Maximum number of delegates

12

SAMPLE

Stepping into Management



Health & safety at work

Suited to

Individuals new to a supervisory/management role that includes managing staff

Course outline

Overview of health and safety legislation

Regulations and codes of practice

Risk assessments

Riddor/COSHH

Stress in the workplace

Role of the HSE

Good practice in gaining support for a safe working culture

Duration

Half a day

Maximum number of delegates

12

Performance appraisals

Suited to

Individuals new to a supervisory/management role that involves performance managing staff and conducting performance appraisals

Course outline

Understand what performance appraisals are and why they are important/its benefits

Be able to conduct and effectively prepare for empowering performance appraisals

Understand the core skills needed for performance reviews including questioning techniques and giving and receiving feedback

Be able to set SMART targets

Be confident in performance managing different characters

Using personal development plans

Duration

1 day

Maximum number of delegates

12

Stepping into Management



Preventing bullying & harassment in the workplace

Suited to

Individuals new to a supervisory/management role that includes managing staff

Course outline

Definition of bullying and harassment

The impact of bullying and harassment

What the law says and examples of case law

Good practice in developing a policy and procedure for prevention of bullying & harassment

The role of the manager and HR in bullying & harassment cases

The options for supporting those involved

Raising awareness of appropriate and inappropriate behaviour in the workplace

Duration

Half a day

Maximum number of delegates

12

Recruitment & selection

Suited to

Individuals new to a supervisory/management role that includes recruiting staff

Course outline

What the law says and examples of case law

The advert and attracting the right applicants

The job description and person specification and using essential and desirable criteria

Undertaking shortlisting for posts

Different selection methods available

Preparing for the interview

Using competency based questions in a selection interview

Conducting professional and structured selection interviews including effective note taking and questioning techniques

Making the decision

What happens next

Duration

1 day

Maximum number of delegates

12

Management leadership & development



Building an effective team/motivating team performance

Suited to

Individuals in a role that includes managing and leading staff

Course outline

What is a good team and how do they work

Why effective teamwork is essential for success

The stages of team development

Where is your team now and what do you need to do to develop them as a team

Team tools that enable understanding of individual team members and the value they bring to the team as a whole

The strong links between management and motivation

Have knowledge of the work of two motivational theorists – Abraham Maslow and Frederick Herzberg

Be aware of the mixed motivations that can money can bring

Duration

1 day

Maximum number of delegates

12

Communication skills

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Analyse the communication methods you actively use

Self assess the effectiveness of your communication style

Understand typical team communication styles

Understand the background to, and basic model of transactional analysis

How to create professional, well structured reports and letters

Duration

1 day

Maximum number of delegates

12

Management leadership & development



Leadership

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Understand what leadership means

Be able to determine particular leadership qualities within your field

Have knowledge of the different approaches to leadership

Understand how management and leadership differ and how they can overlap

Identify how leadership can be implemented in the day to day interactions you have with your staff

Plan what changes you will make to the way you manage your staff to incorporate more leadership activities in your role

Duration

1 day

Maximum number of delegates

12

Mastering change

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Understand that change can be triggered from any number of directions

Recognise change situations and using a model of change, be able to describe the main features for defining, planning and implementing change

Examine the steps towards successful communication and implementation of change

Explore how to successfully manage and lead staff through change

Duration

1 day

Maximum number of delegates

12

Management leadership & development



Negotiation & influencing skills

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Understand the terms 'negotiation' and 'influencing'

Understand the four phase model to apply to a negotiating process

Use different ways of closing a negotiation to reach an agreement

Have knowledge of two types of power

Be able to use the three stage approach to influencing

Duration

1 day

Maximum number of delegates

12

Performance coaching

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Understand the term 'coaching' and when to use it

Be able to mentally use the GROW model

Apply the skills framework to formal and informal coaching situations including rapport building, use of language, precision questioning and influence and presuppositions

Help others learn in the workplace through coaching

Duration

1 day

Maximum number of delegates

12

Management leadership & development



Personal organisation, delegation & managing pressure

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Identify your personal time stealers

Appreciate how to break down goals

Understand the basic principles and techniques for prioritising

Be able to consider what needs to be taken into account when delegating tasks

Understand how best to enable staff to take on new tasks

Recognise the likely causes of workplace pressures and what steps to take when dealing with these

Duration

1 day

Maximum number of delegates

12

Presentation skills

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Common fears of delivering presentations and tips to overcome them

Be able to plan, organise and prepare the contents of a presentation

How to use visual aids to support your presentation

Know the three aspects of communication and how to use them to your advantage in getting your message across

Prepare and deliver a short presentation

Duration

1.5 days

Maximum number of delegates

12

Management leadership & development



Problem solving & decision making

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Learn tools and techniques that can be used in a problem solving process

Be able to use objective criteria to evaluate and analyse shortlisted ideas for solving a problem

Develop a plan for implementing solutions

Explore personal decision making styles and consider alternatives and appropriateness of each style

Examine how as a manager you can use your team to assist in the decision making process

Explore mental and emotional blocks that can affect us as decision makers and the tactics to overcome them

Duration

1 day

Maximum number of delegates

12

Project management

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Understand what project management is how projects can differ in size and complexity

Be clear about the varying roles and responsibilities in project management

Compile a project planning document and select a suitable team for the project

Practise using two project management tools to plan a project

Be able to complete a basic cost analysis for a project

Consider the process of monitoring, communicating and reporting the status and completion of a project

Duration

1 day

Maximum number of delegates

12

Management & Leadership development



Strategic vision, planning tools and implementing strategies

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Understand what strategic vision and strategic planning means

Be able to distinguish between a mission, vision and values

Develop a strategic vision for your department

Have knowledge of two strategic planning tools - Ansoff Matrix and Boston Matrix

Create mechanisms to communicate and gain ownership of a strategy

Understand how people react to change and through knowledge of the change cycle, adopt practices to effectively manage others through the process

Duration

1 day

Maximum number of delegates

12

Valuing diversity

Suited to

Individuals in a role that includes managing and leading staff

Course outline

Be able to define and distinguish between diversity and equal opportunities

Recognise the importance of a diverse human resource for competitive advantage

Explore differences between individuals and groups of people and effects of those differences in the workplace

Examine prejudices and improve understanding of how they are formed

Consider your role as manager in ensuring an inclusive environment exists within your team

Duration

Half a day

Maximum number of delegates

12

Skill development



Complaint handling

Suited to

Individuals wanting to improve their ability to handle complaints either face to face or in writing

Course outline

What is a complaint and causes for complaint

How to handle a complaint face to face and/or in writing, to the satisfaction of the customer

The use of questioning techniques in handling a complaint

Understand how to formulate solutions where possible

Appreciate how we can learn from complaints

Assertiveness techniques

Duration

Half a day

Maximum number of delegates

12

Effective minute taking

Suited to

Individuals wanting to improve minute taking skills by increasing knowledge of the process involved

Course outline

Problems and fears associated with the taking of minutes

Roles and responsibilities within a meeting

Explore different agenda styles

Developing an effective relationship between the chair and minute taker

Developing an agenda with the chair

How to prepare thoroughly for a meeting

Understand how to structure your note taking and minutes

Checking and distributing a set of minutes

Duration

Half a day

Maximum number of delegates

12

Skill development



Introduction to project management

Suited to

Individuals that manage small scale projects wanting to improve their knowledge of how to do it effectively

Course outline

Understand what project management is and different types of projects

Consider the different roles and responsibilities in project management

Selecting an effective project team

Be able to project plan using SMART objectives and identifying key milestones

The importance of time management when project managing

Understand the application of two project planning tools in time management

Be able to complete a basic cost analysis of the project

Understand the value of evaluating the effectiveness of a project

Duration

1 day

Maximum number of delegates

12

Instructional techniques

Suited to

Individuals whose job role may or actually requires them to carry out demonstrations and instructions with learners

Course outline

To identify the difference between coaching and instruction

To understand the principles in designing and delivering an instruction based training session

Be able to design and deliver a brief instruction session

Duration

Half a day

Maximum number of delegates

12

Skill development



Letter writing

Suited to

Individuals wanting to enhance their business letter writing skills and have the confidence and consistency needed in writing a letter

Course outline

The importance of communicating clearly in writing

Planning and structuring a letter in a way that improves your business writing by focusing on aspects that are directly relevant

Refreshing punctuation and grammar skills

Getting your message across using plain English

Duration

Half a day

Maximum number of delegates

12

Meeting skills

Suited to

Individuals involved in meetings either as the role of Chair or minute-taker, or attendee

Course outline

Common problems and frustrations with meetings

What is chairing a meeting and its importance

The role and skills of an effective chair

How to produce agendas and minutes of a meeting

Mechanics of a meeting

Gaining positive participation from meeting attendees

How to deal with difficult situations and difficult characters

Duration

Half a day

Maximum number of delegates

12

Skill development



Report writing

Suited to

Individuals that are required to produce professional, well structure report and to want to develop their skills

Course outline

Understand why reports are written and what they can achieve

Identify what makes a 'good' and 'bad' report

Guidelines on structuring a report and what each section should contain

Different methods to display information and data in a report – tables, graphs, charts

Appreciation of punctuation and its importance

Duration

1 day

Maximum number of delegates

12

Train the trainer

Suited to

Individuals who are required to facilitate learning as part of their job

Course outline

Have knowledge of the preferred ways in which people learn

Understand the four learning styles

How to set SMART learning objectives

Select appropriate methods of delivery and visual aids to support the learning aids to support the learning process

Plan, design and deliver a short learning intervention

Duration

1.5 days

Maximum number of delegates

12

Competency development



Assertiveness

Suited to

Individuals wanting to understand and develop assertiveness techniques to help them in their work and personal development

Course outline

Define assertiveness and identify the main characteristics of assertive behaviour, aggressive and submissive behaviours

Building an understanding of the importance, value and impact of assertive and responsive behaviour on ourselves and on others

Understand how assertive you are

Have knowledge of how to seek win/win in day to day situations

Develop guidelines for making and refusing requests, and practice a number of techniques

Develop guidelines for dealing assertively with aggressive behaviour

Duration

1 day

Maximum number of delegates

12

Communication skills

Suited to

Individuals wanting to develop their communication skills to use in the workplace

Course outline

Understand what communication is and what to consider at each stage of the communication journey

Examine the reasons we should communicate and how and when we should communicate

Common barriers to communication

Selecting the appropriate communication style and method for the situation and the message being communicated

Communicating in writing and face to face

Questioning, listening, summarising, clarifying

Be introduced to the basic principles of transactional analysis

Duration

Half a day

Maximum number of delegates

12

Competency development



Customer excellence

Suited to

Individuals in a customer facing role – whether it be internal or external customers

Course outline

Defining customer excellence using good and bad examples

Understanding your organisations aims and services

Understanding your customers and their experience

Skills for delivering an excellent service: communication face to face and in writing, body language and building rapport, questioning and listening, empathy and understanding

Managing conflict and effectively dealing with a complaint

Action planning

Duration

1 day

Maximum number of delegates

12

Creativity

Suited to

Individuals wanting to develop their creative qualities

Course outline

Have a clear understanding of what creativity is

Identify the barriers to creativity

Understand how to overcome barriers to your creativity using a different techniques

Be able to put these skills into practice

Duration

Half a day

Maximum number of delegates

12

Competency development



Giving & receiving feedback

Suited to

Individuals wanting to understand the principles of constructive feedback and be able to use it to develop their communication skills with others

Course outline

Be able to understand the difference between constructive and critical feedback

Identify the key elements of giving feedback: content, manner, timing, frequency

Know how to give constructive feedback and understand the EEC model

Scripting feedback so it is constructive

Learn how to receive critical feedback and respond to it professionally so that it becomes constructive feedback

Key reminders when dealing with feedback

Duration

Half a day

Maximum number of delegates

12

Interviewing skills

Suited to

Individuals who complete interviews which are not for recruitment purposes

Course outline

Be able to appreciate the importance of preparing for an interview in terms of the environment, access, timings and associated administration

Have clarity on what you want to achieve from an interview and how to subsequently plan and structure the interview

Understand the difference between open, probing and closed questions and how they are to be used effectively in interview situations

Identify non verbal communication when interviewing and its impact

Understand communication styles and active listening

Be able to enhance your negotiation skills

Duration

1 day

Maximum number of delegates

12

Competency development



Introduction to counselling skills

Suited to

Individuals that use basic counselling skills to support a colleague or customer

Course outline

Understand the definition of counseling and its purpose

Appreciate who can receive counseling

Be aware of the role of a counselor and the skills they can require

Be introduced to models which structure counseling sessions

Duration

Half a day

Maximum number of delegates

12

Mastering change

Suited to

Individuals experiencing change in the workplace and want to be helped through the process

Course outline

Understand reactions to change

Be able to forecast behaviours of someone or yourself when experience change

Be equipped to assist others going through change

Identify ways of helping people to improve their ability to learn and change

Identify the five stages of changes and the behaviours that characterise them

Adopt appropriate actions to help people at each stage of the change process

Identify key characteristics of people assisting or resisting change

Identify your own way of dealing with change

Duration

Half a day

Maximum number of delegates

12

Competency development



Managing pressure, maximising performance

Suited to

Individuals wanting to manage their wellbeing

Course outline

Understand the differences between pressure and stress

Explore the ways in which we react to stress by recognising the causes and typical symptoms of stress

Examine the effects of stress on our behaviour and physical and emotional state

How to challenging our thoughts during stressful situations

Develop strategies to combat and/or control stress triggers

Action plan what you will stop and start doing back in the workplace to effectively manage your pressure and stress levels

Duration

Half a day

Maximum number of delegates

12

Presentation skills

Suited to

Individuals who are required to speak to large or small audiences and have either no or little experience of giving presentations

Course outline

Identify and control common fears associated with delivering presentations

Be able to plan, organise and prepare the contents of a presentation

How to use visual aid appropriately to support a presentation

Know the three aspects of communication and how to use them to your advantage in getting your message across

Plan, design and deliver a short presentation

Duration

1.5 days

Maximum number of delegates

8

Competency development



Where has the time gone?

Suited to

Individuals who need to identify what takes their time and evaluate how they organise themselves

Course outline

Identify any problems with managing your time

Identify how you use your time and your specific time thieves

Prioritise and plan your workload better by evaluating the urgency and importance of tasks

Explore tips and techniques for organising your work more effectively

Identify specific action points to improve your own time management back in the workplace

Duration

1 day

Maximum number of delegates

12

Personal Development



Applying for vacancies

Suited to

Individuals wanting to develop their job application abilities when applying for vacancies

Course outline

Good practice examples when applying for a job vacancy

Tips and techniques for completing an application form and updating your CV

What to expect when being interviewed: questions and assessments

How to prepare effectively for an interview and strategies to control nerves

Duration

Half a day

Maximum number of delegates

12

Introduction to neuro linguistic programming

Suited to

Individuals wanting to discover the power of neuro linguistic programming

Course outline

Understand what NLP is and how can it be used

Explore both the unconscious and conscious mind and how they form a balanced partnership

Examine how beliefs, memories and personal values influence how you perceive and interpret current life events and work challenges

Be able to recognise and understand the NLP communication model

Identify eye accessing cues in other people

Be aware of your own favoured representational system and how that can help you to build rapport with others

Be introduced to techniques for change via NLP tools

Duration

1 day

Maximum number of delegates

12

Personal Development



Making the right impression: body language & building rapport

Suited to

Individuals who feel that they need to become more aware of the power of body language and how it can improve confidence when building a rapport with colleagues and customers

Course outline

Understand what rapport is

Tips for building rapport with others

Explore non verbal communication and its impact on effectively building rapport

How to interpret body language and the difficulties in communicating with others in the absence of body language

Explore body language cues and eye accessing cues

Through some examples, identify positive and negative body language cues

Duration

Half a day

Maximum number of delegates

12

Community Development



Community consultation (level 1)

Suited to

Members of community panels and resident associations that consult their communities and develop action plans

Course outline

How to identify people in your community who share your ideas and concerns (community network)

How to get to know your community and its assets (customer profile)

Duration

1 day

Maximum number of delegates

12

Community consultation (level 2)

Suited to

Members of community panels and resident associations that consult their communities and develop action plans

Course outline

Consultation principles

Basic consultation tools

How to manage the process

Action planning

Duration

2 days

Maximum number of delegates

12

Community Development



Community finances

Suited to

Treasurers and vice treasurers of resident associations wanting an overview of basic finance

Course outline

Bank reconciliation

Keeping yourself safe – internal controls

Recording financial activity

Understanding financial terms

Format of accounts

Payment of expenses

Importance of cash flow

Duration

Half a day

Maximum number of delegates

12

Community leadership

Suited to

Individuals involved in community panels and chairing resident associations

Course outline

Carry out leadership activities in ways appropriate to community development

Tap into and make use of resources

Motivate yourself and others

Develop a vision for the future of your community

Boost your own and others confidence

Communicate in empowering ways

Carry out effective action planning with, and for, your community

Duration

1 day

Maximum number of delegates

12

Community Development



Computers for absolute beginners

Suited to

Individuals who have never used a computer

Course outline

How to log onto a computer

Start up and shut down programs

Create files and folders

Cut, copy and paste

Move and copy files from one folder to another

Duration

Half a day

Maximum number of delegates

8

Creating a newsletter

Suited to

Individuals involved in community panels and resident associations requiring the skills and knowledge to prepare and produce an effective newsletter

Course outline

What makes a good newsletter

The key stages in producing a newsletter

Writing and editing tips

Design and layout techniques

Duration

1 day

Maximum number of delegates

12

Community Development



First aid – appointed persons

Suited to

Members of community panels and resident associations needing the knowledge and experience of first aid in the workplace

Course outline

How to apply the principles of first aid

How to perform a casualty assessment and resuscitation

How to place a casualty in the recovery position

How to recognise and treat choking, bleeding, burns and shock

Following continuous assessment by your trainer, you will receive a First Aid Appointed Persons Certificate of Attendance

Some aspects of the course involve floor work, so it is advisable to wear appropriate clothing

Duration

1 day

Maximum number of delegates

12

Fundraising

Suited to

Members of resident associations and community panels that need to identify a fundraising strategy and understand how to complete funding applications

Course outline

Learn a wide range of fundraising techniques

How to find grant giving bodies

How to write an effective funding application

Duration

1 day

Maximum number of delegates

12

Community Development



Group effectiveness

Suited to

Existing resident association groups or community panels that want to look at the way it operates, see what can be improved and plan ways to develop in the future

This course is for a group (not individuals) e.g. a resident association, community panel

Course outline

The group will:

Revisit its aims

Assess how it is doing

Learn about group dynamics and team work

Learn about behaviour in groups and how to make positive use of conflict and disagreement

Apply lessons from workshops

Plan for the future

Duration

1 day

Maximum number of delegates

12

Health & safety (level 2)

Suited to

Individuals wanting a broad knowledge of health and safety e.g. members of community panels, resident associations

Course outline

This level 2 qualification has replaced the CIEH Foundation Certificate in Health & Safety in the Workplace. The course outlines the legal duties of employers, employees and suppliers, and provides an understanding of general risk assessments. You will learn about:

Legislation

Health

Safety

Welfare

The workplace and workplace equipment

Risk assessment

Manual handling

Hazardous substances

Ergonomics and workstation design

Transport and vehicles

Noise and vibration

Fire safety

There will be a test at the end of this course

Duration

1 day

Maximum number of delegates

12

Community Development



Involving people

Suited to

Members of resident associations and community panels wanting to increase the number and range of people involved in their group/s

Course outline

How to map the level of involvement in your group

The main barriers to and rewards of involvement

A range of techniques for encouraging and sustaining involvement

Ways of making involvement fun

Duration

Half a day

Maximum number of delegates

12

Meeting skills

Suited to

Members of resident associations and community panels that are new to formal meetings

Course outline

What is chairing a meeting and its importance

The role and skills of an effective chair

The role of the secretary

How to produce agendas and minutes of a meeting

Mechanics of a meeting

Writing letters on behalf of your group

How to deal with difficult situations and difficult characters

Working as a team

Duration

Half a day

Maximum number of delegates

12

Community Development



Mystery shopping

Suited to

Members of a community panel or resident association that have a role in mystery shopping to improve services they are involved in

Course outline

Understand the role of the mystery shopper

Take part in a mystery shop of a local facility

Use the information obtained to improve services

Duration

1 day

Maximum number of delegates

12

Planning a community event

Suited to

Individuals involved in running community events, fundraising and fun days

Course outline

The use and value of public and community events

The different types of events and their suitability for different communities

How to promote an event

The legalities around holding an event

How to plan an event (including timescales, check lists and risk assessments)

Duration

1 day

Maximum number of delegates

12

Community Development



Running community projects

Suited to

Individuals that require the skills needed to run a project in the community

Course outline

How to assess community needs

How to develop a vision, aims and objectives

How to appraise options and test ideas

How to plan a project

How to involve people

How to manage, monitor and review the project

Duration

1 day

Maximum number of delegates

12

Teamwork

Suited to

Members of community panels and resident associations wanting to explore the benefits and challenges of teamwork and how working in collaboration with others can get things done

Course outline

Team work and its benefits

Obstacles that prevent effective teamwork

Individual strengths and skills to work effectively in a team setting

What happens when a team is not working effectively and how you can get back on track

Good and bad practice

Duration

Half a day

Maximum number of delegates

12

Health and Safety



Writing & publicity

Suited to

Members of community panels and resident associations who write newsletters, reports, minutes or publicity posters, wanting to brush up on writing skills to suit their audience

Course outline

How to make the best use of your writing skills

How to adapt your writing skills to meet the needs of your audience

What makes effective publicity

Duration

1 day

Maximum number of delegates

12



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