

CSP Academy

Training Course details

Training Course Directory





About the CSP Academy

The CSP Academy is a unique and innovative learning platform designed to enable people from any background to access the highest standard of training and specialist qualifications.

Built on the principles of Competence, Standards and Professionalism the CSP Academy is proud to have helped well over 2,000 individual learners access training and qualifications that may not have ordinarily been available to them.

We use nationally recognised experts to design and deliver our training courses and qualifications which means that when you do one of our courses you are learning from the best people based on the most up to date and relevant information available.

Since the programme was launched in 2009 we have attracted an impressive list of over 800 organisational clients including police forces, local & national government, private companies and third sector organisations alike. Our full client list can be viewed on the clients' page of our website which can be found at <http://www.cspacademy.ac.uk/OurClients.htm>.

In many cases our training and qualifications are seen as the expected standard which is why we are integrated into a number of organisations overall corporate staff development and training strategies.

For further details about the training and qualifications we offer please feel free to browse our website www.cspacademy.ac.uk, call us on 0845 299 7144 or email learning@cspacademy.ac.uk



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Appraisal and Employee Review Training

Introduction

Appraisal and review management is a method by which the job performance of an employee is evaluated (generally in terms of quality, quantity, cost, and time) by a manager or supervisor. It is part of guiding and managing career development and a process of obtaining, analysing, and recording information about the relative worth of an employee to the business.

This training course focuses on giving delegates the skills, knowledge and guidance on effective appraisal, performance and review management techniques

Overview

By identifying how to prepare and run successful review and appraisal meetings, you will learn to refine your skills in appraising and developing staff.

This one-day training course will identify the benefits of employee appraisals and reviews. It will allow the delegates to learn and practise the key skills required to plan for and hold effective appraisal meetings.

Who should attend

Suitable for individuals who carry out staff appraisals and are looking to build their confidence and effectiveness in this essential skill.

This course will benefit anyone involved in appraisal, performance and review management, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Understand the tools needed and benefits of running appraisal meetings
- Confidently plan and prepare for a successful review meeting
- Improve your communication skills and remain fair and consistent with all staff
- Improve your listening skills, and tackle performance problems effectively.
- Develop honest and open communications during review meeting.
- Show empathy and inspire and motivate staff to perform better
- Understand how to set clear objectives

This course covers the following:

The Importance of Staff Appraisal and Reviews

- The purpose and benefits of appraisals and reviews
- Aligning appraisal reviews with organisational success
- Defining the barriers to effective appraisals and reviews
- Understanding the role and responsibilities as an effective appraiser

Effective Planning & Preparation for the Appraisal or Review

- Gathering the information you need: drafting an appraisal plan
- Understanding the importance of the organisation's competencies for staff appraisal and development
- The importance of fairness and equality in the application of the system
- Gathering supporting evidence and data

The Appraisal/Review meeting

- Establishing open and honest communications
- Questioning and listening skills
- Planning and conducting a structured, balanced and participative discussion
- Reviewing current compared to previous performance
- Providing clear, specific and motivational feedback
- Overcoming resistance and handling uncooperative individuals

Managing the Performance

- Identifying the causes of poor performance
- Addressing issues of poor performance confidently
- Setting SMART Objectives

Budget Management Training

Introduction

To manage budgets effectively, organisations need to be satisfied that the budget will balance and ensuring that all, operational, financial and legal requirements are met.

Good financial management should ensure that staff in charge of delegated budgets, both for administration costs and programme expenditure, have clear guidance on the size of the budgets, what they may be used for and how far they can be varied.

This training course focuses on giving delegates the skills, knowledge and guidance on how to manage budget responsibilities effectively.

Overview

Ideal for new and existing budget holders who want to learn how to take the pain out of managing budgets:

- Reducing the time to produce a budget.
- Dealing with opportunities in the face of budget restrictions.
- Including contingencies for future uncertainty.

Who should attend

This course deals with management accounting and is suitable for budget holders, cost centre managers, and those who manage department or event budgets who wish to acquire first principles or refresh ideas and approaches.

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Review the benefits and drawbacks of different budgeting methods, and when to use each approach.
- Use a structured approach to prepare a budget.
- Understand how costs behave to help with budgeting for expenditure.
- Understand management accounting methods, and which methods we use for budgeting and for evaluating unbudgeted opportunities.
- Budget appropriately for risk and defend budgeted contingencies.
- Budget and plan for stock ordering.
- Manage financial performance, understanding variances and taking action to achieve your budget and objectives.
- Manage costs in seasonal or cyclical businesses.
- Simply assess the viability of entering new markets or developing new products.

This course covers the following:

Budgeting Preparation

- Overview of the budget process
- Case study: reviewing a simple budget scenario
- Being clear about initial assumptions and limiting factors
- Knowing where to find information that might be needed
- Analysing potential income and expenditure: what events and occurrences do we need to consider?
- Internal, external, definite and uncertain
- Nature and behaviour of costs
- Understanding different costing methods and their relevance to decision making and budgeting
- Stock forecasting and how to calculate the minimum quantity needed
- Apportioning overheads
- Budgeting for risk and contingencies
- Break-even analysis for simple decision making

Facing the Actuals

- What are the variances and why are they important?
- The budget is the plan, i.e. understanding the need to proactively work towards budget and adhere to budget.
- Comparing actual costs to monthly and year to date budget
- Understanding the significance of changes in variances
- Flexing the budget

The Cash Budget

- Why they are needed. Do high profits necessarily mean everything is going well?
- Case study: preparing a cash budget

Presenting the Departmental Budget



- Giving clear information
- Presenting the main variables
- Getting agreement - ensuring you agree an achievable budget in the face of potential budget cuts
- **Personal Development**
- Action planning - the essential next steps

Continuous professional development - what next?

Change Management

Introduction

Change management is a structured approach to shifting individuals, teams, and organisations from a current state to a desired future state. It is an organizational process aimed at empowering employees to accept and embrace changes in their current business environment.

This training course focuses on giving delegates the skills, knowledge and guidance on how to motivate and build effective change management into the business.

Overview

Change in business sometimes just happens! How will your business respond to it?

This one-day course introduces best practices for managers and supervisors to enable change.

Delegates will learn how to let go of previous agendas in order to address new challenges and how to implement change within your business.

Who should attend

Suitable for managers and supervisors who have responsibility for implementing change and wish to learn how to do so in the most effective manner;

This course will benefit anyone involved in the business change environment, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

Course Content

The Need for Business Change

- Humans and change
- Strategic Drift
- Organisational Metaphors
- Putting Change into context

The Experience of Change

- Culture
- Understanding the issue
- Implementing Change
- Levers for Managing Change
- Your role in change

The Change Context

- The nature of change
- The levels of change
- Active and passive resistance
- The change curve
- Organisational culture

Implementation Options

- Overcoming individual barriers to change
- Change tactics
- Communications plan

Personal Development

Developing your skills and competencies in change management.

Coaching Skills

Introduction

In organisations today, coaching is a proven method of personal development or human resource development. Coaching is the act of providing positive support and positive feedback while offering advice to an individual or group in order to help them recognise ways in which they can improve the effectiveness of the business.

This training course focuses on giving delegates the skills, knowledge and guidance on how to coach in a business environment innovatively and effectively.

Overview

On this one-day training course delegates will learn essential skills and techniques required to work as an innovative coach.

In today's rapidly changing business climate, coaching is an essential management skill. Managers need to use a variety of coaching skills and approaches to work effectively with individuals and teams to deliver business results.

Who should attend

If you manage others and are responsible for their development in the organisation this course will help you unlock their potential.

This course will benefit anyone whose role involves the supervision of others, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Understand the role of the coach as a developer of others.
- Make use of the latest coaching models to structure and make your coaching meetings more effective.
- Create a variety of coaching styles to adapt your coaching to any situation.
- Use day-to-day work activities as an opportunity to coach and raise standards.
- Inspire your learner by agreeing motivational coaching outcomes.
- Employ the skills of 'instant coaching' and 'extended coaching'.
- Learn how to assess your effectiveness as a coach.

This course covers the following:

Working as a Coach

- What is the role of the coach?
- Adopting a coaching style that meets your learner's need
- The areas where you can expect to focus as a coach

The Coaching Meeting

- How to structure your coaching meetings
- Explore coaching models
- Identify the skills and qualities of a high performance coach
- Learn to become an 'instant coach'

The True Spirit of Coaching

- The thinking styles for dynamic coaching
- Learn the technique of appreciative enquiry
- Understand what is important to your learner
- Coaching beyond your boundaries of subject knowledge

Enhancing Your Coaching Ability

- Identifying peaks and troughs in performance
- How to track success
- What to do if things go wrong
- Techniques for overcoming blocks and barriers to success

How to Continue Your Development as a Coach?

- Identify your personal coaching strengths and development areas

Complaints Handling Training

Introduction

There is often a balance between responding appropriately to complaints and acting proportionately within available resources. However, prompt and efficient complaint handling can save organisations time and money by preventing a complaint from escalating unnecessarily. Learning from complaints can reduce the number of complaints in the future.

This training course focuses on giving delegates the skills and knowledge to promote a shared understanding of what is meant by good complaint handling and to help the organisation deliver first-class service delivery to all customers.

Overview

This course explains how to stay calm under pressure, not to over react, and how to remain professional when managing complaints, issues or incidents.

Customer expectations for speed, quality, cost control and delivery have increased and customers complain when their expectations are not met. When customers complain it can be a very stressful experience and remaining calm under pressure is key to retaining long-term customer loyalty.

This training course delivers challenge to delegates beliefs in managing customers' expectations of the service and organisation, whether they are internal or external customers.

Who should attend

If you are responsible for dealing with customer complaints (internal or external), then this course is for you.

It will show you how to manage angry and demanding customers' expectations and explain the tips and techniques to use to ensure that you stay calm throughout the whole process.

This course will benefit anyone whose role involves dealing with complaints, issues and incidents, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Understand the impact you have on customers; negative and positive.
- Understand the change in your thinking and behaviour that is required to manage complaining customers.
- Recognise that it is important not to take complaints personally but to respond in a professional manner.
- Establish rapport with angry and abusive customers, and resolve their complaint.
- Appreciate the value to you and your customers when you remain calm and resist their pressure.

This course covers the following:

Personal Impact on Customers

- “I’m good at managing my customers”- self-analysis
- What do your customers think about you and your organisation?
- The perception divide – “It’s entirely your fault!”

Managing Customer Complaints

- Why Customers Complain
- Managing extremes of behaviour
- Managing emotion

Managing angry and abusive customers

- Managing the issue and not the person
- Managing your customer’s emotion
- Staying calm under pressure

Generating customer loyalty

- Listening, acting and responding to customer needs
- Using the complaint to re-shape the 'customer experience'
- Genuine, sincere and proactive customer service

Achieving excellence in customer service

- Best Practice checklist
- Your customer experience statement
- Personal action plan

Conflict Resolution Training

Introduction

Conflict and aggression are, sadly, genuine aspects that many encounter on a regular basis.

This one day training course will enable the candidate to identify people with an aggressive nature and receive guidance on how to prevent escalation of potential threats and situations using proven skills and techniques to effectively defuse and calm situations.

"This training was one of the best I have attended. The trainers' style of presentation was great. The content was fully comprehensive and I thoroughly enjoyed participating. The trainer maintained an excellent tempo throughout the delivery of the training; the information provided was excellent and reinforced the importance of personal safety. The hints and tips will, I am sure, prove to be useful in the future."

- Attendee of Conflict Resolution Training - St Johns Housing Trust

"Comprehensive and enjoyable - an excellent trainer with a wealth of knowledge."

- Attendee of Conflict Resolution Training - NORCAS

Overview

This one day Conflict Resolution Training workshop is designed to ensure that staff or volunteers recognise and understand all elements of workplace violence.

Delegates will be able to identify people with an aggressive nature and will receive guidance on how to prevent escalation of potential threats and situations using proven skills and techniques to effectively defuse and calm situations.

The course also provides guidance to managers and supervisors on their legal responsibilities, implementation of risk assessments, workplace violence policies and post incident management.

This course uses a variety of teaching tools, including scenario based learning, to enhance training using realistic situations.

Who should attend

Any individual who potentially may encounter any form of abuse, threatening behaviour or assaults in their job or workplace.

Managers and supervisors, present and aspiring, who want to develop strategies and effectively manage organisational conflict will also benefit.

Course Content

- **Defining conflict and the cost to business**
 - Defining work related violence
 - Exploring the causes and costs of unresolved workplace conflict, including the legislative responsibilities to employers
 - Managing Conflict "The Complete Management Response"
 - Assessment of risk using generic and dynamic risk assessments
 - Reducing vulnerability to assault, including personal risk reviews

- **Identifying and understanding potentially violent behaviour**
 - Blocks to communication
 - Understanding triggers and inhibitors, reading signs and symptoms of aggression
 - Stages of conflict escalation

- **Responding to conflict**
 - Understanding our natural response to conflict
 - Styles of conflict management
 - Managing our body language
 - Structuring and controlling the conversation using effective listening skills and questioning
 - Utilising the 'Bataris' based model to influence behaviour and attitude

- **Defusing High Risk Conflict**
 - Assertiveness
 - Interventions
 - Self-defence and the law

- **Post Incident Response and Reporting**
 - Effects of workplace violence
 - Providing support
 - Reporting systems and reviews
 - Developing a workplace violence policy

Crisis Media Training

Introduction

If it goes wrong the media will want to know. And you won't simply be in the news - you will be the news. With the emergence of 24 hour "rolling" and online news, crisis management skills and expertise have never been more important for managers in every sector.

If meeting the media is stressful at the best of times, it's doubly so in times of crisis, for there's little time for calm reflection, for clearing facts with colleagues, and planning your response.

The media will be more demanding than ever, and the public hungry for information.

Overview

This practical and flexible one day Crisis Media Training course provides delegates with the knowledge and techniques that are essential for responding quickly and effectively to unexpected events. Delegates completing this course will be able to prepare effectively for a crisis; stay in control from the outset; identify different responses to different situations; and present their case with calmness, frankness and dignity.

This one day Crisis Media Training course includes everything from preparing holding statements to handling hostile media questioning and running press conferences. Delegates put into practice what they have learnt through staged print, radio and TV interview simulations, with the emphasis on learning through doing.

This Crisis Media Training course focuses on the need for successful interaction with the media. It's a hands-on workshop, with extensive use of videotape and audio feedback, giving participants the tools necessary to work with the media during a crisis. After completing training, your employees will have the skills necessary to confidently and correctly manage media contacts.

Who should attend

Any individual officer who potentially may encounter the media in an emergency or crisis situation

Managers and supervisors, present and aspiring, who want to develop strategies and effectively manage media communication plans will also benefit.

Course Content

Highlights of our one-day course include:

- Extensive training on how to properly interact with the media
- Tactics to use in order to maintain positive attention, whilst diverting negative public attention
- Video and audio tapings using real-life crisis situations
- Individualised feedback sessions reviewing the video tapings and audio recordings. This helps to identify both strengths and areas for improvement in handling the media

- **Understanding the Media**
 - What Information Does the Media Need
 - Guidelines for Working With the Media
 - Things to Avoid
 - Videotape / Audio Interview #1
 - Critique Interview #1
 - Real life situations

- **Preparing a Formal Statement**
 - Quick Preparation Methods
 - Analysing both Primary and Secondary questions
 - Statement to the Press
 - Videotape / Audio Interview #2
 - Critique Interview #2

- **Dealing with a Crisis**
 - What Not to Divulge
 - Helpful Dos & Don'ts
 - Videotape / audio Interview #3
 - Critique Interview #3

- **Handling Questions from the Media**
 - Image
 - Structuring Your Response
 - Delivery Techniques - Power position, gestures, voice & eye contact
 - Dealing With Rudeness and Hostility
 - Controlling Your Environment - Knowing when to be interviewed & where NOT to be interviewed
 - Quick Media Updates

Domestic Violence Homicide Review Training

Introduction

This course is for Community Safety Partnership practitioners from any agency who will be taking part in Domestic Homicide Reviews.

The course is based on the Multi-Agency Statutory Guidance for the conduct of Domestic Homicide Reviews which was established under Section 9 (3) of the Domestic Violence, Crime and Victims Act 2004. When a domestic homicide occurs, the relevant police force should inform the relevant community safety partnership (CSP) in writing of the incident.

The community safety partnership (CSP) has the overall responsibility for setting up reviews.

Overview

Course duration: 1 day.

This practical one day course will provide delegates with the essential skills and knowledge to manage undertake and participate in domestic violence homicide reviews.

By the end of the course delegates will be able to:

- Fully understand the Domestic homicide review processes
- Understand their individual role and responsibilities within the review process
- Understand the importance of sharing best practice and lessons learned locally
- Demonstrate knowledge of the review process

Who should attend

Suitable for all community safety partnership practitioners, supervisors and line managers who have a community safety partnership responsibility for domestic violence homicide review

Course Content

- Background to Domestic Homicide
- About domestic homicide reviews
- Setting up a review – responsibilities of community safety partnerships
- Deciding whether a review should take place
- Setting up a panel to conduct the review
- Relevant agencies
- Appointing a Chair to the review
- Time-scales for conducting domestic homicide review Involvement of friends, family and other support networks in the review
- Actions when involving friends, family and other support agencies in the review



- Individual management reviews (IMR)
- Review panel action on receiving an overview report
- Community safety partnership action on receiving the overview report
- Learning lessons and good practice
- Quality assurance

Course Trainers

Chaucer Forbes LLP (www.chaucerforbes.co.uk) is an established part of the Safety Net Associates Group who are recognised as one of the leading crime and criminal justice education consultants in the UK.

The experienced team at Chaucer Forbes LLP have recently completed a series of serious case reviews on behalf of UK Government departments with multi agencies across the UK relating to failures around crime and justice and will bring this expertise to this training programme.



Effective Management and Leadership Training

Introduction

Our Management Training & Leadership Training is focused on developing managerial and leadership excellence. Driven by thought leaders and positioned, tested and implemented against the needs of the market and our clients, we provide leading edge management and leadership thinking, training and development.

Whether you are looking for a recognised qualifications or leadership training to enable you to meet the challenges of your latest managerial role, we can offer the training course that will make a real and measurable difference to your performance.

Overview

Are you aware of the impact that your management and leadership style has on others? Is your style the most appropriate to motivate and enable your staff to work effectively?

In this highly practical course you will undertake a leadership styles profile and have the opportunity to review your results and reflect on your strengths and development needs. You will then be able to practise each of the management and leadership styles. Give yourself greater flexibility to select the appropriate management and leadership style to match a variety of different business situations.

Who should attend

Suitable for managers and supervisors who are looking to enhance their understanding of a range of leadership and management styles so that they can build teams through improving individual effectiveness. This course will benefit anyone who manages people, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Identify your current preferred management and leadership style.
- Choose the most appropriate management or leadership style for any given situation.
- Understand the impact of different styles on others.
- Increase your ability to motivate others.
- Empower others to perform.
- Develop the talent of others through a range of different and appropriate approaches to suit the situation.

This course covers the following:

Defining your Role

- Define and differentiate between management and leadership
- Understand the skills and qualities required of managers and leaders in the 21st century
- Identify what your organisation needs, wants and expects of you
- Meet the demands of both your manager and your team

Assess your Management and Leadership Style

- Review your management and leadership style
- Identify your strengths and development needs
- Assess - how others see you?
- Understand and background to the four leadership styles
- Leading by example - be a role model and project a credible image

The Directional Leader

- Define your team's direction and inspire others to follow
- Lead from the front
- Giving clear simple and motivational messages
- Keep your team focused on results

The Developmental Leader

- Your role as a developer of others
- Assess the individual and team development needs
- The art and skills for training and developing individuals
- Use a coaching style to enable others to act and take responsibility
- The skills to persuade and influence others

The Supportive Leader

- Recognise and reward contributions
- Identify and managing the talent in your team
- Lead with feedback that motivates and develops others
- Create a culture of challenge and support within your team

The Empowering Leader

- Encourage the team to undertake collaborative problem solving
- Make delegated responsibility a part of your team culture
- The advantage of self-managed teams
- The ability to facilitate rather than manage your team

Personal Development

- Create a personal leadership application plan to continue your development within the workplace

HR for non HR Managers Training

Introduction

Human resources (HR) is a term used to describe the individuals who comprise the workforce capacity of a business. Human resources is also within a business the area of work charged with responsibility for implementing strategies and policies relating to the management of individuals.

This training course focuses on giving Non-HR managers and supervisors the skills, knowledge and guidance to effectively manage employees and the business, while taking into account organisational, legal and welfare responsibilities.

Overview

This practical training course introduces Non-HR managers to the world of employment law and the HR issues that all line managers have a responsibility for including the Equality Act 2010.

There is now more employment legislation than ever before, and the need for well-informed line managers has never been greater. This training course will help delegates gain the knowledge and skills to develop confidence in dealing with HR and employment law issues within the business.

This training is led by a Chartered Member of the Institute of Personnel & Development. (CMIPD)

Who should attend

Designed for managers and supervisors with line management responsibilities, this course will help delegates to understand the skills and knowledge required to carry out legal and HR roles and responsibilities.

This course will benefit anyone involved in line management, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Identify the scope of the line manager's employment law and HR roles and responsibilities.
- Have the insight to professionally deal with personal issues that affect staff.
- Understand how the current legal framework impacts upon the line manager's role.
- Identify how to avoid legal pitfalls and costs by having an up-to-date awareness of employment law.
- Identify authorised and unauthorised absence.
- Understand how to deal effectively with grievances and discipline issues.

This course covers the following:

The Line Manager's Role and Responsibilities of Employment Law and HR Issues

- Defining roles and responsibilities - current strengths and development areas in relation to the HR role
- The scope and depth of the line manager's employment law and HR duties
- Typical types of employment contract, content and how it affects line managers

What are your Legal Responsibilities?

- Identifying the current employment legislation (an overview of the Equality Act 2010 and the protected characteristics of sex, age, race, religion or belief, disability, marriage and civil partnership, pregnancy and maternity, sexual orientation and gender reassignment, awareness of health and safety at work and the data protection acts)
- Understanding discrimination - positive, direct and indirect, associative and perceptive.
- Bullying and harassment
- Applying equality, diversity and fairness in the workplace

Effective Absence Management

- Identifying what is authorised and unauthorised absence (Including looking at long-term sick leave) and
- practical solutions on how to deal with absence issues.
- Latest legislation and its effect e.g. parental leave, domestic leave, maternity leave, etc

Handling Discipline and Grievances at Work

- Defining what a grievance is
- How to handle and resolve grievances positively
- Discipline procedures - identifying when and where action is necessary
- Dealing with poor performance
- Employment tribunals - what is involved?
- Understanding how to terminate employment and when to seek the help of a specialist

Negotiation Skills Training

Introduction

Negotiation is a dialogue intended to resolve disputes, to produce an agreement upon courses of action, to bargain for individual or collective advantage, or to craft outcomes to satisfy various interests. It is the primary method of alternative dispute resolution.

This training course focuses on giving delegates the ability to take crucial negotiation strategies, tools and techniques and effectively apply them to real life negotiations.

Overview

Learn how to use your negotiation skills to facilitate decisions and agreements that achieve results. This highly interactive and 'hands on' course provides the opportunity to examine existing skills in a low risk environment.

Delegates will learn how to improve negotiation skills to enable and facilitate decisions that achieve win/win outcomes.

Who should attend

If you are looking to develop skills and self-confidence, particularly on a one-to-one basis, for commercial negotiations with customers, suppliers and colleagues both inside and outside your organisation then this training course is a must.

This course will benefit anyone whose roles involves any form of negotiation, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Understand the key skills and processes necessary for successful negotiations.
- Identify, develop and deploy the interpersonal skills crucial to negotiating proactively.
- Work to develop a style of negotiation that is sincere and effective.
- Put new skills straight into practice confidently.
- Understand the value of planning and preparation to achieve win/win results.

This course covers the following:

Core Skills and the Negotiation Process

- Understanding your current negotiation style
- Working with the negotiation process
- Foundation negotiation skills

The Interpersonal Skills of Negotiation

- Questioning and Listening - picking up information and acting on it
- Using silence as a powerful negotiation tool
- Being aware of your own and others body language

The Essential Steps of the Negotiation Process

- Planning and preparation – best alternatives to succeed
- Opening, proposing and negotiating for a win/win result
- Reaching agreement and reviewing

Negotiation for Different Situations

- Clarifying the real problem and managing the issues
- Individual versus team negotiation and multi-part negotiations
- Securing win/win result

Performance Management

Introduction

Our Performance Management Training includes learning on activities to ensure that goals are consistently being met in an effective and efficient manner. Our Performance Management Training focuses on the performance of the organisation, departments, employees, and even the processes to build a product or service, as well as many other areas.

Our Performance Management Training is focused on developing managerial and leadership excellence.

Overview

This practical one day course will provide delegates with the essential skills and knowledge to manage and motivate other people to achieve their best performance.

You will explore the link between high performing individuals, teams and their business. You will develop your feedback skills, handling difficult or demotivated people and learn to celebrate success..

Who should attend

This course is suitable for line managers who have performance coach responsibilities (evaluating and managing others work) and need to help people achieve their potential. This course will benefit anyone who manages people, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Understand the link between effective performance management and business results.
- Monitor and measure performance against agreed goals.
- Run regular appraisal meetings to encourage staff to reach agreed goals and pick up any development opportunities.
- Confidently deal with difficult performance issues positively for all involved.
- Recognise when to give formal and informal motivational feedback.

The Value of Performance Management

- Defining performance management - what it is and why it matters
- The benefits of effective performance management
- Looking at common reasons for underperforming
- Exploring your role as a performance manager and coach – how to get the best from others
- Setting clear expectations, SMART and behavioural objectives

Managing and Motivating for Individual Performance

- The link between motivation and performance including practical approaches for managing differing performance levels
- Identifying your personal leadership and coaching style
- Changing your personal leadership style to get the most from the individual performer
- Improving and Developing Performance
- What to do when the performance plan doesn't work
- Creating and implementing opportunities for learning based on personal styles
- Praising and celebrating good performance
- The performance coach – spotting opportunities and keeping it informal and positive. Celebrating success
- Monitoring and evaluating performance (gathering performance data and evidence)
- Providing clear and motivational feedback on a regular basis to improve individuals' daily performance
- Encouraging self-appraisal and review

Managing Under-performers

- Identifying what constitutes poor performance
- Handling difficult people in a fair and confident manner – encouraging them to find solutions and take ownership
- Understand disciplinary and grievance procedures
- Understand your role in grievance and disciplinary situations

Personal Development

- Formulating an action plan

Problem Solving Training

Introduction

Generally problems don't go away; rather they have a habit of growing unless dealt with effectively by a good member of staff or the team as a whole. Remember there is always another way to do it, which might be cheaper or quicker.

There are many approaches to problem solving, depending on the nature of the problem and the people involved in the problem. Most of us encounter problems in our work. However, sometimes we have to go beyond the existing procedures to create new ways of solving the problems we face in our roles.

Overview

This one day Problem Solving Training workshop is designed to ensure that you learn to create new ways and techniques of helping you to meet the challenges in achieving your goals, which is based on existing and proven problem solving models.

This course uses a variety of teaching tools, including scenario based learning, to enhance training using realistic situations.

Who should attend

Ideal for case workers, front-line operational staff, project managers, middle and senior managers and those in creative roles who deal with day to day problems and would like to learn about creative thinking tools and problem solving models.

This training would also be suitable for managers and supervisors, present and aspiring, who need to develop strategies and effectively manage organisational problem solving issues.

Course Content

- **Defining and distinguishing creativity & problem solving**
- **Taking a structured approach to solving problems and making decisions using:**
 - High order cognitive processes
 - Appreciative Inquiry
 - Osborn-Parnes Problem Solving Model
 - ID Partner model
 - SARA model
- **Identifying and applying tools to assist problem solving models**

Is this the real problem?

 - A lot of problem solving effort is wasted because it tries to solve the wrong problem.
 - Taking the time to ensure the focus of your efforts is right is an essential first step.
 - The desired outcome
 - Where do you want to get to?
 - What will the ideal solution look like
- **Sourcing and generating options for solving the problem**
 - Where are the solutions and ideas going to come from?
 - How will ideas be developed?
 - Evaluating Options and making choices
 - Establish a range of ways of evaluating and selecting the 'best' solution to your problem.
 - Taking action
 - Deciding what action to take is important, but so is making sure that you have thought of everything before committing yourself
- **Reviewing success and learning**
 - Problem solving should be a process that improves over time.
 - Reviewing what has and hasn't worked is an essential last step so that you can continually refine your approach to problem solving.
 - Action Planning
 - A chance to think about the skills you have learnt and how to apply them in your own setting.

Project Management Training

Introduction

Project management is the discipline of planning, organising, securing and managing resources to bring about the successful completion of specific project goals and objectives.

Our Project Management Training is focussed on providing the support, skills, and knowledge for delegates to deliver excellence in project management. Our expert team of training consultants are all fully qualified experienced project management practitioners who can provide the advice and know-how to make a real difference to your projects.

Overview

This highly practical course provides all the essential skills, tools and techniques that are needed to support the project management role. The course concentrates on the practical techniques that can be applied directly to the workplace.

This course is focused on exploring the fundamental principles of successful project management and incorporates a number of easy to apply, effective tools and techniques that, when applied in the workplace, will allow the delegates to become more confident and competent in managing a project.

Who should attend

Suitable for individuals who manage projects and/or lack any formal training in the discipline of project management, or managers who are looking to adopt a project approach to managing work.

This course will benefit anyone who project manages, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Recognise when it is appropriate to adopt a 'project' approach to managing your workload.
- Apply a simple life cycle to a project to break it into easy to manage stages.
- Clearly define your projects to provide real clarity in terms of project scope, roles and responsibilities and other key factors.
- Confidently plan, organise and document a project by using a wide variety of tools that add value to the project management process.
- Identify and manage risks proactively to minimise the impact of any deviations from the original plan.
- Become more effective in monitoring and controlling the project work, change requests and resourcing pressures by using best practice processes and techniques.
- Understand what lessons can be learnt from managing work using a project approach.
- Tailor your approach to projects of varying size and complexity.

This course covers the following:

What is a Project?

- Defining what we mean by project working and how it differs from the day job
- Determining a structured approach to managing projects - the project life cycle
- Understanding why projects fail - what to watch out for

Defining a Project

- Understanding the role of the project manager and other key stakeholders
- Appreciate the importance of team working within the project
- How to clearly define a project
- Setting and agreeing objectives, scope and constraints
- Understanding what questions to ask
- Recognising the need for project governance
- Simple risk management tools and techniques available to avoid surprises

Planning a Project

- Exploring tools and techniques used in planning a project including Work Breakdown Structures, Gantt Charts, Network Diagrams and Critical Path Analysis
- Determine the key project documentation and data display methods used on a project
- Scheduling techniques to maximise limited resources
- How to make time and cost estimates more credible and realistic
- How to plan for identified risks
- Defining and delivering against agreed quality expectations
- Recognise the need for a change management process and version control in a project

Implementing a Project

- How to monitor, track and control activities
- What impact will changes have on the project?
- Determine corrective actions to ensure the project remains on track
- How to communicate the status of a project more effectively

Closing and Reviewing a Project

- Understanding the need for a controlled close to a project
- Measuring what actually happened against the plan
- Learning lessons - both positive and negative
- Closing down and moving on

Concerns, Risk and Incident Reporting

Introduction

You are working with a household and something is just not right. You are suspicious or have concerns about something. You know that things just do not add up. What are you going to do about it?

Abuse, criminality and neglect should be taken seriously - no professionals should ignore it.

Please don't be that organisation or individual that does nothing; this training has been designed to protect your people, your customers and your organisation's reputation.

Overview

This one day awareness raising academy is designed to ensure that appropriate staff or volunteers, including housing staff, workmen / contractors and those who have contact with households on a daily basis, recognise and understand all elements of identifying and dealing with all vulnerable residents as witnesses, victims or perpetrators.

Delegates will be able to identify vulnerabilities and learn how to report them, what steps to take and identify problems. An outline of the appropriate tools to deal effectively with all kinds of vulnerability and abuse will be provided. Lessons learned will help to eliminate problems and improve overall customer satisfaction.

The academy also provides guidance to front-line staff managers and supervisors on the ways to identify problems and highlight the wide variety of formal and informal powers available to deal with issues that might arise.

This course uses a variety of teaching tools, including scenario based learning, to enhance training using realistic situations

Who should attend

Any individual who potentially may have to deal with vulnerable residents on a day to day basis and has a responsibility to respond appropriately.

The course is primarily aimed at those dealing with vulnerable people within their homes but will be useful for voluntary agencies who might deal with vulnerable people within communities.

This course would also be valuable for tenants and community leaders who are working with agencies to deal with issues around vulnerability, abuse and related issues such as anti-social behaviour, drug & alcohol abuse and crime.

Course Content

This one-day course includes:

- Defining vulnerability, abuse and criminality
- Duty of care
- Forms of abuse, neglect and concerns - Child abuse, elder abuse, domestic violence, drug and alcohol abuse, criminality including terrorism, mental health concerns etc.
- Developing solutions
- What happens when vulnerable residents are not supported?
- Understanding triggers and inhibitors
- Reporting and responding
- How to report
- Who to report to
- Observations, note taking and keeping records
- Case studies, when things go wrong Victoria Climbié, Baby P, coroner's Inquests etc
- Using the Tools and Powers
- What powers are available?
- Formal and informal powers
- Customer satisfaction
- The right procedures

Risk Assessment Training

Introduction

Risk assessment is the determination of quantitative or qualitative value of risk related to a concrete situation and a recognised threat (also called hazard). Quantitative risk assessment requires calculations of two components of risk: the magnitude of the potential loss and the probability that the loss will occur.

This training course focuses on giving delegates the skills and knowledge to clearly consider and present the measurement of both of the quantities in which risk assessment is concerned.

Overview

The training course is designed to provide delegates with the knowledge and skills to understand the principles and methodology of risk assessment, and how to take a structured approach to the conducting risk assessments with confidence.

Risk assessment is central to effective management of health, safety and operational risk and if conducted properly plays a key part in ensuring safety of anyone working within the organisation and its activities.

Who should attend

This one-day training course is aimed at anybody who has a responsibility to manage health, safety and operational risk or who has been appointed by their employer to conduct any workplace risk assessments.

This course will benefit anyone whose role involves any form of risk assessment, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Appreciate the moral, legal and financial reasons for reducing injury and ill health resulting from work activities.
- Understand the relationship between hazard, risk, risk assessment and safe systems of work.
- Understand the importance, and application of the risk control hierarchy.
- Be able to identify the different types of risk assessment required.
- Be able to apply the principles and methodology of general risk assessment to given work situations.

This course covers the following:

- Overview of relevant legislation to include sections of the Health and Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1999
- Vulnerability assessments
- Principles of risk assessment
- Hazard identification
- Designing safe systems of work from the risk assessment
- Practical exercise on conducting general workplace risk assessments with feedback to delegates on assessments conducted

Safeguarding Vulnerable Adults

Introduction

As an organisation are you committed to preventing the abuse of adults under your duty of care and reacting correctly and appropriately if you suspect such abuse?

As a professional organisation do you have a duty to allow such vulnerable members of our communities the right to live their lives free from abusive behaviour?

Do you know that certain groups of people you deal with may be more likely to experience abuse?

How do you enable these clients to access services or support to keep themselves safe from you and partner agencies and organisations?

As a manager are you confident you are getting this right now?

Overview

Course duration: 1 day.

The training will provide learners the paramount skills and knowledge to understand and react to the issues relating to safeguarding adults to protect the individual, organisation and vulnerable adult.

The training will be scenario based tuition to help you explore understand what to do to professionally to answer the above questions.

Who should attend

Suitable for all front-line practitioners, supervisors and managers from any service, organisation, agency or charity, who come into contact with vulnerable adults as part of helping them or as part their duty of care.

Course Content

By the end of the training you or your staff will be able to:

- Help to put into place external policies and procedures that relate to safeguarding adults
- Understand and effectively communicate who is covered by the term vulnerable adult
- What to look for and how to identify correctly signs and indicators of abuse
- Understand who, what, where, when, why and how to report concerns
- Actively contribute to creating a safe environment

- Understand the definitions related to Safeguarding Vulnerable Adults and know what different types of abuse there are.
- Know what behaviour/activities constitute abuse.
- Identify indicators/signs/symptoms of abuse.
- Have a good knowledge of risk factors in abuse.
- Know how to respond to a disclosure.
- Have a good understanding of individual reporting responsibility and requirements.
- Understand the roles of key investigative agencies in dealing with abuse.
- Develop a professional development action plan, related to practice and protection of Vulnerable Adults.

Team Building and Motivation

Introduction

Team Building is a range of activities, presented to businesses designed for improving team performance.

Team building is pursued via a variety of practices, and can range from simple bonding exercises to complex simulations including group assessment and group-dynamics.

This training course focuses on giving delegates the skills, knowledge and guidance on how to motivate and build effective and successful business teams.

Overview

Improve your team's morale, motivation and performance with effective team building tools.

Delegates will learn innovative communication techniques to boost the team's eagerness to work and successfully achieve objectives.

Who should attend

Suitable for managers, supervisors and team leaders who wish to manage their team's motivation to ensure high morale and high quality performance.

This course will benefit anyone whose role involves the supervision of a team, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Define motivation and team building
- Identify common motivators and de-motivators in business
- Apply motivation & team building theories to common business scenarios
- Develop motivational leadership skills
- Identify indicators of employee motivation and team building

This course covers the following:

Defining Motivation & team building

- Understanding motivators and common de-motivators
- Recognising motivators in business

The Theories of motivation and team building

- The common theories of motivation
- What is team-building?
- Applying the theories to business scenarios
- Understanding the theories and how they can help you everyday

Personal and Employee Motivation

- Managing staff's expectations
- Building motivation through staff involvement
- Developing motivational staff surveys
- Maintaining personal motivation to lead a team

Motivational Leadership

- Motivational techniques for the leader
- It's not just about the 'carrot' or the 'stick'
- Motivating the individuals in your team

Train the Trainer

Introduction

To be an effective trainer requires a special balance of skills. On the one hand the trainer needs to have enough charisma to make their subject interesting and compelling. On the other hand, focussing on the students' ability to learn and apply the subject matter is more important than the trainer's 'performance'.

Our training course focuses on the content and structure of the training; communication - the ability to communicate that content, and flexibility - the ability to adapt the style of delivery to suit different groups, personalities and environments.

Overview

Covering the fundamentals of design, delivery and evaluation, this intensive course gives new trainers a unique opportunity to learn from the experts.

This practical one-day course provides a comprehensive foundation for new trainers in training session design, development and delivery.

Who should attend

Suitable for new trainers and individuals who are looking to build their skills and confidence in training session planning, preparation and delivery of a variety of training solutions.

This course will benefit anyone who carries out any form of training or instruction, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Clearly identify the requirements of the training role.
- Write appropriate training objectives.
- Identify appropriate training materials and structure content to meet the objectives of the group.
- Confidently deliver effective training sessions.
- Select and utilise effective visual aids to support the training sessions.
- Overcome difficult situations or problems which can occur during training sessions.
- Evaluate the effectiveness of training against predetermined objectives.

This course covers the following:

The Role of the Trainer

- Why organisations train
- Meeting the needs of the business
- Supporting organisational objectives and strategies
- The qualities of a successful trainer

The Learning Process

- How people learn
- Learning styles - maximising individual development through the learning process
- Identifying trainees - the selection criteria
- Adapting your training style to meet the needs of the groups

Establishing and Meeting Training Objectives

- Establishing and writing objectives - ensuring the success of your training sessions
- Building course content - deciding on depth and scope of material
- Sequencing materials and developing course structure
- Building in questions to support the learning process

Training Methods and Visual Aids

- Using visual aids for maximum effect - selecting appropriate visual aids
- Working with whiteboards, transparencies and flipcharts
- Using computer-based presentation packages
- Selecting appropriate training methods - trainee analysis
- Trainer-led facilitation and group discussion
- Training methods review - video, syndicate exercises, etc

Group Dynamics

- The make-up and structure of groups
- Anticipating and overcoming trainee problems
- Handling difficult trainees

Training Delivery and Evaluation

- Training exercises; design and delivery of training sessions
- Each delegate will undertake practical sessions through the duration of the course

Evaluating Training

- Effectively measuring learning outcomes
- Short and long term measurement

Understanding and Responding to Stalking

Introduction

Stalking ruins lives and can lead to rape and murder. It often starts with 'petty or trivial' incidents - for example repeatedly being sent texts or emails, phone calls, being followed or sent unwanted 'presents'. Many don't realise what's happening, ignore the problem and hope it goes away.

Stalking not only effects the individual, but also impacts every other element of their life, from home to work.

Overview

This course is designed to provide an overview of stalking to agencies, organisations or individuals who deal with or have a duty of care to those who are either affected by or are at risk from stalking.

This course will provide delegates with an understanding of stalking and enable them to build or improve upon areas within their organisations, networks or communities to reduce the overt, underlying and reactive issues that stalking causes. See below for course content.

Who should attend

Those working in agencies, organisations or disciplines, including but not limited to the following examples would benefit from this one day training course:

- The Police
- Housing Providers
- Universities & Colleges
- Schools
- Security and Close Protection
- Local Authorities
- The CPS
- The Courts
- Victim services
- The media & entertainments industry
- Retail and commerce sectors
- NHS /PCT
- Probation and Prisons
- Social Services

Course Content

What is stalking?

- Definitions of stalking
- Background/History
- Stalking, Bullying & Harassment
- What constitutes stalking
- Direct/Indirect Stalking
- Cyberstalking
- The four different categories/behaviours of stalking
- What stalking can lead to
- High media profile cases
- Case studies

Who is affected by stalking?

- Who is at risk from stalking
- Victim Profile (*everyone is a potential victim*)
- The ripple effect
- The impact of Stalking
- The needs of the victim

What is a stalker?

- What leads to stalking
- The four stalker types
- Stalker profiles/behaviour

What can be done about stalking

- Legislation and Guidance
 - PH act 1997
 - Secondary legislation
 - ACPO/NPIA Guidance
 - CPS Guidance
 - NSS Guidance
- Assessing and managing risk
- The role of statutory agencies
- Duty of care
- International approaches
- Available support agencies/initiatives/resources
- Local action and initiatives

Workplace Investigation Training

Introduction

Investigations are used to examine formal workplace complaints and allegations such as grievances, whistle blowing, disciplinary cases and fraud. These specialised workplace (or employment) investigations operate by obtaining a clear picture of the situation through evidence gathering and analysis where required. The findings of the case are then reported to the organisation.

Our training course focuses on the time when a formal complaint or grievance is raised and there is a requirement to investigate the situation, in order to make an informed decision for the organisation.

Overview

This course is run in partnership with [Chaucer Forbes LLP](#), corporate investigation specialists.

Develop the skills and knowledge to manage all stages of the investigations and hearings process.

Reduce the threat of compensation claims and gain a sound understanding of the legislative and procedural environment of workplace investigations and hearings. This training course will help you master the softer skills necessary to deal with highly contentious, challenging workplace situations.

Who should attend

Suitable for HR and personnel professionals, employee relations officers and line managers with responsibility for managing or conducting internal investigations and hearings.

This course will benefit anyone who carries out any form of internal investigations, in particular:

- First Time Managers
- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- New Managers
- Staff Looking To Progress Into A Management Position

Course Content

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

- Understand the legal and practical requirements relating to investigations and hearings
- Use the skills required to confidently and successfully manage and conduct investigations and hearings
- Enhance business success and avoid unnecessary litigation
- Prevent formal grievance situations from arising unnecessarily
- Practise and hone the skills required to prevent unnecessary litigation

This course covers the following:

Legislation and case studies: an overview of current disciplinary and grievance legislation

- Successfully implementing the Dispute Resolution Regulations in the workplace
- The ACAS Revised Code of Practice and fair procedures

Disciplinary and dismissal procedures, (DDPs): what's involved?

- DDPs in a context
- When and how to use suspension
- Business and legal consequences of not following procedure
- Managing disciplinary and grievance overlap

Disciplinary and grievance investigations: a comprehensive, structured approach to the investigation

- What is the investigation process? Highlighting the importance of the impartiality of the investigator and his/her role
- When does an informal investigation become formal?
- Gathering evidence, handling witnesses, writing the report

The investigation interview: tips to ensure a thorough investigation process

- Avoiding common mistakes made during the investigation process
- How to analyse and evaluate evidence
- Your investigations checklist
- Report preparation, making recommendations and moving onto the hearing process

Investigation role-play

Participants will have the opportunity to go beyond the legal framework and practical tips outlined on day one and apply these effectively in a controlled 'real-life' scenario. Participants will practise the theory covered and

enhance their interviewing techniques to extract relevant information, interpret ambiguous behaviour and handle difficult situations.

Disciplinary and grievance hearings: the final stage of the process?

- How to prepare for the hearing?
- Examining the importance of skilful meeting techniques
- Maintaining bias-free hearings and sustaining consistency
- Reaching a decision