

Course Brochure

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Course Categories

- Business Skills
- Coaching
- Compliance
- Customer Service
- Finance
- Health & Safety
- Influencing
- Leadership
- Performance Management
- Presentation Skills
- Team Dynamics
- Wellbeing
- Trainer Led – Virtual Classroom courses

Business Skills

Business Skills

Course Name	Course Overview	Average duration	Assured by
AI Prompt Engineering	<p>AI tools can save you significant time, but only if you know how to use them effectively.</p> <p>This course introduces prompt engineering a hands on skill that helps you get faster, more accurate results from AI tools that respond to clear instructions. You'll learn how to craft, refine, and improve prompts, manage common risks, and confidently apply AI in your daily work. Along the way, you'll strengthen critical thinking, attention to detail, creativity, and initiative.</p>	25	CPD
How to use AI Responsibly	<p>Artificial intelligence (AI) is transforming the way businesses operate and how we work. It's important that we all feel comfortable using it and can embrace its potential.</p> <p>Whether you're new to AI or looking to refine your knowledge, this course offers practical insights and strategies to harness AI's power ethically and effectively.</p> <p>We'll explore the basics of AI, how to use it responsibly, and how to navigate important ethical issues.</p>	15	CPD

Business Skills

Course Name	Course Overview	Average duration	Assured by
Recruiting and Interviewing	<p>Line managers play a key role when hiring, onboarding and setting up new employees for success.</p> <p>This course shows line managers how to recruit, interview and onboard a new team member successfully.</p>	60	CPD
Sustainability and Climate Change	<p>Sustainable choices and behaviours are increasingly being promoted at work, in the media, and in our daily lifestyles, all encouraging us to take responsibility for the future wellbeing of our planet and its people.</p> <p>This course will explore how organisations use the three P's of sustainability (consideration of people, planet, and profit) to make sure that their actions are having a positive impact, and what you can do to bring sustainable behaviours into the workplace.</p>	35	CPD

Business Skills

Course Name	Course Overview	Average duration	Assured by
Hybrid Working (Managers version available)	<p>'Hybrid working', if done right, has the potential to result in a greater work/life balance, but can also blur the line between work and non-work to the point that it feels like you never really switch off.</p> <p>Employees need to find a way of working that allows them to be productive and happy, and managers increasingly find themselves navigating what it means to lead a hybrid team.</p>	25	CPD
Remote Working	<p>A shift towards remote working has been a growing trend with many adjusting how they work to help achieve a greater work/life balance.</p> <p>With COVID-19 requiring us all to socially distance, it's also likely that working in a non-office environment is here to stay and digital communication will continue to be a key part of how we work together.</p>	35	CPD

Business Skills

Course Name	Course Overview	Average duration	Assured by
Effective Delegation	<p>Artificial intelligence (AI) is transforming the way businesses operate and how we work. It's important that we all feel comfortable using it and can embrace its potential.</p> <p>Whether you're new to AI or looking to refine your knowledge, this course offers practical insights and strategies to harness AI's power ethically and effectively.</p> <p>We'll explore the basics of AI, how to use it responsibly, and how to navigate important ethical issues.</p>	15	CPD
Managing Remote Teams	<p>Successfully managing a remote team requires an understanding of how communication technology can affect team cohesiveness, relationships, cooperation, communication and team culture.</p> <p>This course helps you understand the virtual barriers to high performance and gives you some practical tips on how to use technology to overcome them.</p>	40	CPD

Business Skills

Course Name	Course Overview	Average duration	Assured by
Time Management	<p>Unlike most things in life, we can't buy more time! What we can do is develop some skills and habits that will help us make the most of our time. This course offers a time management process to follow along with a set of skills and habits to develop that will help you get control of your time.</p>	40	CPD
How to use AI Responsibly	<p>Delegation is a valuable skill when managing and working with others. To delegate effectively means being able to hand over responsibility for a task and feeling confident that the person you're delegating to is set up to succeed.</p> <p>This course helps you get the most out of your time and empower those you work with to confidently take on extra responsibilities and opportunities.</p>	30	CPD

Business Skills

Course Name	Course Overview	Average duration	Assured by
Having Difficult Conversations	In this course, you'll explore how to approach challenging conversations with confidence and clarity. You'll understand what makes these discussions difficult, learn practical strategies to navigate them, and discover the value of clear communication and active listening. Whether you're a manager or a team member, you'll also learn ways to overcome challenges, offer support, and keep discussions productive to ensure success for everyone.	27	CPD

Coaching

Coaching Skills

Course Name	Course Overview	Average duration	Assured by
Coaching Skills	<p>The Leadership and Management zone takes leaders and managers on a journey from what makes a good leader to growing a high performance team.</p> <p>Do you know the difference between learner and coach centred behaviours? Do you know when to instruct and when to help learners work out their own solutions? Do you know how to help learners work out their solutions?</p>	20	CPD
Using the GROW Model to Coach	<p>GROW 1</p> <p>Do you know how to establish good coaching goals with the person you're coaching? Can you work with your colleague to develop a set of realistic options to help them develop on the job? Can you help someone commit to a plan to improve?</p>	25	CPD

Coaching Skills

Course Name	Course Overview	Average duration	Assured by
Leader as Coach	<p>Successful leaders are successful coaches. Coaching is an essential skill to develop and is its own reward! In this course, we help you find out how to:</p> <p>Incorporate coaching into leadership style and approach Use a standard model to plan a coaching project effectively Choose a good candidate for coaching and an appropriate coaching style.</p>	30	CPD
Using the GROW Model to Coach	<p>GROW2</p> <p>Do you know how to maintain momentum throughout the coaching project? Can you help someone overcome limiting beliefs? Can you help acknowledge success and accentuate the positive?</p>	30	CPD

Compliance

Compliance

Course Name	Course Overview	Average duration	Assured by
Safeguarding Children	<p>No child should suffer abuse of any kind. People who work with children must understand their responsibilities for child protection and safeguarding.</p> <p>They must be able to recognise the signs, report and record their concerns, and respond appropriately to children who disclose their situation to them.</p> <p>In this module, you will be given clear information on recognition, reporting and recording, with scenarios that help learners explore what to do in a variety of situations.</p>	40	CPD
Criminal Finances Act	<p>The Criminal Finances Act is designed to tackle money laundering, corruption, tax evasion and terrorist financing.</p> <p>It creates two new corporate offences of failing to prevent criminal tax evasion which result in severe penalties and these are the focus of this course.</p>	20	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Competition Law (EU)	<p>Healthy competition keeps prices low and quality high. It increases choice and innovation. It's good for businesses, consumers and the wider economy.</p> <p>Competition law aims to keep the keep businesses honest and protect businesses small and large from unfair practices. This course focuses on EU legislation.</p>	15	CPD
Cyber Security and Phishing	<p>Cyber security and phishing are hot topics in the workplace. With more employees working remotely than ever before, it's crucial for everyone to understand and take responsibility for their own cyber security</p> <p>It's common knowledge that having strong passwords is key when it comes to protecting data, but understanding why cyber security is necessary at all and what can happen if we don't make an effort to protect our data is equally important.</p>	30	CPD, Daisy

Compliance

Course Name	Course Overview	Average duration	Assured by
Preventing Bribery in Business (Also available for overseas & Managers)	<p>Discover the impact of bribery on business and society, explore the key terms and elements of the Bribery Act and learn how to recognise the risks of bribery and avoid unknowingly breaking the law.</p> <p>Do you know what the offences under the Bribery Act are? Do you know their impact on the way you operate in business? Do you know what the penalties for bribery are? Do you know that ignorance is not a defence?</p>	35	CPD
Competition Law (UK)	<p>Healthy competition keeps prices low and quality high. It increases choice and innovation. It's good for businesses, consumers and the wider economy. Competition law aims to keep the keep businesses honest and protect businesses small and large from unfair practices.</p>	15	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Right to Work	<p>Whenever we employ someone, we need to check their right to work in the UK to comply with government legislation.</p> <p>This course will help you understand your responsibilities under the legislation, show you how to carry out a right to work check, and take you through some examples you might encounter at work.</p>	30	CPD
Preventing Money Laundering (Preventing Money Laundering Essentials available)	<p>Discover the impact of money laundering on business, explore the key terms and elements of money laundering regulations, and learn how to recognise the risks of money laundering and avoid unknowingly breaking the law.</p> <p>The Financial Action Task Force (FATF) international standards and the EU's 5th Money Laundering Directive have been in force in the UK since 2020.</p>	40	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Preventing Sexual Harassment for Managers	This course is designed to help managers act proactively to prevent sexual harassment in the workplace. You will learn about your legal responsibilities, how to assess risks, and the 'reasonable steps' you can take to prevent sexual harassment.	20	CPD
Code of Conduct	<p>This course will explain what a code of conduct is and why it's important to follow it. You'll learn how a code of conduct shapes workplace behaviour and benefits both employers and employees by defining appropriate conduct and fostering a respectful, fair and safe environment.</p> <p>This course builds skills in accountability, professionalism, initiative and decision-making.</p>	15	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Unconscious Bias (Managers version available)	<p>We all have unconscious biases, which can affect our team dynamics and relationships.</p> <p>This course introduces you to unconscious bias, what it is and the impact it has. It also offers a range of techniques that can help you recognise your own biases, and challenge and counteract them.</p>	20	CPD
International Fraud, Bribery, and Corruption	<p>Fraud, bribery and corruption happen everywhere, and their effects can have a huge and lasting impact on individuals and organisations alike.</p> <p>Corruption undermines economic growth and hinders good governance, which prevents worldwide crises such as poverty from being addressed.</p> <p>This course will explore how fraud, bribery and corruption can occur in any workplace, and how you and your organisation are responsible for complying with and committing to an anti-fraud, bribery and corruption culture.</p>	20	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
The EU and UK GDPRs	<p>The General Data Protection Regulation (GDPR) governs how organisations handle data and helps to ensure that data is properly managed and protected.</p> <p>If you work with data, you have a responsibility to maintain it and comply with any rules and regulations set out by your organisation in line with data security.</p> <p>In this course, you'll familiarise yourself with how the GDPR operates in the EU and UK, learn about the GDPR's core principles and rights, and equip yourself with best practice techniques to make sure you feel confident when dealing with data in the workplace.</p> <p>**Disclaimer:** Unless otherwise specified, any reference to the term 'GDPR' used in this course is in relation to the rules followed by both the EU and UK.</p>	40	CPD
Modern Slavery	<p>Modern Slavery can still be found in every country around the world, including the UK. This course will help you recognise and report signs of this illegal and morally unacceptable practice.</p>	20	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Payment Card Industry Data Security Standards (PCI DSS) (Front & back office available)	<p>Anyone handling payment card details must follow the Payment Card Industry Data Security Standard (PCI DSS).</p> <p>This course explains how the payment card system works, the requirements of the Payment Card Industry for organisations that process card payments, and what you need to know to make sure you handle payments and payment card data securely.</p>	45	CPD, Daisy
Information Security	<p>Information is a valuable asset in every organisation. Whatever the industry or type of information, it must be protected to the highest level.</p> <p>Find out how organisations and employees are responsible for keeping information safe, and learn best practice techniques to help you work with information safely and confidently.</p>	35	CPD, Daisy

Compliance

Course Name	Course Overview	Average duration	Assured by
Equity, Diversity and Inclusion (Managers version available)	<p>Equity, diversity and inclusion are evolving subjects that can feel tricky to navigate. Although most people see the benefits of a diverse and inclusive working environment, many lack the understanding and confidence to be proactive and play a positive role.</p> <p>This course focuses on providing learners with the skills and confidence to not only comply with legal requirements but also to be allies and help make the workplace a more supportive and inclusive environment.</p>	25	CPD
Bullying and Harassment (includes Sexual Harassment Awareness)	<p>Bullying and harassment has a serious impact on those affected and creates a toxic working environment.</p> <p>Learn how to deal with specific incidents of bullying and harassment, as well as the steps you can take to maintain a positive culture and workplace.</p>	55	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Freedom of Information Act	<p>The Freedom of Information Act was passed to encourage openness and accountability in the public sector.</p> <p>What it means is that certain information about the public sector, which used to be only available on a 'need to know' basis, is now the public's 'right to know' – they just need to request it.</p> <p>This course explores what the act covers, the publication scheme, how the public can access information and how to respond to requests.</p>	30	CPD
Safeguarding Adults	<p>Welcome to the Safeguarding module.</p> <p>It explains what safeguarding adults involves, different types of abuse, and how to recognise the signs of abuse.</p> <p>You'll look at what you should do if you are concerned that an adult is being or has been abused or neglected.</p>	35	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Whistleblowing	Organisations want their employees to feel supported at work and comfortable about speaking up if they see or suspect wrongdoing.	20	CPD
Drugs and Alcohol Misuse	<p>Drug and alcohol misuse can affect an individual, their friends and family, their colleagues and also an organisation's customers.</p> <p>This course will raise your awareness of drug and alcohol misuse and provide you with practical tips and guidance when confronting these issues in the workplace.</p>	50	CPD
Discipline and Grievance	Can you tell the difference between a disciplinary and a grievance? This course explains how to conduct informal and formal reviews. It also outlines the role of ACAS and also looks at effective and efficient ways to resolve these situations to everyone's benefit.	40	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Martyn's Law for Retail (Martyn's Law for venues available)	<p>Martyn's Law helps to ensure public safety by preparing employees for potential terror attacks and providing guidance for premises to implement measures to help protect people.</p> <p>Everyone should know how to take action in the event of a terror incident and understand how to prioritise the safety of themselves and others.</p> <p>This course will explain the steps you should take if your workplace is under threat of a terror attack, explore the differences between an invacuation and an evacuation, and demonstrate the importance of following store protocol, effective communication, and teamwork..</p>	15	CPD
Disability Awareness	<p>It's essential to recognise that disabled people are diverse, capable, and have unique strengths. Inclusive practices and supportive environments can remove challenges for disabled people to participate fully in society, promoting equal opportunities and respect for everyone. We collaborated with Leonard Cheshire, a UK-based disability charity, to develop this course. Information on how learners can contact Leonard Cheshire directly for further guidance is provided in this module.</p>	15	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Conflict of Interest	<p>Embracing disability in the workplace goes beyond meeting legal requirements – it's crucial for creating a diverse and welcoming environment that values different talents and viewpoints. When companies genuinely support disability inclusion, they not only improve their image and attract a wider range of employees, but they also nurture a culture of innovation and understanding.</p> <p>Kallidus has collaborated with Leonard Cheshire, a UK-based disability charity, to develop this course. Information on how learners can contact Leonard Cheshire directly for further guidance is provided in this module.</p>	15	CPD
Understanding Microaggressions	<p>Microaggressions can occur in both personal and workplace settings at any time.</p> <p>Understanding what these are, how they might make us feel and how we respond to them can help reduce the impact they could have on us.</p> <p>Expanding this awareness may also help us modify our own behaviour and that of those around us.</p>	15	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Gender Awareness at Work	<p>Gender is a subject that we need to be informed about and empathetic to, both in and out of the workplace. It's been an area where greater equality has been sought for women in relation to men.</p> <p>In recent years, there has also been a greater understanding that life might not be so binary for some, which has made the need for gender awareness even more important.</p>	15	CPD
IR35 - Off Payroll Working	<p>This course provides an overview of off-payroll working rules and is a great introduction for hiring managers, HR, finance and legal teams, and anyone involved with recruiting contractors.</p>	15	CPD
Physical Security	<p>This course helps you understand the key steps needed to keep your business information and assets secure. Whether you're new to security management or have years of experience, this course provides practical advice and tips to enhance your security, reduce risks, and protect your organisation's business information and personal data.</p>	10	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Managing and Leading Neurodivergent Colleagues	<p>Historically, workplaces have been designed around neurotypical ways of working, supporting established norms and social interactions. Increasingly, there's greater awareness that the standard workplace creates barriers for neurodivergent individuals that prevent them from thriving.</p> <p>This course focuses on the positive and proactive role neurotypical colleagues and managers can play. We navigate workplace situations and encourage you to look closer in a series of scenarios. We also look at how to remove barriers and play to the strengths of neurodivergent colleagues.</p>	15	CPD
Neurodiversity at Work	<p>This course focuses on dispelling myths and misunderstandings about neurodiversity. We explore neurodiversity in the workplace and how to be an ally. We also navigate workplace situations and encourage you to look closer in a series of scenarios.</p>	15	CPD

Compliance

Course Name	Course Overview	Average duration	Assured by
Essential Digital Skills – Online Searching	<p>We explore:</p> <ul style="list-style-type: none">• Some tips and techniques to get the best out of your browser searches.• How to recognise reliable from unreliable sources, and what questions to ask when deciding if information would be suitable for certain projects.• What ‘confirmation bias’ means and how to ensure it doesn't influence your research or results	15	CPD, Daisy
Essential Digital Skills – Social Media Awareness	<p>We explore:</p> <ul style="list-style-type: none">• The advantages of using social media professionally• What could happen if you use social media inappropriately• The do's and don'ts of social media	15	CPD, Daisy

Compliance

Course Name	Course Overview	Average duration	Assured by
Essential Digital Skills – Transacting Online	<p>We explore:</p> <ul style="list-style-type: none">• The importance of protecting your devices to help prevent malware and phishing scams.• Where computer viruses come from and how to spot signs of malware or phishing scams on your devices.• The best ways of protecting your device, how to respond if your device has been hacked, and some best practice ways to ensure that the websites you visit are legitimate and safe to use	15	CPD, Daisy
Essential Digital Skills – Digital Communication	<p>We explore:</p> <ul style="list-style-type: none">• The different types of communication platforms and how they could help your team.• The shortcuts and accessibility features within your devices and on word processor documents, and how they can help you get the best out of your device with just a few tweaks.• The similarities between video conferencing tools, and how moving to virtual communication platforms can be made easier by remembering a few key points.	15	CPD, Daisy

Customer Service

Customer Service

Course Name	Course Overview	Average duration	Assured by
Handling Complaints	<p>This course will put your customer service skills sharply in focus, helping you to put your customer at the heart of what you do.</p> <p>Can you approach complaints with a positive attitude? Can you follow a systematic process to fix the problem and deal with the customer sensitively? Do you know how to avoid the pitfalls that delay resolution? Can you see opportunities to create customer loyalty?</p>	25	None
Customer Service Essentials	<p>This course will help you to refine your customer service skills, enabling you to put your customers at the heart of what you do. We will explore the following questions:</p> <p>Do you know the lifetime value of your customers? Can you tell the difference between good and outstanding customer service? Do you know the real impact of poor and good customer service on your customers and your organisation?</p>	35	None

Customer Service

Course Name	Course Overview	Average duration	Assured by
Matching Needs	<p>Translate your product, service and organisation knowledge into sound advice and then give your full, individualised attention to your customers.</p> <p>Learn how to handle objections positively and professionally, seeking opportunities to provide enhanced customer service and increase customer value and loyalty.</p>	30	None
Exploring Needs	<p>Are you able to spot what your customers need and want?</p> <p>Discover how to ask skillful questions to draw them out, listen actively and tune into your customer by reading their body language and interpreting the meaning behind the words they say.</p>	30	None
First Contact	<p>What first impression do you give when you first meet or speak to a customer? Here you'll put yourself in your customer's shoes and learn how to see yourself through their eyes.</p> <p>Discover how to make that vital good first impression and set the tone for a successful relationship.</p>	30	None

Customer Service

Course Name	Course Overview	Average duration	Assured by
Angry Customers	<p>Maintaining a professional, calm approach when faced with angry customers can be challenging!</p> <p>Learn how to defuse anger as you go through the process of resolving the issue, and how to achieve an adult-to-adult, problem-solving approach in the face of emotion.</p>	40	None
Customer Service Knowledge and Attitude	<p>Do you know why customers choose your products or services?</p> <p>Learn how to link the features and benefits of what you sell to your customer's needs and always put the 'customer first' in your thinking, attitude and approach.</p>	30	None
Satisfying Challenging Customers	<p>Explore how to approach a range of different challenging customer situations with a friendly, calm and professional manner, whether they are uncommunicative, in the wrong, indecisive, impolite or unfamiliar with your product or service.</p>	35	None

Finance

Finance

Course Name	Course Overview	Average duration	Assured by
Consumer Duty	<p>The Financial Conduct Authority (FCA) has changed how we approach and treat customers by introducing Consumer Duty.</p> <p>Learn all about these changes and what they mean for you, including how to drive customer success and continuously improve as an organisation around this goal.</p>	20	CPD
Fighting Fraud in Finance	<p>This course covers the main elements of fraud in the finance sector. You will discover the key information around it, how to spot it, and what to do to fight it.</p>	20	CPD
Operational Resilience in Finance	<p>Operational resilience is the ability of firms and the financial sector to prevent, adapt, respond to, recover, and learn from operational disruptions.</p> <p>In this course, you will learn about the key disciplines that support a firm's resilience: business continuity, incident management, and how regulations support these activities.</p>	25	CPD

Health & Safety

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Risks and Responsibilities	<p>Health and safety at work is vital to ensuring the positive wellbeing of employees and should always be led by employers.</p> <p>Taking responsibility for your own safety and that of others by cooperating with your employer, following safety procedures, and reporting any concerns is key to maintaining a safe working environment.</p>	15	CPD,RoSPA
Stress at Work	<p>In a fast-paced world where situations can change at a moment's notice, avoiding stress can seem impossible. It affects us in all aspects of life, including the workplace, and dealing with it can be challenging.</p> <p>This course will help to increase your awareness of stress by exploring common signs and causes, and then looking at your own ways of working to see how stress might impact you.</p> <p>From there, the course will cover how to approach stress based on how it affects you, and the actions we can take to identify and combat the root causes of stress.</p>	20	RoSPA

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Fire Safety	<p>Everyone should know how to prevent fires, and what to do when evacuating a building in response to a fire alarm.</p> <p>In this course, we look at the fire triangle, the hazards of fire, how to prevent it, what to do when you hear a fire alarm, and what to do if you're first on the scene.</p>	25	CPD, RoSPA
Display Screen Equipment (DSE)	<p>Thanks to the rise of remote and hybrid working, people need to work with display screens in various different environments.</p> <p>While office work is still widespread, many work from home, desk-share or use mobile devices.</p> <p>This course will guide you through the best ways to ensure you're working safely in your workspace and show you how to adapt your equipment to make sure you're maintaining a good posture.</p>	30	CPD, RoSPA

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Asbestos Awareness	<p>Asbestos awareness is a crucial topic in many workplaces, despite the fact that many employees are unlikely to come into contact with the substance.</p> <p>This course is designed to raise awareness of the potential dangers of asbestos and help you to understand how you can play a part alongside the wider organisation to minimise the risks of asbestos exposure.</p>	15	CPD, RoSPA
Lone Working – Employees (Managers Version available)	<p>Lone working can be very different from person to person, depending on the work environment and employee responsibilities. Regardless of the type of work, safety for lone workers should be a priority.</p> <p>We all have a part to play in keeping ourselves and our colleagues safe.</p>	30	CPD, RoSPA
Managing Risk	<p>Can you identify health and safety hazards? Do you know how to estimate the level of risk of any one hazard? Can you develop control measures to reduce health and safety risks?</p>	20	CPD

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Health & In the Office	<p>Health and safety is a priority for all organisations and should be taken seriously no matter the work environment.</p> <p>We all have a part to play in taking action to control hazards and making sure our workplaces are safe to use.</p>	20	CPD, RoSPA
Environmental Awareness	<p>It makes all kinds of sense to protect the environment we live and work in. From the organisation's point of view, it makes excellent business sense.</p>	15	CPD
Suspicious Packages	<p>Do you know how to decide whether an unattended bag is a piece of lost property or something more suspicious? What tells you that a package could be dangerous? Do you know what to do if you are suspicious of a bag or package?</p> <p>This course will give you clear guidelines to help you identify suspicious bags and packages and deal with one if you do.</p>	10	CPD

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Slips and Trips	<p>Can you identify slip and trip hazards? Do you know how to work at height safely? Can you see how to reduce the risks of a slip, trip or fall? Describe the impact of slips and trips at work Explain your responsibilities under the law with respect to slips and trips Identify the risks and hazards associated with slips, trips and falls Know what to do when you see a slip or trip hazard</p> <p>If you're a line manager, you'll be able to: Complete a risk assessment Decide what control measures to put into place Regularly review your risk assessment</p>	20	CPD, RoSPA
Personal Protective Equipment	<p>Health and safety is about preventing accidents, injuries and harm to health that can be caused by work. In this course you will find out how to use Personal Protective Equipment correctly and safely.</p> <p>Do you know when you should use Personal Protective Equipment? Do you know what PPE protects you from? Do you know your obligations in wearing and maintaining it?</p>	15	CPD, RoSPA

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Control of Substances Hazardous to Health (COSHH)	<p>Control of Substances Hazardous to Health (COSHH) is the law employees must follow to protect anyone likely to come into contact with hazardous substances.</p> <p>This course will explore what you need to do to comply with COSHH Regulations, the dangers of exposure to hazardous substances, and how you can keep you and your colleagues safe.</p>	20	CPD, RoSPA
Infection Control	<p>Being aware of infection control in the workplace is important to ensure that we can all maintain a good level of hygiene at work and reduce the spread of infections. Everyone has a responsibility to help keep their work area clean, and this can be done by following simple hygiene techniques.</p>	35	CPD, RoSPA
Working at Height	<p>Health and safety is about preventing accidents, injuries and harm to health that can be caused by work. In this course you will find out how to work at height as safely as possible.</p>	15	CPD, RoSPA

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Positive Mental Health at Work (Managers Version Available)	Mental health is one of the most widely discussed topics in the world, with many people being affected by mental health conditions. This course will explore how mental health can affect us all, and what we can do to help maintain positive mental health at work.	40	CPD
First Aid	<p>It's important to understand what you should and shouldn't do if you see an accident or incident in the workplace.</p> <p>This course will introduce you to first aid and what you can do to keep yourself and others safe.</p>	20	CPD, RoSPA
Manual Handling	<p>Handing and lifting loads safely can prevent you and your colleagues from injury.</p> <p>It's really important to understand your responsibilities and what you need to do to keep you and your colleagues safe.</p>	25	CPD, RoSPA

Health & Safety

Course Name	Course Overview	Average duration	Assured by
New and Expectant Parents	<p>As a new or expectant parent, it's really important to understand your rights and the protections you have under UK law as an employee. This course aims to guide you through the key legal frameworks that ensure your safety and health during this critical period. We will cover essential legislation, employer obligations, and your entitlements, helping you to navigate the workplace environment confidently.</p>	40	CPD, RoSPA
Noise Awareness	<p>Over 2 million people in the UK are exposed to noise levels that may be harmful.</p> <p>This course focuses on the extent and effects of noise induced hearing loss. It is suitable for those who are seeking to carry out occupational noise assessments and includes guidance on what can be done to reduce noise and noise exposure.</p>	30	None
Electrical Safety	<p>Health and safety should be a priority for every workplace, and this includes knowing how to operate safely around electrical equipment.</p> <p>We're going to explore how electricity can be hazardous, and what can be done to reduce and prevent its risks.</p>	15	CPD, RoSPA

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Legionella Awareness	<p>This course is aimed at people who work where there is a water system including spas, air conditioning and cooling towers that could be susceptible to Legionella.</p> <p>Interactive pages allow learners to explore the facts about Legionella and Legionnaire's disease, learn about the legislation, find out how Legionella becomes harmful and see how to manage and control the risks of Legionella build up. In addition, learners will find out about maintain water cleanliness safely using temperature or treatments.</p>	20	CPD
Allergen Awareness in Manufacturing	<p>Find out about allergens and some important considerations for avoiding cross-contamination in the workplace.</p> <p>This course provides a foundational understanding of allergens, some of the major risks in a food manufacturing environment, and what you can do to help prevent cross-contamination.</p>	20	CPD

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Allergen Awareness in Retail	<p>Find out about allergens and some important considerations for avoiding cross-contamination in the workplace.</p> <p>This course provides a foundational understanding of allergens, some of the major risks in a retail or hospitality environment, and what you can do to help prevent cross-contamination.</p>	25	CPD
Food Safety courses : <ul style="list-style-type: none">• Manufacturing• Retail• Catering	<p>Find out why food safety and hygiene is important to everyone, and what can happen when people think it doesn't matter.</p>	60 +	RoSPA
Moving and Handling People	<p>Moving and handling people is a demanding task. You need to understand how to minimise the risks of injury to yourself and the person you are moving. You also need to understand the 'people factors' involved in delivering excellent care.</p>	35	CPD

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Understanding HACCP	Find out what HACCP is and how to implement a HACCP Plan.	35	CPD
Supporting Postgraduate Mental Health For Supervisors	<p>The stress factors of university life, such as moving to a new location, financial concerns and research demands, can put postgraduate students at risk of developing poor mental health.</p> <p>This course helps you understand those stress factors in depth, how to spot the signs of poor mental health, how to take practical steps to help your PGR and how to deal with a crisis. It also provides tips on creating a positive culture that promotes good mental health.</p>	30	None

Health & Safety

Course Name	Course Overview	Average duration	Assured by
Driving Safely	Driving is a complex task that requires your full attention, sharp reflexes, and a well-maintained vehicle. Whether you're a seasoned driver or just starting out, understanding how to take care of both yourself and your vehicle is paramount to preventing accidents and ensuring the safety of everyone on the road.	35	CPD

Influencing

Influencing

Course Name	Course Overview	Average duration	Assured by
Communicating to Influence	<p>Persuade, negotiate, communicate and manage better with effective influencing skills. Roles are changing: managers need to influence more and command less, while workers are specialists with knowledge and ideas that need to be heard and customers want long term relationships based on integrity.</p> <p>Do you know how to build rapport and trust? Do you know how to analyse how people prefer to think and communicate? Can you read another's body language and use your own to communicate clearly?</p>	35	None
Emotional Intelligence	<p>Emotional intelligence is a skill that can be learned and will improve how we interact with others. Often, we react without taking the time to recognise and respond to our circumstances in the most appropriate way. This can mean missing opportunities and misunderstanding or misinterpreting the actions of others.</p>	20	CPD

Influencing

Course Name	Course Overview	Average duration	Assured by
Influencing to Win/Win	Persuade, negotiate, communicate and manage better with effective influencing skills. Roles are changing: managers need to influence more and command less, working with specialists who have knowledge and ideas that need to be heard. Customers want long term relationships based on integrity.	45	None
Influencing in Meetings	Meetings can be boring and pointless if not managed well. Effective management of meetings can be an opportunity for you and other participants to generate change that would take the organisation to the next level.	40	None
Influencing Teams	Influencing in a group or a team is a multi-layered skill. To influence others effectively, you must take into account not one but many individual's preferences and behavioral patterns as well as group dynamics.	30	None

Leadership

Leadership

Course Name	Course Overview	Average duration	Assured by
Change Management: Change Leadership	<p>When everything feels like it's changing around you, having the confidence and skills to move forward can help you to be an asset to your organisation.</p> <p>As an individual within an organisation, it's important that you are able to play a positive role in implementing and supporting change, and make the most of opportunities that come your way.</p> <p>As a change leader, it's important that you have the skills and confidence to lead your people through change initiatives.</p>	25	CPD
Growing Your Team to High Performance	<p>Teams go through recognisable stages of growth and your job, as a team leader, is to identify its current stage and move it as smoothly as possible to the next stage.</p>	35	CPD
Improving Group Dynamics	<p>The health of the internal relationships in your team can make a huge difference to its performance. In this course, you'll learn how to help every member of your team to make their best contribution regardless of their seniority or cultural preferences.</p>	30	CPD

Leadership

Course Name	Course Overview	Average duration	Assured by
Leadership Styles and Qualities	The leap from team member to team leader is probably the most exciting and demanding time in your business career. It takes a lot of insight and commitment to make the transition successfully.	40	CPD
Developing Team Trust and Culture	Research shows that a team which has a strong foundation of trust between its members and in their leader is more agile, more productive, more creative, more innovative, and more fun to work in.	20	CPD
Goals and Guidelines for High Performance	Learn how to develop a robust set of ground rules and operating agreements on which to build a strong team culture, and how to set goals that inspire team performance.	25	CPD

Performance Management

Performance Management

Course Name	Course Overview	Average duration	Assured by
Evaluating Performance	<p>Can you evaluate performance fairly and accurately? This course offers you:</p> <ul style="list-style-type: none">A range of different evaluation strategiesWhen to use themTools to help you handle an emotional or negative response to your evaluation.	25	None
Why Manage Performance?	<p>Helping people to reach their full potential sets apart the excellent leader. In this course, you will learn how to:</p> <ul style="list-style-type: none">Explain why managing performance is importantSummarise an effective performance management cycleIdentify what you can (and can't) expect to achieve with individuals.	35	None

Performance Management

Course Name	Course Overview	Average duration	Assured by
Giving and Receiving Feedback	<p>Giving feedback can be very motivational...if it's done well. This course helps you:</p> <ul style="list-style-type: none">Understand the impact you have when you deliver feedbackFrame feedback positively and constructivelyUse feedback to develop people and improve performance	30	None
Communicating Performance Expectations	<p>Do colleagues know what you expect? Learn how to communicate your expectations positively and clearly. You'll ensure that you and your colleagues have a shared understanding of objectives, priorities and success criteria.</p>	20	None
Setting Performance Expectations	<p>Learn how to define acceptable standards of performance and set objectives aligned to those standards. See how to use rewards and recognition to motivate and drive high performance.</p>	30	None
Performance Outcomes that Motivate	<p>Learn how to design performance outcomes that motivate rather than de-motivate your team. Target each person's key motivation and explore the difference between equity and expectancy.</p>	30	None

Performance Management

Course Name	Course Overview	Average duration	Assured by
Performance Improvement Strategies	How do you encourage someone who exceeds expectations to continue their high performance? Can you motivate and develop someone who is underperforming? Explore different performance improvement strategies and see how to enrich someone's job, rather than simply enlarge it.	30	None
Conducting a Performance Review	Being able to guide your people to achieve high performance and outstanding results differentiates the good from the exceptional manager. Do you know how to get a performance review off to a good start? Can you handle performance issues constructively? Do you know how to praise and recognise good performance?	25	None
Solving Performance Problems	Manage your relationships on an adult basis when things get tough and be able to deal with performance issues in a calm, consistent and systematic way. Learn to respond constructively to denial or emotional responses.	35	None

Performance Management

Course Name	Course Overview	Average duration	Assured by
Preparing for a Formal Review	<p>Being able to guide your people to achieve high performance and outstanding results differentiates the good from the exceptional manager.</p> <p>Do you find yourself feeling unprepared before a formal review? Do you know what you should do to give your reviews the best possible chance of success?</p>	25	None
Monitoring Performance	<p>Being able to guide your people to achieve high performance and outstanding results differentiates the good and exceptional manager.</p> <p>Do you know how to build a good working relationship that allows you to monitor without micromanaging? Can you change your management style to suit the situation and individual? Do you know how to observe and record useful information that helps you improve performance?</p>	20	None

Presentation Skills

Presentation Skills

Course Name	Course Overview	Average duration	Assured by
Creating Powerful Support Materials	<p>Do you know how and when to use visual support materials effectively?</p> <p>Can you use good design principles to create visuals that enhance rather than clash?</p> <p>Do you know when and how to use handouts and notes?</p>	30	None
Powerful Message and Structure	<p>Make your message crystal clear! Learn how to select your key ideas and use the rule of three to shape your presentation.</p> <p>Explore how different structures can help you inform and influence different audiences so you can pick the most effective one for you.</p>	40	None
Bringing Presentations to Life	<p>Inspire your audience and make your key messages count!</p> <p>With our kitbag of techniques and tips, you'll add power and impact to your presentations and learn how to open and close with style and panache.</p>	30	None

Presentation Skills

Course Name	Course Overview	Average duration	Assured by
Stage Presence	<p>Do you know which is most important – what you say, how you say it or how you look?</p> <p>Find out how to use movement, gestures and body language to get your point across. You'll also learn how to harness any nerves to help you deliver a great presentation.</p>	20	None
Rehearsing for Your Presentation	<p>Do you rehearse? How do you rehearse and how long for?</p> <p>Rehearsing helps you become fluent with your delivery, your movements and your vocal expression. Learn how to rehearse effectively and prepare visual aids and handouts to impress.</p>	30	None
Using Words and Voice Effectively	<p>This course will equip you with enviable tools and techniques during your preparation to deliver engaging and successful presentations.</p> <p>Do you know how to use anecdotes to effectively support your message?</p> <p>Can you paint word pictures, make analogies and use quotes to relate more closely to your audience?</p> <p>Can you use your voice to keep people interested?</p>	35	None

Presentation Skills

Course Name	Course Overview	Average duration	Assured by
Planning a Powerful Presentation	<p>Every successful and engaging presentation starts with effective planning.</p> <p>Learn how to set clear objectives, analyse your audience so you see things from their viewpoint, plan for the location and develop contingency plans.</p>	35	None
Handling Questions	<p>Questions are excellent opportunities to tailor your presentation to the meet audience's needs.</p> <p>Learn how to encourage questions and explore how to prepare so you can respond effectively and with confidence.</p>	20	None
Making Presentations Powerful	<p>Make your presentations more powerful by learning how to structure your ideas clearly, be aware of your audience and their needs, and use visuals that impact to enhance your presentations</p>	30	None

Team Dynamics

Team Dynamics

Course Name	Course Overview	Average duration	Assured by
Managing Conflict	<p>Managing conflict at work in an effective and professional manner is a responsibility for every team leader or manager. But if handled well, conflict can be a catalyst for growth and innovation.</p> <p>This course explains how to manage conflict at work in a effective and professional manner, how to avoid friction and damage to team spirit. Learn strategies to help diagnose causes of conflict, resolve conflict and restore unity.</p>	15	CPD
Solving Problems: Definition to Options	<p>When you are trying to define a problem, your mindset is in a 'Detective' mode, looking for clues and motives.</p> <p>This course helps you analyse the current situation and identify the root causes of the problem. You will explore ways in which you and your team can generate solutions.</p>	50	None
Preparing to Lead a Meeting	<p>Do people look forward to the meetings you lead or see them as a pleasant waste of time? Are you aware that there are processes and procedures required before you can lead a successful meeting?</p>	25	None

Team Dynamics

Course Name	Course Overview	Average duration	Assured by
Resolving Meeting Challenges	<p>Meetings sometimes don't work out as planned. This course is designed to help meeting leaders put their meetings back on track when things go wrong.</p> <p>Learn how to use specific techniques to bring your meeting back on track when you encounter a problem, how to diagnose the problem to avoid recurrence.</p>	30	None
Thinking Creatively	<p>In a world where complexity, ambiguity and volatility are becoming the norm, creative thinking and problem-solving skills are a key competence.</p> <p>Explore how you can channel your thinking into a creative output.</p>	30	CPD, in progress
Leading a Meeting	<p>Anyone can lead a meeting, but Leading a successful meeting requires more than luck!</p> <p>To achieve a productive and successful meetings, good preparation and planning is required. Learn how to control the flow of information in your meetings, manage your time effectively and activate full participation from attendees.</p>	30	CPD, in progress

Team Dynamics

Course Name	Course Overview	Average duration	Assured by
Managing Challenging Behaviours Effectively	<p>Disruptive behaviours in the workplace can be challenging and frustrating for any manager or team leader. They can disrupt team communication which can lead to low morale and lack of participation by other team members.</p> <p>Managers and team leaders have a duty of care to their team to intervene and resolve issues that arise as a result of a challenging behaviours.</p>	30	CPD, in progress
Decision Making: Options to Implementation	<p>Making good decisions takes a fair, structured approach – to set objectives, reduce bias, and move forward effectively.</p> <p>This course will help you build skills in decision-making, facilitation, communication and analytical thinking. You'll explore a practical six-step model, discover techniques to compare options, and use clear criteria to evaluate ideas. You'll also learn how to play your part in different decision-making situations, understand multi-voting and consensus-building, and support plans that turn decisions into action.</p>	20	CPD, in progress

Wellbeing

Wellbeing

Course Name	Course Overview	Average duration	Assured by
Mindfulness	<p>Practising mindfulness can help you stay composed and give you the best chance of overcoming challenges. The simple techniques and exercises covered in the courses can keep you focused on what is important, help you feel more resilient, and protect you from burnout.</p> <p>This is an introductory suite of bite-sized courses, each lasting 5-7 minutes, covering mindfulness with practical tips and techniques that can be tried out straight away.</p> <p>The modules can be completed in any order.</p>	15	CPD
Wellbeing	<p>Looking after our wellbeing probably requires more work than you think. But getting it right can keep us happy, productive and resilient to challenges.</p> <p>This course provides practical tips for prioritising different areas of wellbeing, including your financial wellbeing, and techniques to keep you moving forward (even when you don't feel like it).</p>	20	CPD

Wellbeing

Course Name	Course Overview	Average duration	Assured by
Menopause Awareness	<p>Historically, menopause has been a largely undiscussed topic due to a variety of social and cultural stigmas.</p> <p>However, as organisations have begun to encourage more open and supportive working cultures, it is fast becoming a topic of interest, with people keen to learn about this key stage in life.</p>	20	CPD
Psychological Safety	<p>This course will help you build and maintain psychological safety in your team, recognise potential threats to it, and respond effectively if a team member raises concerns. You'll learn practical ways to encourage open communication and trust, enabling you to create a positive, collaborative environment where everyone feels valued.</p>	15	CPD, in progress

Trainer Led - Virtual Classroom

This structured online approach, led by a certified expert offers a convenient and effective learning experience

These course start at **09:30 – 16:30** with regular breaks and activities to maintain engagement and focus throughout the day.

Joining instructions will be sent before the course starts, providing learners with all the necessary information to seamlessly connect and participate in the online learning environment.

Course Categories

- Microsoft Copilot
- Microsoft Excel
- Microsoft Power BI
- Microsoft Project
- SharePoint
- Microsoft Excel MACROS and VBA Introduction
- PRINCE2®
- Fundamentals of Project Management
- Train the Trainer
- Presenting with Confidence

Microsoft Copilot

(click on the links for course dates & more information)

Course Name	Course Overview	This course covers
<p><u>Copilot Introduction</u></p> <p>You will require the full Copilot license to attend this course</p>	<p>This course is ideal for those new to Copilot. It demystifies AI in the workplace and shows how Copilot fits into familiar tools like Word, Excel, Outlook, PowerPoint, and Teams.</p>	<ul style="list-style-type: none">• Explain what Microsoft Copilot 365 is and how it works across core Microsoft 365 applications• Use Copilot confidently in Word, Excel, Outlook, PowerPoint and Teams• Save time by using Copilot for documents, emails, meetings and data analysis• Write effective prompts to get useful, accurate results• Understand Copilot's limitations and use it responsibly• Feel confident experimenting with AI to support real, day-to-day work
<p><u>Copilot 365 in Microsoft Applications</u></p> <p>You will require the full Copilot license to attend this course</p>	<p>Through practical demonstrations, real-world examples and role-relevant exercises, learners will see how Copilot can be applied across key Microsoft 365 apps including Teams, Outlook, Word, Excel, PowerPoint and OneNote. The focus is firmly on practical use, helping participants streamline communication, simplify documentation and gain clearer insights from data using AI</p>	<ul style="list-style-type: none">• Use Copilot confidently across Teams, Outlook, Word, Excel, PowerPoint and OneNote• Improve meetings, emails and collaboration by applying AI effectively• Create, edit and summarise documents and presentations using Copilot• Analyse and interpret data in Excel with AI support• Understand Copilot's limitations and follow best-practice guidance• Embed Copilot into everyday work to save time and reduce manual tasks

Microsoft Excel

(click on the links for course dates & more information)

Course Name	Course Overview	This course covers
<u>Excel Introduction</u>	<p>This course is aimed at people who want to learn how to use Microsoft Excel to carry out spreadsheet tasks including the creation of formulas and functions, create charts and manage tables of data. The course is suitable for either beginners or people with limited experience of the product</p>	<ul style="list-style-type: none">• Create, edit and format spreadsheets• Insert/delete/hide/unhide columns and rows• Entering formulas and functions into an Excel spreadsheet• Format numbers, dates and text• Working with worksheets• Preview and print worksheets• Use Page Setup to edit page margins, headers and footers• Create and format charts, sort and filter data lists
<u>Excel Intermediate</u>	<p>This course is aimed at people who want to expand their knowledge of Microsoft Excel to work with larger spreadsheets, create formulas across multiple worksheets and workbooks, manage tables of data, and use advanced formatting techniques.</p>	<ul style="list-style-type: none">• Create formulas across multiple worksheets• Copy and link information across multiple workbooks• Apply conditional formatting and create custom format• Manipulate text and use Text functions• Understand the concepts an Excel database and create and modify data tables• Use criteria ranges to analyse data using the Advanced Filter• Create sub totals and group & ungroup data

Microsoft Excel

(click on the links for course dates & more information)

Course Name	Course Overview	This course covers
<u>Excel Advanced</u>	This course is aimed at people who want to expand their knowledge into some of the more advanced functions. The course also covers the creation, editing, and formatting of pivot tables and pivot charts, enabling dynamic data analysis and visualization. By the end, participants will possess a versatile skill set for efficient data management and analysis in Excel.	<ul style="list-style-type: none">• Use lookup and error functions• Use auditing tools• Protect an Excel cell, worksheet and workbook• Use logical and statistical functions• Create range names and use range names in formulas• Set restrictions on data entry using data validation• Automate common task by recording a basic macro• Create, edit, format Pivot Tables and Pivot Charts
<u>Excel - Beyond Advanced</u>	This course is aimed at attendees who want to expand their knowledge into some of the more complex functions, build reports using form controls, work with Power Pivots and use built-in automation offered by Microsoft Excel.	<ul style="list-style-type: none">• Use Statistical, Lookup, Date, and text functions• Working with Form Controls• Carry out "What-If Analysis" using Scenario Manager and Goal Seek• Use advanced features of Pivot Tables• Get and load data from CSV/Text file• Work with Power Pivots and Power Queries

Microsoft Excel

(click on the links for course dates & more information)

Course Name	Course Overview	This course covers
Power BI Introduction	You will learn to use Power BI (Business Intelligence) Desktop to create visual reports and dashboards. You will also understand how the reports and dashboards can interact with each other and the great level of interactivity the audience can use to drill, filter, sort and create calculations.	<ul style="list-style-type: none">• Understand basic Power BI desktop concepts and features• Connect to Excel data with Power BI desktop• Work with Power BI standard visuals• Be able to perform simple calculations• Apply and edit conditional formatting to Table visual
Power BI Intermediate	This Microsoft Power BI Desktop Intermediate training course is aimed at anyone looking to use this powerful, flexible, and highly accessible business intelligence tool to connect with and shape/transform data, build models, use DAX functions, and craft structured reports, which can then be shared through Microsoft Power BI Service with users.	<ul style="list-style-type: none">• Import data into Power BI• Transform Data in Power Query• Create relationships between tables• Working with themes• Create Formulas using common DAX Functions• Build and Design Report Visuals
Power BI Advanced	This Microsoft Power BI Desktop Advanced training course is for anyone looking to use more of the advanced DAX functions, create quick measures, generate, and import structured report visuals and use Power Query Editor.	<ul style="list-style-type: none">• Work in the Power Query Editor to transform data.• Create calculations using Advanced DAX Functions• Add tooltips, conditional formatting and sparklines to visuals.• Create custom column calculations.• Append and Merge Queries

Microsoft Excel

(click on the links for course dates & more information)

Course Name	Course Overview	This course covers
Microsoft Project Essentials	This course provides a hands-on introduction to Microsoft Project, guiding participants in planning, managing, and tracking projects. Learners will gather task details, allocate resources, estimate costs, and create a project plan. They will also set baselines, track progress, and generate reports.	<ul style="list-style-type: none">• Getting started with Microsoft Project• Creating a project plan• Developing the project schedule• Managing project resources• Tracking project progress• Reporting and analysing project details
Microsoft Project Advanced	Participants will learn how to handle multiple projects simultaneously, share resources, exchange project data with other applications, and optimize cost management. Advanced tracking techniques will be covered to ensure accurate progress updates and reporting. The course also explores customisations to tailor Microsoft Project to specific project requirements.	<ul style="list-style-type: none">• Manage project costs effectively• Work with multiple projects and shared resource pools• Exchange project data with external applications• Track progress using advanced techniques• Create and customize reports for in-depth project analysis• Tailor Microsoft Project to meet specific project needs

Microsoft Excel

(click on the links for course dates & more information)

Course Name	Course Overview	This course covers
Microsoft SharePoint Online Fundamentals	<p>This one-day course is designed to provide end users with a comprehensive introduction to SharePoint Online, Microsoft's powerful collaboration platform. Participants will gain a solid understanding of SharePoint components, site roles, and essential functionalities for effective document management and team collaboration.</p>	<ul style="list-style-type: none">• What SharePoint is and how it fits into Microsoft Teams and Microsoft 365.• Key benefits of SharePoint.• What is a SharePoint Site and what is the difference between a Team Site and a Communication Site• SharePoint Document Libraries and Microsoft Lists.• SharePoint Document features including versioning, metadata and co-authoring.• SharePoint Pages, News, Events and Spaces.• Extended SharePoint functionality via apps.• Microsoft Search to discover information within SharePoint and across Microsoft 365.
Microsoft SharePoint for Site Owners	<p>The goal of this course is to provide you with the knowledge required as a site administrator or owner of Microsoft SharePoint sites to create, configure and manage SharePoint Sites in Office 365/Microsoft 365. The course emphasises hands-on experience, with a series of self-guided exercises integrated into the training.</p>	<ul style="list-style-type: none">• What are SharePoint Site Administrators' roles and responsibilities• SharePoint Evergreen model and how to keep up to date with changes• SharePoint Site Use cases and templates• SharePoint Administrators vs Site Administrators vs Site Owners• Top-Level Site vs. Subsite Administration – PLUS lots more

Microsoft Excel MACROS and VBA

Introduction

Course Overview	This course covers
<p>This course is aimed at people who want to expand their knowledge to record, edit and learn the Excel VBA programming language.</p> <p>Learners will learn how to record macros and effectively use the Visual Basic Editor, use code to write sub procedures using common Excel objects, methods, and properties.</p> <p>They will learn how to run the macros using different methods and debug the macro code.</p>	<ul style="list-style-type: none">• Recording a Macro using Absolute and Relative• Opening and saving Workbooks Containing Macros• Get macros to run via shortcut keys, quick access toolbar, menus, and buttons• Launch the Visual Basic Editor• Writing Macros using Objects, Methods, and Properties• Testing and debugging macro code• Inserting, Copying, Printing, Renaming, and Deleting a Module• Copying Macro code between workbooks and personal folder

PRINCE2®

(click on the links for course dates & more information)

Course Name	Course Overview	This course covers	Duration
PRINCE2® Foundation including exam	The aim of this training is to provide learners with a fundamental understanding of the PRINCE2® project management method and help learners to prepare for the PRINCE2® Foundation examination at the end of this course.	<ul style="list-style-type: none">• Understand the need for project management and how PRINCE2® meets that requirement• Understand the PRINCE2® process model• Prepare project plans using product based planning techniques and undertake risk analysis and management for the project• Prepare information for inclusion in a Project Initiation Document• Understand techniques for planning, management of product development, quality control & change control• Take the PRINCE2® Foundation examination paper	3 Days
PRINCE2® Practitioner	The course follows the standard syllabus issued by the PRINCE2® Examinations Board, which focuses on the PRINCE2® framework and how this might be applied pragmatically to real projects.	<ul style="list-style-type: none">• Understand the need for project management and how PRINCE2® meets that requirement• Understand the PRINCE2® process model and apply the PRINCE2® processes• Design a robust and appropriate project organisation• Apply appropriate controls at different levels and at different points in the life cycle of a project• Take the PRINCE2® Practitioner examination paper	2 Days
PRINCE2® Foundation & Practitioner including exams	This training event is designed for project managers, project leaders, project coordinators, programme and operations managers and technical personnel who need to understand how PRINCE2® works.	<ul style="list-style-type: none">• Understand the need for project management and a project management method.• Understand the Principles, Themes and Processes used in PRINCE2® and how they are integrated.• Understand how to practically apply PRINCE2® to projects.• Prepare for and take the PRINCE2® Foundation and Practitioner examination	5 Days

Fundamentals of Project Management

Course Overview	This course covers	Duration
<p>This one-day programme gives detailed guidance and practical experience in planning, organising and controlling projects effectively, with particular emphasis on the delivery of results within time, budget and quality constraints.</p>	<ul style="list-style-type: none">• Differentiate between project activities and line activities• Identify the same principles of project management that can be used to deliver everyday tasks• Describe the Project Management Life Cycle and the DPEC methodology• Learn how to create, mobilise and organise an effective project team• Produce a project document with a vision statement, project scope, boundaries and objectives and stakeholders.• Identify different types of project progress communication required by each of the interest groups• Recognise how to set up a risk management plan• Demonstrate how to justify a project	<p>1 day delivered on site or remotely</p>

Train the Trainer

Course Overview	This course covers	Duration
<p>Who trains the Trainer?</p> <p>Training is not just about what you know; it is also about how you communicate that knowledge to an audience</p>	<ul style="list-style-type: none">• Design a training programme that uses appropriate resources, meets the needs of the individuals, and completes learning objectives.• Produce a session plan and trainer notes in readiness for the delivery of a training session.• Recognise how to create an inclusive learning environment and state different approaches to meet the needs of different individuals or groups.• Compare the differences between face to face, hybrid, and online training and how these environments impact on the design of a training session.• Identify training activities and a range of learning interventions to keep delegates engaged online, hybrid or face to face.• Use different evaluation and assessment techniques when planning your design.	<p>1 day delivered on site or remotely</p>

Presenting with Confidence

Course Overview

Delivered by a psychologist and trainer, the thought of presenting to an audience can be daunting, especially if you have little or no training, there is a tried and tested toolkit of skills that you can put into practice that will enable you to make impressive and persuasive presentations that are remembered long after they are over.

This programme is for you if you want to learn how to present with confidence and authority.

You will identify your personal areas of strength and learn the techniques for combining ideas and information in a structured and logical way, to make a presentation more memorable.

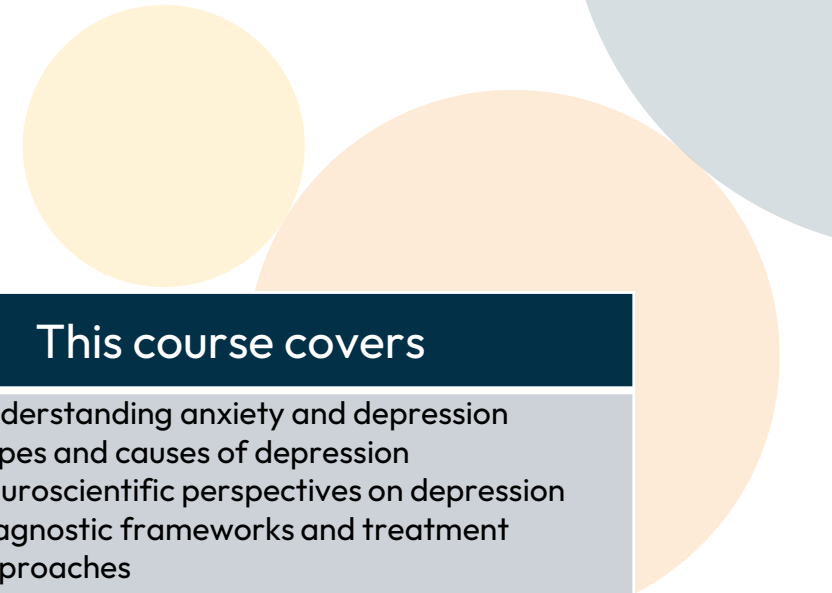
You will also consider the physical aspects of presentation delivery, including the use of voice and body language.

You will put these methods into practice by creating a short presentation. As part of a group, you will give and receive constructive feedback on your presentation.

This course covers

- Consider the target audience when planning style and content
- Understand the most effective ways to use visual aids
- Analyse your audience and deal with questions and objections confidently
- Deliver presentations confidently and professionally
- Understand the importance of body language and vocal delivery

Mental Health Awareness



Course Overview

This course aims to provide a comprehensive understanding of anxiety and depression, two prevalent mental health disorders that significantly impact individuals' lives worldwide.

By the end of this course, you will have a comprehensive understanding of anxiety, depression, and the intricate web of factors contributing to these conditions.

Armed with this knowledge, you will be better equipped to recognise and support individuals navigating these mental health challenges

This course covers

- Understanding anxiety and depression
- Types and causes of depression
- Neuroscientific perspectives on depression
- Diagnostic frameworks and treatment approaches
- Genetics and anxiety disorders
- Neurodiversity

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