



Digital Bricks Learning

Course Catalogue 2024





Digital Bricks Learning is a team of coaches, academics, researchers, and public and private sector professionals with extensive experience in delivering learning to all types of industry and workforce. We specialise in:

- Mental Health, Wellbeing & Care
- Personal & Professional Development
- Communication Skills
- Management & Leadership
- Equality, Diversity & Inclusion
- Business Skills
- Coaching

Our courses cover a wide range of subjects designed to help you grow both personally and professionally. They include improving communication skills, developing management and leadership abilities, and enhancing your business skills. We also offer courses focused on mental health, wellbeing and care, as well as topics surrounding equality, diversity and inclusion. All our courses are designed and led by expert instructors who have a wealth of knowledge and experience in their fields. We believe that continuous learning is crucial for the modern workplace, and we are here to support you on your journey to success.

Our training platform offers a range of options to suit different learning preferences, including:

- Online training with live instructors.
- Blended training with a combination of online and face-to-face sessions.
- Face-to-face training at your location.

Whichever option you choose, our training solutions are designed to deliver high-quality, customised learning experiences that meet the specific needs of our clients, their learners, and their organisations.

The following is a list of courses that can be delivered face to face, online or blended, either in person or virtually e.g. Teams/Zoom. Learners will have access to our learning platform where they can refer to the materials, watch extra resources, such as videos and interactive activities, and access links to organisations for further learning.

A full day is recommended for staff with little or no previous experience. For those with prior knowledge, a half day is recommended as a condensed session with post course materials. Workshops combine presentation slides, interactive exercises, individual reflection, and group discussion.

The titles below are a selection of courses we have delivered. Please get in touch to start a conversation about any subjects you would like to discuss.

A-Z of course descriptions

Administration Fundamentals
Age Diverse Teams
Anti-Social Behaviour
Assertiveness
Autism and Neurodiversity
Brain and Behaviour
Budget Management
Bullying and Harassment
Business Development
Change Management
Coaching and Mentoring
Communication Skills
Conflict Management
Counselling Skills
Customer Service
Deaf Awareness
Delegation Skills
Dementia Awareness
Dementia Awareness Train the Trainer
Depression and Anxiety
Digital Communication
Digital Marketing and Social Media
Digital Skills
Digital Wellbeing
Disabilities Awareness
Dyslexia Awareness
Dyscalculia Awareness
Emotional Intelligence (EQ)
Emotional Intelligence (EQ) Train the Trainer
Empowering Individuals and Teams
Epilepsy Awareness
Equality, Diversity and Inclusion
Feedback - Giving and Receiving
Future Planning
Gender Awareness in the Workplace
Gender Based Violence
Habits of Happy People
Health, Wellness and Fitness
Imposter Syndrome in the Workplace

Influencing Skills
Leadership and Management Fundamentals
Leading and Motivating Teams
Learning Disabilities Awareness
Managing Difficult People, Conversations and Situations
Meetings and Minute Taking
Menopause in the Workplace
Mental Health Awareness
Mental Health First Aid
Mental Health First Aid Children and Young People
Mental Health First Response
Mental Health for Managers
Mindfulness 8 Week Programme MBSR MBCT
Mindfulness Masterclass MBSR
Online Safety
Personal and Professional Effectiveness
Personal Development
Positive Psychology
Positive Psychology Train the Trainer
Presentation Skills
Project Management
Psychological Safety
Psychology Fundamentals
Recruitment and Interviewing
Remote Working
Report and Proposal Writing
Resilience
Resilience and Strengths Train the Trainer
Returning to the Workplace
Safeguarding
Stress Management
Suicide Intervention
Suicide Intervention for Children and Young People
Supporting People by Phone
Teamwork
Techniques for Tough Times
Time Management
Train the Trainer
Unconscious Bias
Work and Life Balance
Workplace Wellbeing

Coaching

We now offer a full coaching service alongside our training. Digital Bricks is a member of The Association for Coaching®, a leading professional body dedicated to promoting best practice and raising the awareness and standards of coaching worldwide. We understand that achieving your goals can be challenging, which is why our team of professional coaches is here to help. Whether it's personal growth, career advancement, team building, or leadership development, we provide personalised coaching solutions to meet your unique needs. Our experienced coaches work closely with you to identify your objectives and develop a tailored programme that can include one-on-one sessions, group coaching and workshops.

Executive

We offer a variety of executive and business coaching services, enabling individuals and organisations to develop and grow. Coaching can help business owners, leaders and managers at all levels identify their strengths and develop strategies to achieve their goals.

Personal & Professional Coaching

Personal & Professional coaching can provide individuals and groups with support in many aspects of life. Coaching can help us to identify areas of improvement, increase self-confidence and build motivation.

Wellbeing Coaching

Wellbeing coaching is a form of health guidance which focuses on the overall wellbeing of an individual or group. It considers the physical, mental and emotional aspects of health with a “whole person” approach.

Personal Development Skills

Personal development is lifelong learning. Participants at any stage will develop practical skills and knowledge to apply to their personal growth and development. We are committed to helping individuals and organisations reach their full potential by providing high quality courses and resources for professional and personal growth.

Personal Development Introduction/Advanced

This development training aims to help participants develop their personal skills and abilities that will help them be more fulfilled and successful in their personal and professional lives. The course covers various topics such as self-discovery, goal setting, time management, personal finances, and emotional intelligence.

Assertiveness

This training aims to assist participants in improving their ability to communicate their needs and opinions effectively, in a confident and diplomatic way. Participants will be given practical strategies to handle difficult conversations and maintain healthy boundaries in personal and professional relationships.

Delegation Skills

Delegation is a set of carefully thought-out steps and strategies rather than a single action. Participants will learn how to plan for delegation, time and project management, and communication strategies that will enable them to effectively communicate their expectations to others, follow up, and keep projects on track.

Emotional Intelligence (EI)

This professional development in emotional intelligence will look at how to become self-aware and to recognise and encourage emotional intelligence skills in ourselves and others. It will cover how to develop self-regulation and resilience, how to relate to others and build trust, and how to handle difficult emotions and make informed decisions.

Imposter Syndrome in the Workplace

All people at all levels of an organisation can suffer from imposter syndrome and it's often unrecognised, unmanaged, but silently responsible for a range of issues that can lower self-esteem. It is suitable for managers and all staff, although managers may benefit from an extended session with more depth and to devise an action plan for themselves or their teams.

Influencing Skills

This professional development aims to teach participants the skills they need to influence and motivate others within the workplace. The course will cover various techniques, strategies, and tactics to improve communication, assertiveness, and leadership skills.

Resilience

This course looks at how stress, change, uncertainty and a host of triggers affect all of our lives. Based on the Salutogenic model of health we will look at how thriving in the face of adversity is a skill that can be learned and how choosing healthy coping strategies can build resilience regardless of our circumstances.

Management and Leadership

We offer a comprehensive and successful programme of courses to help leaders and managers enhance their skills and knowledge in several important areas. Our experts come from industry and academia, fusing knowledge with practical strategies for the workplace. Our writers and trainers have led large and varied teams in their careers and know first-hand of the challenges managers face.

Advanced/Fundamental Leadership and Management

In this course, suitable for all levels of managers or supervisors, we will explore the essential leadership and management skills that every leader needs to succeed. Participants will learn about communication styles, conflict resolution, decision-making, team building, and other skills that will help them lead and manage effectively.

Change Management

This professional development session focuses on helping managers to understand and manage change in the workplace. It looks at models and techniques to help understand and deal with changes within teams/organisations as well as how to anticipate and manage the emotional responses that teams exhibit in response to these changes.

Coaching and Mentoring

Coaching and mentoring are essential skills for anyone working with others. This course will explore how to establish a coaching or mentoring relationship, how to provide feedback and support, and how to help others build their self-awareness and development. Participants will learn about the different types of coaching conversations and how to encourage thoughtful self-reflective conversations with staff.

Conflict Management in the Workplace

Conflict is a normal part of work life, but if left unchecked, it can have a negative impact on employee morale, productivity, and the overall well-being of the organisation. Our training solutions help individuals and teams manage conflict effectively, through strategies for recognising, de-escalation, and resolution. Our goal is to help organisations create a workplace where everyone can be at their best.

Empowering Individuals and Teams

Participants will learn about motivation techniques, communication skills, goal setting and time management, conflict resolution, delegation, and other skills that will help them empower themselves and those around them. The course will also address the different types of leadership and team communication styles.

Future Planning

Participants will learn about visualising the future, scenario planning, trend analysis, risk assessment, and other techniques that will help them anticipate and prepare for future trends and changes. The course will also address the importance of innovation and creativity, and how they can help individuals and teams stay focused on their goals.

Leading and Motivating Teams

In this course, participants will learn about the principles of motivational leadership, including setting clear expectations, providing feedback, and recognising and rewarding achievements. Participants will gain practical skills and knowledge, such as how to use project management tools, as well as strategies for engaging remote and in-person team members.

Managing Difficult Situations

When communication breaks down or conflicts arise conversations need to be tackled in a thoughtful, fair and professional way. This course will teach learners at all levels of an organisation how to handle these challenges in the workplace. Learners will identify potential issues in language, meaning and personality traits, and practice positive conversations to resolving situations and disarming conflict.

Psychological Safety

Psychological safety is critical to creating a healthy and productive workplace. It involves creating an environment where employees feel safe to take risks, make mistakes, and be vulnerable without fear of judgment or retribution. Our training solutions focus on building trust, open communication, and respectful interactions, helping organisations foster a culture of psychological safety.

Psychology Fundamentals

In this course, participants will explore the basics of psychology and how it can impact their personal and professional lives. Participants will learn about human motivation, personality traits, and other psychological concepts that can help them understand themselves and others better.

Remote & Hybrid Working

As remote working continues to become more common in many industries, it's important for employees to understand the challenges and opportunities that come with it. In this course, participants will learn about the benefits and drawbacks of remote work, including developing communication strategies, time management, building virtual relationships and spotting when someone is struggling.

Teamwork

Teamwork is a critical skill for success in every workplace. In this course, participants will explore the principles of effective teamwork, including communication, leadership, conflict resolution, and group problem-solving. They will learn how to build strong teams that are capable of accomplishing complex tasks and delivering high-quality work.

Time Management

This course will give staff at all levels the knowledge and skills to manage their time effectively. Participants will learn techniques to balance the responsibilities of their role with priorities in day-to-day life. They will also learn to identify and eliminate interruptions and distractions, and develop a daily routine that supports their work-life balance.

Train the Trainer

This Train the Trainer programme will help you to facilitate training sessions in any subject in your own workplace. The course can be taken alongside any of our other courses to create a specialised Train the Trainer programme. The train-the-trainer model is a training framework that prepares employees to become subject matter experts who can teach their peers. Once your employees have learned these skills, they can then share their knowledge and expertise to other employees, creating a culture of continuous learning throughout your organisation.

Participants will learn about the fundamental principles of adult learning, learning preferences, teaching techniques, and evaluation methods. They will also learn about the different forms of training delivery, including, coaching, online learning and using AI, as well as the importance of feedback, support, and motivation. Talk to us about how this can support your team's learning goals.

Communication Skills

We offer a range of courses designed to help you develop your communication skills in a variety of contexts. Our courses teach practical skills that can be applied immediately. Our courses cover topics such as effective digital communication, conflict management and emotional intelligence, all designed and led by expert instructors who have a wealth of knowledge and experience in the field of communication.

Communication Skills Introduction

This course will give participants the skills and confidence to be effective communicators in the workplace. We will look at how our interaction with others influences outcomes. Participants will learn about verbal and non-verbal communication, listening skills and how to recognise the communication styles of themselves and others.

Digital Communication

Digital Communication is a critical component of today's world, and it's essential for us to learn and understand the constantly shifting nuances of digital communication, including email, social media, and messaging. This course will explore different forms of digital communication and assistive technologies. We also look at emergent AI technologies and their role in the workplace.

Giving and Receiving Feedback

Participants will learn about the different types of feedback, including constructive feedback, active listening and empathy building. The course will cover the impact of different feedback styles on motivation and self-esteem, as well as how to receive feedback and develop a growth mindset.

Presentation Skills

Participants will learn about the importance of storytelling, audience analysis, and visual design in creating effective presentations. The course will cover strategies for effective delivery, including active listening and empathy building, as well as the use of technology, including slide decks, virtual platforms and face to face delivery.

Mental Health, Wellbeing and Care

Mental health and wellbeing are essential components of a healthy and fulfilling life. In today's fast paced world, it's more important than ever to prioritise self-care and take steps to maintain your mental health. We offer a range of courses designed to help you improve your mental health and wellbeing. From stress management and mindfulness to supporting colleagues who may be struggling, we have something to help everyone. Our accredited Mental Health First Response™ course is a popular choice for organisations looking to skill their staff in many areas of mental health.

Mental Health First Response™ Accredited Certificate (MHFR)

Every modern workplace needs Mental Health First Responders among their teams to encourage the positive mental health of their staff through peer-to-peer support. This course is especially relevant in today's new world of post pandemic, hybrid working where the lines between work and personal life are blurred, and the challenges that come with modern life can have a significant impact on our mental health. Interactive discussions and exercises will provide participants with the practical knowledge to become a Mental Health First Responder in the workplace, teaching participants how to identify and address concerns, manage stress, and prevent and navigate situations that might impact mental health. This course will also build participants confidence to have open and honest conversations about mental health and help to reduce the stigma that can prevent people from seeking support.

Mental Health First Aid - SQA Level 4/5/6 (MHFA)

Gain the First Aid for Mental Health (SQA, Ofqual RQF) certificate by studying learning resources either online over webinars at your own pace or in person in the classroom guided by a qualified Trainer/Assessor. This course will provide participants with the knowledge to identify mental health conditions and the skills to start a conversation surrounding mental health.

Mental Health First Aid for Children and Young People SQA Level 4/5/6 (MHFAYP)

Children and young people are especially vulnerable to mental health challenges, including depression, anxiety, and stress. It's essential for staff working with young people to learn how to recognise the signs and provide support. This course will explore how to identify issues, respond and provide appropriate resources and support.

Mental Health for Managers

Managers will spend time looking at mental health and associated stigmas with a view to developing cultural changes in the workplace and having open, honest communications surrounding mental health. We also look at the ways that managers can incorporate current NHS and CIPD recommendations to support staff mental health.

Anxiety Awareness

This course will prepare learners to spot the signs and symptoms of anxiety and the importance of managing stress before it can lead to anxiety and anxiety disorders. Participants will learn about using CBT skills, grounding techniques and self-care for themselves and others, including strategies for their working day.

Counselling Skills Introduction

This course will explore the principles of counselling, including how to establish a therapeutic relationship, how to listen actively, and how to explore emotions and thoughts. The course will cover techniques for active listening, empathetic responding, and supporting people through crisis and change.

Depression Awareness

This course will provide learners with the knowledge, skills, and understanding necessary to spot the signs and symptoms of depression in the workplace, which can be difficult to recognise due to various hiding and masking techniques. Participants will learn strategies for responding compassionately to individuals experiencing depression, both in the workplace and in their personal lives.

Habits of Happy People

In our fast-paced times, it's more important than ever to cultivate habits that promote happiness and wellbeing. Participants will learn about the science of happiness, including positive psychology, mindfulness, and social connection. The course will also cover the principles of behaviour change, including goal setting, self-reflection, and building positive habits.

Health, Wellness and Fitness

This course, suitable for people at all levels, will explore the principles of fitness, including exercise techniques, healthy eating, and the importance of rest and recovery. Participants will learn how to increase their motivation and will also cover the importance of taking care of our mental health, including techniques for reducing stress and anxiety.

Menopause Awareness in the Workplace

This training covers the physical changes, as well as emotional and psychological challenges that can occur for women during menopause, including exploration of practical support strategies and reasonable adjustments that can support them in the workplace. It includes a section on male hormonal symptoms and trans/non-binary hormonal awareness and is recommended for all staff and managers to attend.

Mental Health Awareness

Attending this session will provide you with the skills, knowledge, and confidence to support colleagues and improve workplace wellbeing. We will look at the aspects of our lives that mental health can affect and put a spotlight on strategies for identifying conditions and techniques for managing our own and others' mental health and wellbeing.

Mindfulness Based Stress Reduction Techniques (MBSR)

Mindfulness is a widely-recognised psychological technique that involves developing focused attention, relaxation, and self-awareness in order to reduce stress and anxiety. This in-depth mindfulness course is based on the principles of Mindfulness-Based Stress Reduction (MBSR) and will provide participants with the foundational knowledge and practical tools to integrate mindfulness into their lives.

Positive Psychology

This course will explore the principles of positive psychology, including the importance of gratitude, mindfulness, and social connections. The course will cover the impact of positive psychology on work and wellbeing, including the development of positive team dynamics and the cultivation of a positive workplace culture.

Stress Management

Stress is a normal part of life, but it becomes a problem when it interferes with our ability to function and perform to the best of our abilities. This course will explore the principles of stress management, including how to identify the sources of stress, how to manage stress-related emotions, and how to create a resilience mindset for managing stress at work, in relationships, and during transitions.

Suicide Intervention / Suicide Awareness

This course introduces the meaning of mental health and suicide, including risk factors, attitudes and the impact of suicide, locally, nationally and globally. Learners will explore signs and symptoms of a risk of suicide and how to approach someone using the ASK™ acronym (Awareness of your surroundings and changes in people, Speak to the person and Know what help is available and appropriate).

Suicide Intervention for Children and Young People

This course will explore the principles of suicide intervention for children and young people, including the signs and symptoms of suicidal ideation, risk factors, and effective intervention strategies. Participants will learn about the different models of suicide intervention, including cognitive behavioural therapy, family therapies, and crisis intervention.

Supporting People by Phone/Online

This course will explore the principles of supporting people by phone, including how to establish rapport and empathy, and how to manage difficult conversations and emotional support. Participants will learn the dos and don'ts of conversations, including how to manage silences, how to manage emotions, and how to end a call.

Safeguarding

This course provides an understanding of safeguarding which can be used in any situation where a person comes into contact with children or vulnerable adults. It provides learners with the knowledge to identify concerns and report them appropriately as well as building a resource list of signposting skills and strategies.

Online Safety

This course will explore the principles of online safety, including the risks and dangers of online activities. Participants will learn about the impact of online bullying, cyber stalking, and other forms of online harm. The course will cover strategies for protecting young people from online harm, including the use of parental controls, monitoring and supervision, and open communication.

Techniques for Tough Times

This course will explore the principles of tough times, including the importance of resilience, the benefits of optimism, and the tools we have at our disposal to manage stress. Participants will learn about the science of resilience, including the role of social and emotional skills, and how to develop and strengthen these skills.

Work and Life Balance

This course will explore the principles of work-life balance, including how to set boundaries, manage workflow, and prioritise self-care. Participants will learn about the science of productivity, including the role of motivation and stress, and how to set priorities that align with our values and goals. The course will cover techniques for maintaining a healthy balance between work and personal life.

Workplace Wellbeing

This course will explore the principles of workplace wellbeing, including how to create a positive and supportive work environment, how to manage stress, and how to foster employee engagement and motivation. The course will cover tools and practices for promoting workplace well-being, including mindfulness, exercise, and stress-reduction techniques.

Equality, Diversity and Inclusion

In today's diverse and changing world, it is essential for individuals and organisations to understand the importance of promoting equality, diversity, and inclusion (EDI) in the workplace and beyond. This programme of training sessions will provide participants with the knowledge and skills necessary to create an inclusive and supportive environment, fostering the success of individuals from all backgrounds.

Equality, Diversity and Inclusion Introduction

This course will look at the Equality Act 2010 and explore discrimination, inequality and prejudice. You will explore the many different and diverse groups that may need extra support, including less well represented groups, for example, care experienced individuals and young carers.

ADHD and ADD Awareness

This course will explore the symptoms of ADHD/ADD, and its impact on employee performance, wellbeing and concentration levels. Participants will learn about the different types of ADHD/ADD and strategies that can help the individual and the team they are working with in creating an inclusive and supportive workplace.

Age Diverse Teams

Creating and leading age-diverse teams can present unique challenges and opportunities, and this course will explore the principles of effective team management, communication, and collaboration, with a focus on age-diverse teams. The course will cover thoughtful and practical strategies for effectively managing age-diverse teams to increase team happiness and productivity.

Anti-Social Behaviour

Anti-social behaviour is a complex problem that affects individuals and communities. This course will explore strategies for intervention and prevention. Participants will learn about the social and emotional skills that promote pro-social behaviour, including empathy, conflict resolution, and cooperation.

Autism Awareness

This course will take participants on a step-by-step journey through what it means to have autism and how that can impact communication, social interaction, imagination and behaviour. We will look at strategies and techniques to support those with an autism diagnosis.

Bullying and Harassment

The impact of bullying and harassment can be far-reaching; it can lead to negative consequences for both individuals and organisations. It's important to foster a culture of respect and inclusivity, where everyone feels safe, valued, and able to thrive. Our training solutions provide practical techniques and strategies for recognising, addressing, and preventing bullying and harassment in the workplace.

Deaf Awareness

This session will take the learner through definitions, diversity, and statistics around deafness. Learners will have an opportunity to learn about subtitles, lipreading, sign language and appropriate politeness. They will also explore working with interpreters and considerations in the workplace.

Dementia Awareness

This course will take participants on a step-by-step journey through what it means to be affected by dementia and how it can impact on the person and those around them. Learners will develop strategies and techniques to support those with dementia and those close to them. We will look at the brain, trigger points, environmental factors and challenging behaviour.

Disability Awareness

This course will look at what disability means in the workplace and in wider society. Learners will look at definitions of disability, learn about the Equality Act 2010 and explore discrimination, inequality and prejudice for people with disabilities. The course is designed to help all staff identify and overcome barriers in the workplace for people with disabilities.

Epilepsy Awareness

Epilepsy is a neurological disorder that affects millions of people worldwide. This course will explore the principles of epilepsy, including its definition, symptoms, and underlying causes. Participants will learn about the different forms of epilepsy, including generalised and focal, and the role of genetics, brain injury, and brain development in its development.

Neurodiversity Awareness

Neurodiversity refers to the wide spectrum of brain functions and structures that are unique to each individual, including neurotypical and neurodivergent individuals. This course will explore the principles, challenges, and strategies for neurodiversity awareness and support in the workplace.

Dyslexia Awareness

This course will explore the causes, symptoms, and treatments of dyslexia, including early diagnosis and intervention, accommodations and educational strategies, and the impact of dyslexia on mental health and self-esteem. Participants will learn about the different types of dyslexia, and the assistive technologies and strategies that can help them.

Dyscalculia Awareness

Dyscalculia is a learning disability that can make it difficult for individuals to understand and perform basic math skills, including arithmetic and math concepts like algebra, geometry, and calculus. This course will explore the causes, symptoms, and treatments of dyscalculia. The course will cover strategies for effectively supporting dyscalculia, including technology-assisted learning.

Gender Awareness in the Workplace

Gender inequality is a major challenge facing organisations of all sizes, across all sectors. This course will explore the principles of gender inequality in the workplace, including how it manifests in hiring, promotion, pay, and workplace culture. The course will cover strategies for promoting gender equality and the importance of mentoring and leadership training.

Gender Based Violence

Gender-based violence is a complex and widespread problem that affects millions of people worldwide, predominantly women and girls, but can also include men and boys. Participants will learn about the different forms of gender-based violence, including intimate partner violence, sexual harassment, and forced marriage. The course will also cover the support strategies as recommended by leading GBV support organisations.

Race and Discrimination

This course will explore the challenges of racism and discrimination in the workplace and the importance of creating a culture of diversity and inclusion. Participants will learn about the different forms of discrimination, including the roles and responsibilities of employers, managers, and employees in creating an inclusive and supportive workplace.

Trans/Non-Binary Inclusion

Trans and non-binary individuals may sometimes face unique challenges in the workplace. This course will explore the experiences of trans and non-binary individuals, and practical ways to promote a supportive and affirmative workplace environment. Training reflects current CIPD guidance recommendations.

Unconscious Bias

Bias is an ordinary human tendency that we all have but can have far-reaching consequences if certain individuals and groups are disadvantaged because of the way we may act upon those biases. This thoughtful training will explore the topic in more depth, building on creating inclusive awareness and explore practical approaches for reducing unconscious bias in the modern workplace.

Business Skills

From writing business proposals to understanding the basics of budget management and training your teams, we have a range of training to suit your needs and goals. Our business skills courses are written by experts in the field with many years of experience in leading their own and others' businesses to success.

Administration Fundamentals

Administration fundamentals is a critical component of any successful organisation, and this course will explore the principles of effective administrative processes. The course will cover strategies for effective administrative processes, including problem-solving, communication, and collaboration, and the use of technology to improve administrative efficiency.

Budget Management

This course looks at the Why, What and How of money management in the workplace and will help participants to understand budgets and how they play a fundamental part in running all departments in organisations. This comprehensive course takes a holistic approach to budget management, covering a range of essential financial skills.

Business Development Training Programme

This bespoke programme of business skills will give participants the skills to start and maintain and improve business functions. Learn the basics of administration, people and project management. Analyse your market and learn how to bid and pitch successfully. Identify your brand and learn how to be a powerful communicator using verbal, written and visual tools.

Customer Service

Effective customer service is a critical component of any successful business, and this course will explore the principles of customer service, including how to effectively communicate with customers, resolve customer complaints, and provide excellent customer service. The course will cover strategies including active listening, empathy building, and problem-solving skills.

Customer Experience

Customer experience (CX) is a critical component of any successful business, including how to enhance the customer journey, design and deliver exceptional customer experiences, and measure and evaluate customer experiences. Participants will learn about the different stages of the customer journey, including marketing, sales, customer support and online reviews.

Digital Marketing and social media

The course will cover the essential principles of digital marketing, including search engine optimisation, email marketing, and online advertising. By the end of the course, participants will have the skills and knowledge necessary to develop and execute effective digital marketing campaigns, to build brand awareness, connect with customers, and increase sales.

Digital Wellbeing

No longer the domain of just the workplace, technology is part of our everyday lives at home and in wider society. This course shows learners where there may be need to think about our use and interactions with digital technology for our health and wellbeing and introduces strategies for dealing with any negative effects for ourselves and others.

Meetings and Minute Taking

This course will explore the principles of meeting management and minute taking, including how to plan and organise effective meetings, manage discussion and decision-making, and effectively record and distribute meeting minutes. Participants will learn about the different types of meetings, and the roles and responsibilities of minute takers.

Project Management Fundamentals/Advanced

This course introduces learners to the fundamental principles and steps in successful project management. By the end of the session, you will have received grounding in the key considerations at each stage of the project life cycle and have reflected on how you might implement this learning in your role. We also offer advanced project management options.

Recruitment and Interviewing

Recruitment and interviewing are critical components of any successful hiring process, and this course will explore the principles of effective recruitment and interviewing techniques, including how to develop job descriptions, screen and assess candidates' skills and qualifications, and conduct effective interviews.

Report and Proposal Writing

This course introduces learners to the fundamental principles and steps required for writing effective reports and proposals. By the end of the session, you will have received grounding in the key considerations, steps and principles for each stage of writing from planning an outline and structure through to publishing a final report or submitting a final proposal.

All subjects can be delivered as self directed modules, or with a trainer either face to face, online or blended. Learners will have access to our learning platform where they can refer to the materials, watch extra resources, such as videos and interactive activities, and access links to organisations for further learning.

A full day is recommended for staff with little or no previous experience. For those with prior knowledge, a half day is recommended as a condensed session with post course materials. Workshops combine presentation slides, interactive exercises, individual reflection, and group discussion.

Please get in touch to start a conversation about any subjects you would like to discuss.