

2023 LEARNING PROSPECTUS



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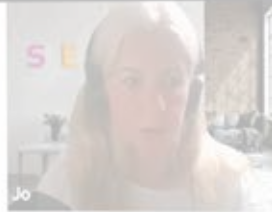


US: + 1 347 9830666

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These are the majority of our upcoming courses, but please refer to SEEDL.com for latest content.

Different Forms of Prospecting



- Cold call via telephone
- Email
- Marketing Campaigns – Social Media
- Networking
- Cancelled orders
- Leads that have said no
- Existing clients – Cross sell and Upsell opportunities
- Referrals

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Welcome to the SEEDL 2023 Learning Prospectus.

We are proud to be able to present to you, our learning offerings available during 2023.

This prospectus will provide you with a full list of our diverse, comprehensive, and informative courses, ranging from Mental Wellness to Leadership and a lot more in between! It outlines the details of all the courses and modules that SEEDL offers, offering something for all levels of experience and job role.

Our aim is to give people the best possible LIVE virtual learning experience without having to leave the comfort of their home or office. If there was ever a time to embrace a live virtual learning experience, then it's now! Our webinars are facilitated by subject matter experts, who can bring the theory to life and our commitment to transforming the learning experience for our clients is at the heart of everything that we do.

Enjoy browsing, and when you find modules that best suit your needs, don't hesitate to sign up. We guarantee you will receive a very warm welcome in our virtual classrooms!

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Thank you and happy reading!



The new edition of our prospectus is here, with more new courses to choose from, along with our popular favourites, which continue to amaze us with busy classrooms. Please take a look at our latest content inside. We've increased the number of 20-minute micros due to people wanting to learn on the go.

Speak to your line manager about ways you can leverage SEEDL to enhance your performance in your current position, or if you're aspiring for a promotion in 2024, why not set yourself some learning as a pathway to success.

Whilst this catalogue covers a huge chunk of what we offer, browse your learning platform for our additional SEEDL Summaries, a new enhancement available to you. The Summaries, are 500 word short essays summarising business books, with many also having an audiobook version. Want us to add a summary? Let us know!

Finally if you have Alexa, why not ask it 'Alexa, Open SEED ...L... Chilled' with loads of music from the 80s to today, it's designed to help you focus and relax during your workday.

With the countdown to year end in full swing, get learning; ready for a fast and successful start in 2024. See you in the virtual classrooms!



Chief Learning Officer

Classification

INTRODUCTION

An introduction to SEEDL.

p3

WELCOME

A welcome from the Head of Learning, Joanna Nash.

p4

BUSINESS ESSENTIALS

These courses focus on important topics that help us understand how to operate professionally in the working environment.

p6-14

SALES

This category is split into 3 courses and each course is designed for an audience with different levels of experience.

p16-19

CUSTOMER EXCELLENCE

These modules help client facing employees put the client at the heart of everything. Client centricity at its best. This category is split into 3 courses and each course is designed for an audience with different levels of experience.

p20-23

LEADERSHIP

These courses will help you understand how to be an inspiring leader, how to coach, how to manage performance, and how to lead from the front.

p24-28

MENTAL WELLNESS

These courses are designed to give you tips and techniques to help you cope effectively with stressful and challenging situations.

p30-33

COMMUNICATION

These courses are designed to help employees understand the importance of communication within the workplace and how to communicate effectively.

p34-37

RETAIL

These courses focus on specific skills required to thrive in a customer facing hospitality environment.

p38

HOSPITALITY

These courses focus on specific skills required to thrive in a customer facing hospitality environment.

p39

MICROSESSIONS

These modules have been written with the busy person in mind! If you want short practical tips to take away, join these sessions.

p40-43

A-Z COURSES

All courses listed alphabetically to find them with ease.

p44-47

HEALTH & SAFETY

These modules have been created and designed to reduce risk, ensure workplaces are safe, healthy and employees are happy within their working environment.

p48-53

A-Z COURSES

All courses listed alphabetically to find them with ease.

p54

BUSINESS ESSENTIALS

These courses focus on important topics that help us understand how to operate professionally in the working environment. From Compliance to Project Management and Microsoft Office.

Join these courses to increase your awareness, gain knowledge and improve your overall understanding of these three important subject matters.



Course: Compliance

The importance of compliance in the workplace cannot be underestimated. We break compliance down into four distinct areas, GDPR, Anti-money laundering, Anti-bribery and Corruption and Bullying and Harassment.

We highlight the legislation that impacts your business, your roles and responsibilities to comply, what to look for when reviewing processes and procedures and makes you aware of the measures to put in place to ensure compliance.

GDPR

Gain an understanding of the aims of GDPR and potential penalties for infringements. We give an overview of the seven key principles involved followed by processing, consent, and subject rights. Lastly, you will learn of the six lawful grounds to process personal data, the benefits of compliance and the impact of Brexit.

Cyber Security Essentials

Discover current global trends in cyber-attacks and how to recognise them, learn of their potential impact and simple measures to put in place to combat them, such as generating strong passwords, keeping firewalls and anti-viral software up-to-date and the related policies and procedures to implement to minimise vulnerabilities.

Bullying & Harassment

Learn the difference between bullying & harassment, how to recognise them and the specific laws that apply to each. We look at the detrimental impact of these issues, how to create policies which empower workers to report bullying and harassment problems and enable employers and managers to pro-actively tackle both.

Anti-Money Laundering

It is estimated that money laundering by criminals and terrorists costs the UK more than £100 billion a year – take this course to learn the concepts of money-laundering, its impact, how to spot suspicious activity and steps to take to comply with the related UK and EU legislation. The course is suitable for those both in and out of the financial sector.



Preventing Bribery and Corruption

Corruption globally amounts to over \$1 trillion a year. Learn the impact of bribery and corruption, the four key offences under the UK Bribery Act 2010, how to recognise bribery, the penalties involved, and the six principles recommended by the Act to prevent it.

Course: Project Management Fundamentals

An introduction to project management for those without any formal project management training, or those wishing to refresh their knowledge. Delivered by a former Army Officer, using military planning tools to highlight key planning considerations. Each module builds on the first, exploring each phase of the project life cycle.



Risky Business: Strategies for Effective Project Risk and Stakeholder Management

Explore the critical aspects of project management that can make or break a project's success: risk and stakeholder management. Gain a deeper understanding of different types of risks, ranging from technical and financial to external and organisational, and learn how to identify and assess these risks early on.

Project Management for Non-Project Managers

We've all heard the term "planned with military precision" and this session will give those with no formal project management training, a basic project management aide-memoire based on the British Army's planning process. Delivered by a former serving Officer, it is also suitable for those who wish to refresh or expand their current knowledge and skills-base.

Empowering People, Elevating Performance: The Human Side of Project Management

Delve into the often overlooked but critical aspect of project management: the human element. Explore how empowering your team can significantly elevate project performance and success. This webinar is for anyone wishing to develop their leadership and communication skills within a project environment.

Adapting to Change: An Agile Approach

As the business landscape continues to evolve rapidly, traditional project management methodologies often struggle to keep pace with shifting requirements and customer expectations. This is where Agile steps in to revolutionise the way projects are planned, executed, and delivered. The webinar is perfect for anyone taking on larger projects or considering a formal PM qualification.



Course: Diversity & Inclusion

This course aims to explore the importance of Diversity and Inclusion in the workplace for individuals across the business are understood and complied with, to show how anybody can be involved in creating a diverse and inclusive workplace, to ensure managers and leaders are aware of the legal aspects of diversity and inclusion and to improve the outcomes of a corporation because of diversity and inclusion processes.



An introduction to Diversity & Inclusion

An introduction to Diversity and Inclusion outlining the nine protected characteristics and the importance of D&I within the workplace. Join this 60-minute webinar to learn more about this important topic. A diverse and inclusive workplace is one that makes everyone, regardless of who they are or what they do for the business, feel equally involved in and supported in all areas of the workplace.

Unconscious Bias

Unconscious bias occurs when an individual is unaware of a prejudice. Join this 60-minute webinar to discover how unconscious bias affects individuals and businesses and what business decisions can be made to overcome this.

Neurodiversity Awareness within the Workplace

Neurodiversity is a concept that recognizes and celebrates the natural variations in neurological functioning among individuals. It's crucial for organizations to approach neurodiversity with a person-centred and individualised approach, considering the unique strengths and challenges of each person. Join this 60-minute webinar to learn more about this interesting, topical and important subject.

Course: Office 365

In today's world, we rely heavily on the use of technology to communicate, share information, create, and analyse data and create documents. Office 365 is a powerful, convenient cross platform suite with Word, Excel, PowerPoint training sessions. Designed to ensure you learn how to use these platforms efficiently and effectively and with confidence.



Excel: Hints and Tips Part 1

This is a 6-part series however session don't need to be completed in succession, users can dip in and out. This one-hour session covers some popular hints and tips for all users of Microsoft Excel including inserting the date and time, inserting a chart, formatting shortcuts, and incrementing values. Suitable for any level of user, no previous experience required.

Excel: Hints and Tips Part 2

This is a 5-part series however sessions don't need to be completed in succession, users can dip in and out. This one-hour session covers some more popular hints and tips for all users of Microsoft Excel, automatically totalling multiple columns and rows, selecting blocks of data – and identifying missing data, adding Conditional Formatting, creating a Custom List and inserting a Named Range. Suitable for any level of user, no previous experience required.

Excel: Hints and Tips Part 3

This is a 5-part series however sessions don't need to be completed in succession, users can dip in and out. This one-hour session covers some more hints and tips for all users of Microsoft Excel including A Smart alternative to SUM, Identifying Duplicates, creating a Drop-Down List and Automatically updating totals when data changes. Suitable for any level of user, no previous experience required.

Excel: Hints and Tips Part 4

This is a 5-part series however sessions don't need to be completed in succession, users can dip in and out. This one-hour session covers some more hints and tips for all users of Microsoft Excel including Applying Layout changes to several sheets at once, Personalising the QAT, Setting and clearing a Print Area, and Creating a Heat Map. Suitable for any level of user, no previous experience required.

This is a 5-part series however sessions don't need to be completed in succession, users can dip in and out. This one-hour session covers some hints and tips for all users of Microsoft Excel including Conditional Formatting, creating a "Weighted average", and using Advanced Filters. Suitable for any level of user, no previous experience required.

Adding on to the popular Excel Hints & Tips series, in this session we look at more tips to improve your knowledge and help you work more efficiently in Excel. In this session we'll be looking at tips including 'Flash Fill' and the 'IFS' function. Excel 2019 or Microsoft 365 is needed for the IFS function. Suitable for excel users at any level. The hints and tips series can be watched in any order.

This one-hour session explores fundamental Excel skills that every user should benefit from including sorting on multiple fields, changing sorted order, filtering by text, number and wildcard, using Advanced Filter to set a criteria range, add Boolean logic and identify unmatched records. Intermediate level.

One of the most used features of Excel is the ability to visualise data with charts, and this session focusses on the types of charts, how to Insert a chart, values over time/comparison, market share/distribution, correlation and data labels. Introduction level.

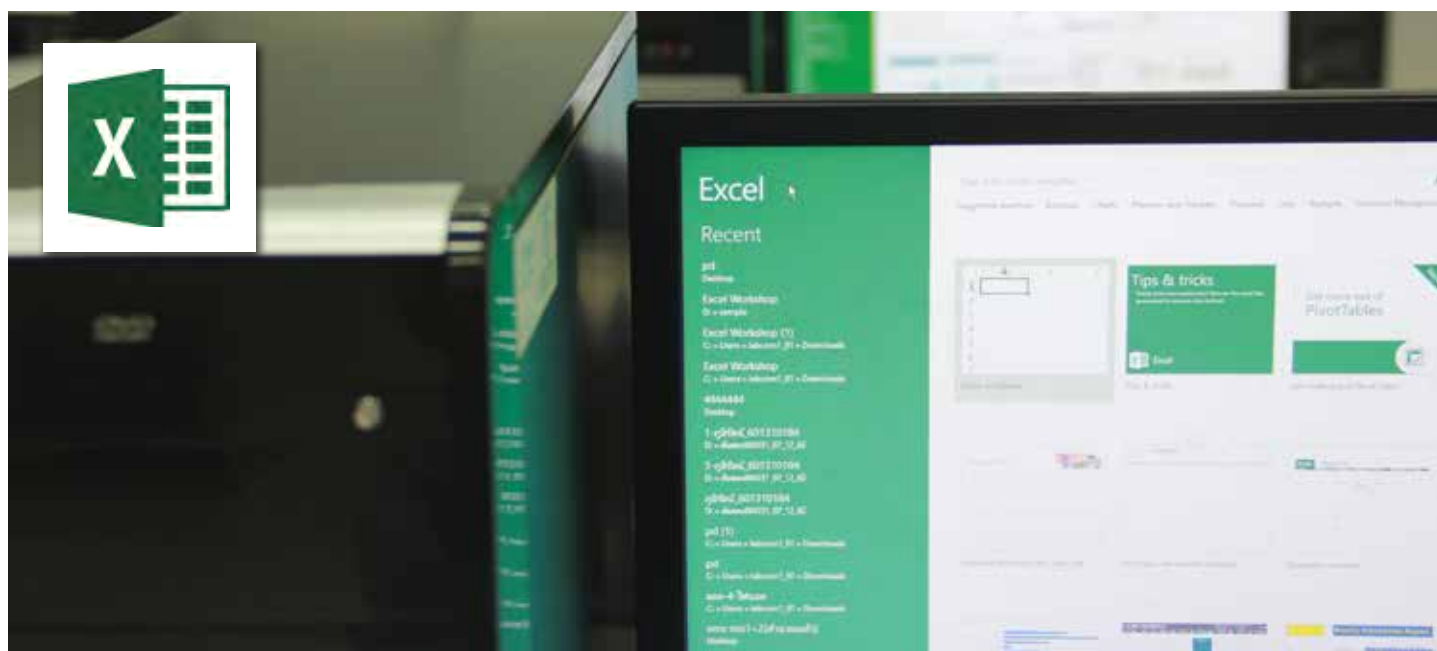
This one-hour session continues the discussion of charts made in part 1 and covers plotting on a second axis, adding trend lines, forecasting with charts and dynamic charts – the old way and today's method! Introduction level.

This one-hour session is an essential for any Excel user that has never had formal training or is a bit rusty! In it we cover some basics like simple calculations, the order of calculation, absolute references, named ranges, outlining and if time allows VLOOKUP. Introduction level.

Pivot Tables are one of the most revered – and feared – elements Of Excel. In this one-hour session we explode some of the myths of creating a Pivot Table and cover preparing the data, inserting a Pivot Table, data analysis, grouping and customising the Pivot Table (including adding Slicers). Intermediate level.

In this one-hour session we continue our exploration of Pivot Tables, and cover Expanding Pivot Table functionality, adding a Calculated Field, Show Values As, creating multiple Pivot Tables from one dataset and an introduction to Pivot Charts. Introduction level.

In the final Pivot Tables session, we conclude our training on this subject by discovering how the same field can display different outcomes, adding a running total, adding a “Difference from” field, Adding Grouping and using “normalisation” to eliminate duplicates.



Data Consolidation

If your role involves combining sets of data that span several periods of time, it can be tricky if they are laid out and formatted differently. This is where Excel's Data Consolidation tools are useful, and in this session, we look at several options for consolidating data by position, by category, by formula and for Microsoft 365 users, by using Power Query.

Data Tables Sensitivity Analysis

Sensitivity analysis is a process by which different results can be predicted according to several variables. This is an important stage in making informed business decisions, and in this one-hour session we look at using a Data Table with one and two variables and adding dynamic visualisation with a heat map. Introduction level, no experience required.

Date and Time Functions

Excel has many functions dedicated to dates and times, for example to "date stamp" an invoice or identify the number of days holiday entitlement a colleague is due. In this one-hour session we will explore some of these including DAY, MONTH, YEAR, EOMONTH, DATEVALUE, WEEKDAY and NETWORKDAY. Practice files are included, suitable for any level.

Excel Tables

Because of Excel's tabular format a lot of people believe that they are already familiar with tables, but they were only introduced in Excel 2010 – prior to this a crude version existed as a List. Excel Tables use a new type of cell referencing, called Structured Referencing, and have a lot of amazing new features, one of the main benefits being that their dynamic behaviour allows the data to grow over time. In this one-hour session we look at tables and structured referencing in detail. Introduction level, no experience necessary.

Logical Functions

Logical functions in Excel allow you to have the program make decisions based on criteria you specify. A simple example could be to calculate a discount based on the amount a customer spends, but it can become a lot more sophisticated than that. In this one-hour session we examine IF, SUMIF, SUMIFS, COUNTIF, AVERAGEIF, AND and OR and combinations of these in an easy-to-understand way. Introduction level, no experience required.

Lookup Functions

Every Excel user knows that VLOOKUP is a tricky function to manage, but there are alternatives few people are aware of. This session will explore the other lookup functions on offer including HLOOKUP, INDEX, MATCH and for Microsoft 365 users XLOOKUP. We look at the pros and cons of each so that you can confidently use the right one for your circumstances. Intermediate level.

Visualising Data

In this session we discover how a simple Pivot Table and Chart can be graphically filtered to show your best performers over time, how a set of data that includes geographical information can be mapped and filtered and how data can be plotted on a globe! Intermediate level.

Text Functions

Excel has a number of functions specific to text rather than numbers. In this one-hour session we look at some of these, including LEFT, MID, RIGHT and combinations thereof in order to generate unique values that could be used for many purposes. Typical examples could include budget codes, usernames, passwords, or unique identifiers for records in a table. Introduction level, no experience required.

Auditing Error Handling & Protection

Auditing tools allow users to problem solve formulas and ensure accuracy and error handling is an essential skill for anyone performing calculations in Excel. This one-hour session examines both and explores the many levels of protection that can be applied, something that is more important now than ever. Introduction level, no experience required.

What If Analysis

Excel has a number of tools that allow predictions to be made depending on several variables. This can be very useful as a means of making informed business decisions, for example how much prices need to rise by to return a certain level of profit, or which combination of products will give the optimum return. This one-hour session examines Goal Seek, Scenarios and Solver – all part of the What If analysis toolset. Intermediate level.

Course: PowerPoint

In today's world, we rely heavily on the use of technology to communicate, share information, create, and analyse data and create documents. Office 365 is a powerful, convenient cross-platform productivity suite with Word, Excel, PowerPoint training sessions. Designed to ensure you learn how to use these platforms efficiently and effectively and with confidence.



Create a PowerPoint Presentation from Next to Nothing

Microsoft 365 now includes some amazing features, and in this one-hour session we discover how a plain text file can become a fabulous presentation in just a few minutes. We cover design ideas, stock images, transitions and animations too! Introduction level.

PowerPoint Hints and Tips

PowerPoint is in use everywhere in business, but few people have been trained in its use. In this session we look at some of the rarer features of the software including the re-use slides feature, converting a bullet list into a SmartArt graphic, and formatting a chart. In addition, we look at the amazing range of images and illustrations now available and add an individual touch with icons. Introduction level, no experience required.

Course: General

This course has been written with business skills in mind, a variety of modules to suit different needs, with useful knowledge to add to your toolkit. Utilise key hints, tips, and techniques to ensure you can be productive in your role.



Managing Time Effectively

Time is our biggest enemy, but we all know we cannot get time back. This session will help you understand how to better manage your time by using tools and techniques to help you become more productive and efficient when managing your workload. You will be able to focus on delivering excellence to your client and keep a structured effective workplan, achieve deadlines and service clients in a timely manner.

Working Remotely

Remote working has many benefits, but also has its challenges. How can you enjoy the extra time that you would be commuting whilst still having a productive work environment, build relationships and advance in your career?

Self-Confidence and Motivation

Explore how to become a confident individual and how this aids in the long-term success of your career. Tips and ideas to help you build your confidence and energy within the workplace.

Preparing for an Internal Job Interview

How can you put yourself in the best possible position to get the job? If you want to increase your confidence, this session will give you techniques to help you prepare, tackle those tricky interview questions and leave a lasting impression that they will remember.

How to Manage and Organise Your Inbox

Do you find yourself wasting time trying to find an email within your inbox? On average a typical worker receives over 120 emails per day. Using Outlook to its full potential means we can manage these messages in a more organised manner, helping us to become more efficient and effective throughout the day – Join this 60-minute session to find out more.

“ He knew lots on the topic and spoke/taught us in a way that helped individuals who barely know the basic excel functions.

“ Really enjoyed it, loved how interactive it was for a webinar - chances to get involved, share thoughts and questions, etc.

“ Thanks, very enjoyable. I’ve learnt so much in a few short hours.

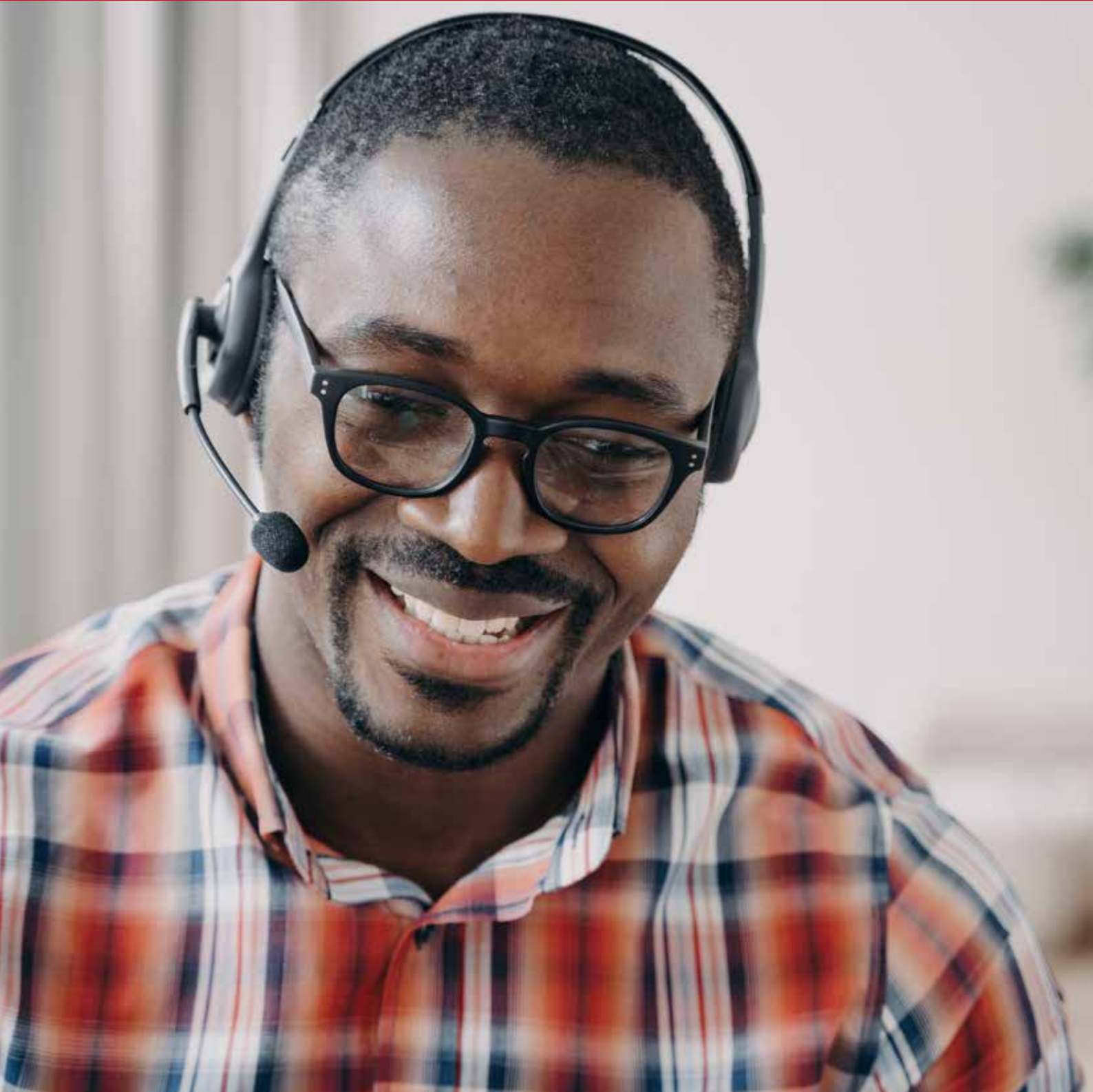
“ Learnt more in one hour than I did in an all day course a couple of years ago. Very impressed.

A selection of comments we’ve received from around the world so far in 2023.

SALES

This category is split into 3 courses and each course is designed for an audience with different levels of experience, from the beginning of your sales career to exploring topics for the more experienced sales professional.

Models, techniques, tips, and practical examples to enhance, refresh and improve the skill set of any sales executive.



Course: Understanding Sales Essentials

This course is designed to meet the needs of those who are at the beginning of their sales career and want to learn effective ways to approach clients and manage the relationship. Understand what a sales process is and how it can aid the client journey.

Effective Questioning Techniques to Understand the Customer's Needs

Simply selling a product without understanding your client's needs will often lead to buyer's remorse. This session not only shows you how to build a set of questions to understand your prospect's needs; it equips salespeople with stronger methods of helping your clients understand value in their problems; facilitating your ability to connect your solutions to their needs.

Objection Handling

Objection Handling is a fundamental of any sales process. In this session learn and understand the key techniques to help achieve the best results with your clients.

Human Buying Psychology

Understand the buying process and what motivates people to buy. This will help you better understand how we engage with clients and prospects. This session helps you and I understand the mental thought process we go through before deciding to buy.

Introduction and How to Credential Yourself with Clients

First impressions count, especially when you want to win business. How you come across to your clients for the first time can make or break the relationship. This session talks about how to approach your clients at the start of your meetings and how to give a positive impression to ensure they want to do business with you.

Solution Selling

This session will focus on how to match your clients' identified needs with the right solution for the client. Telling a story using Features Advantages and Benefits as well as helping you to understand the importance of Consultative selling.



Planning and Research

Planning and Research can really help you build your confidence before you approach your client or interact with a prospect for the first time. This session explores methods to help you plan and research effectively and give you the best chance of success.

Creating Opportunities and Prospecting

Are you keen to add new value to your clients? To learn more about how to uncover assumptions to create opportunities. This session looks at how to create new opportunities in a changing world.

Cold Calling

Picking up the phone, whether to talk to a new point of contact in your client organisation or contact prospects who have never engaged with you before; this session gives a structure to prepare and deliver a solid first impression cold call. Whether calling from a data list, or your initial contact following sourcing a connection from networking; the structure has been tried and tested across multiple sectors to get results.



Social Media Marketing

With the landscape of social media channels growing, whilst user experience habits are changing, how do we grow our social media presence, which in turn, translates to clicks? This session looks at the importance of getting your profile right, the value of conversations on social media and hashtags, driving traffic from channels to build your social presence, creating targeted adverts, driving 'call to action' sales on social media, different types of posts and their likely engagement (video vs photo vs text), tricks to avoid and varying your approach per social network. The informative session offers a chance to rethink your time spent on social media to generate business.

Marketing Your Business

With so much choice on marketing your business, from social media to flyers; print advertising to radio - how do we pick the right plan for our business to grow? This course takes a look at ROI (return on investment) in advertising and helps to understand the differences between stimulative and directive advertising. The Programme also gives thought on ways to health check your existing marketing strategy. Is it attracting the right audience? What is the outcome you anticipate for each advertising medium? Is it footfall? Leads or sales? Designed for any type of independent business who's looking to grow their business or brand awareness.

Course: Enhancing Sales Essentials

This course supports those who are looking to understand more about the sales process, the steps within the process and building on the skills already acquired. Refresh, improve enhance and sharpen the saw. Giving sales professionals the best chance of target success.

Challenger Sales Methodology

The Challenger sales model and methodology is built around a sales process that focuses on teaching, tailoring, and taking control of a sales experience.

This session shares theory and examples to help you understand how to adopt this method of selling and help the customer step out of his comfort zone

Proving Value to Your Customers

Ever heard the phrase ‘don’t take my word for it’, how can you deliver this to your prospects and renewal clients? This session explores ways you can demonstrate the value your solution offers; we also give some nuances and ideas based on you in the audience telling us the sectors you represent.

Pricing & ROI

How do we demonstrate the value of our offering is better than either doing nothing, or that of our competition? This session gives useful tools to both transaction sellers and large value sales processes. Helping you to position the price and demonstrate value through ROI and product value.

Closing Techniques

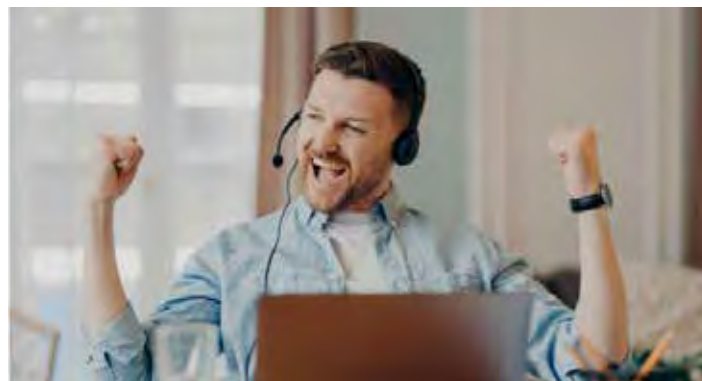
This session is 1 minute long. Closing is easy – just ask for the business... but the remaining 59 minutes is spent on the build up to that moment. Often closing is many sales colleagues biggest fear, but this session looks at ‘why’ and how to make sure it’s the most natural (and anticipated part) of the sale for both you and the client. We also look at the whys of the ‘no’ to help you prevent it moving forward.

Negotiation Techniques

Why is negotiation so important? How can we effectively negotiate and get our point across in a succinct manner? How can we encourage people to come around to our way of thinking? This session will explore ways to help you be stronger and more effective negotiators both with your colleagues and external clients.

Handling Renewal Accounts

If only our customers could be for life! But the reality is, since the moment your prospect turned in to a paying client, their assessment of your value (maybe subconsciously) has been ongoing. How do we prepare for these meetings? What should we do in advance with the clients? This session looks at all these elements giving you confidence to talk to these clients ‘prepared’ for all potential outcomes.



Cross Selling and Up Selling

The objective of cross-selling can be to either increase the income derived from the client or to protect the relationship with the client or clients. The approach to the process of cross-selling can be varied – join this session to learn ways of how to ask questions and learn more about the client’s needs and goals to expand their scope and identify white space opportunity.

Course Mastering Sales Essentials

How do you sell effectively and confidently when the deal is large and complex? This course will help you understand what to consider, how to plan and how to approach the client with confidence.

Dealing with Large Complex Deals

This session will give you an overview of how to approach and plan for a large, more complex deal. A complex sale involves multiple stakeholders, a longer sales cycle, and a high degree of perceived risk on the part of the buyer. There are likely to be several other factors in the complex sales process. Join to learn more.



CUSTOMER EXCELLENCE

Exceptional Customer Service can build customer loyalty, reduce complaints, and define your reputation in the industry. These modules help client facing employees put the client at the heart of everything. Client centricity at its best. This category is split between 3 courses, and each course is designed for an audience with different levels of experience from the beginning of your customer service career to managing more advanced, strategic relationships.



Course: Customer Operational Excellence

This course is designed for individuals that work in a reactive business environment, responding to incoming requests and queries. This course will help you develop strong client service skills, demonstrating service excellence through every interaction, focusing on excellent communication skills to ensure a first-rate service.



Delivering Customer Service Excellence

How do we put the needs and requirements of a client first, ahead of anything and everything else? Helping you deliver excellence to all your clients, all the time.

Managing and Meeting Customers' Expectations

Do you feel as if you are not always getting the best results out of your conversations with your clients? Do you have beliefs that might be standing in the way of your own success? This session will help you understand what clients are expecting from their service rep and how we can go above and beyond to improve the relationships with our clients and deliver Client Excellence.

Adapting Your Customer Service Skills to a Remote Environment

During this webinar you will explore ideas of how to adapt your current customer service skills to an increasingly remote world to ensure a consistently high level of customer service excellence.

Dealing with Challenging Customers

During this topic, we will explore how to deal with angry or difficult clients, highlighting specific tips and techniques that you can use to help smooth the client relationship, help solve their problem and demonstrate how to put the client first in a challenging situation.

Delivering an Exceptional Customer Service for Internal Stakeholders

Providing an exceptional service for stakeholders within our organisations is imperative for the smooth running of departments and companies. Explore various skills to ensure we maintain this high level of service for our internal stakeholders.

Course: Customer Delivery Excellence

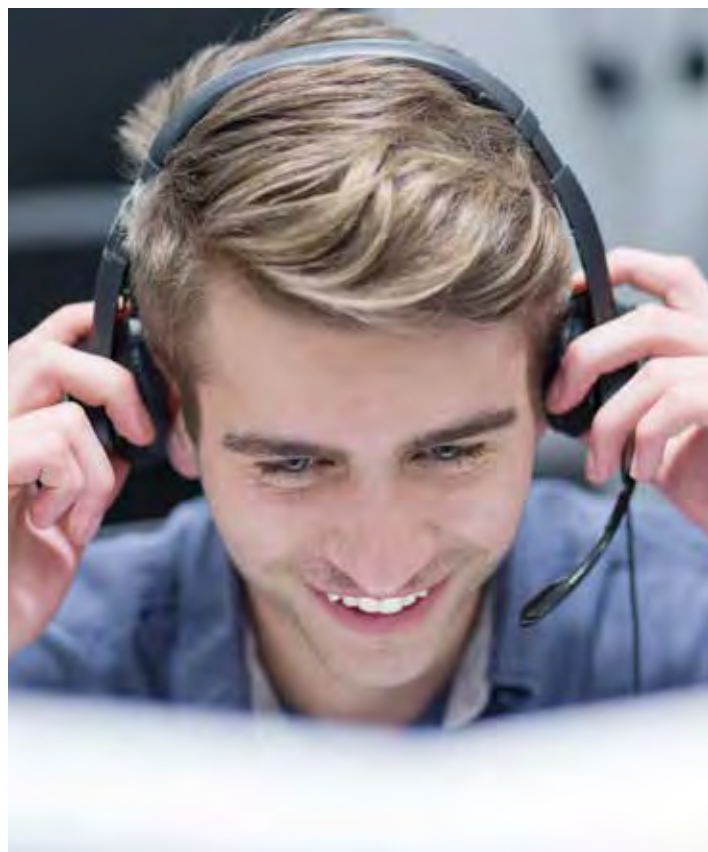
Satisfied customers might recommend your company, product, or service to a colleague, leading to new business but how do we give ourselves the best opportunity for this to happen? This course will focus on how to build strong and positive client relationships, through collaboration and trust. You will learn how to identify client needs, deliver value, and make a positive difference to your client's business.

Putting Yourself in the Customer's Shoes

This session focuses on how to see things from a client's perspective. It's important to continually demonstrate that you are thinking about them, by solving their problems and communicating in simple, thoughtful ways.

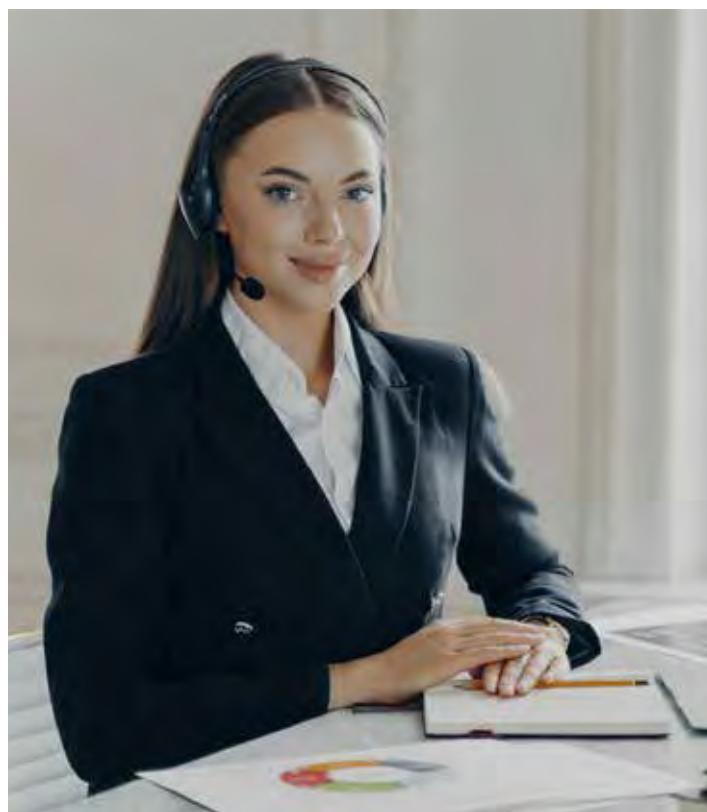
Understanding Style Awareness and Managing Personalities

To gain trust, rapport and develop strong client relationships. Helping you put clients first with each interaction and demonstrating client excellence through relationship building. To better understand your own personality traits and those of others and help you build collaborative and positive relationships within the workplace.



Understanding Needs to Deliver Value

This session explores the importance of understanding the client's needs and how to use this information to deliver value and credibility which in turn builds trust.



How to Build Rapport and Trust in Relationships

Trust is a foundation of everything we do. But how do we build that trust among the teams, between the clients and people surrounding us? If the trust is broken, what's the impact? Join this session for some great tips on how to build trust and establish rapport.

Effective Customer Meetings

A meeting can be highly productive, or a waste of valuable time. Gain the confidence and skills to plan and host an effective meeting.

Course: Customer Strategic Excellence

This course is designed for individuals who want to develop a strategic partnership with client contacts. An equal relationship, focused on understanding the client's priorities so they can advise solutions. How to be the trusted advisor your client is hoping for.

The 5 Whys and Understanding How to Problem Solve

This session focuses on effective problem solving, understanding how to identify the root cause of a problem. It will also determine the relationship between different root causes of a problem. It is particularly useful when problems involve human factors or interactions.

Understanding the Human Buying Psychology

This session sounds a little random but underpins so much of how we engage with clients and prospects. This session helps you and I understand the mental thought process we go through before deciding to buy. This interactive and practical session allows you to then see how aligned your steps of your sales process are. Delivered by a certified trainer with a credible track record in sales.

Client Complaint Resolution

Do you often feel unsure how to resolve client complaints, wondering which way to turn and what to do, as well as make sure you deliver client satisfaction? Join this training to learn more.

Delivering a Superior After Sales Experience

One of the best ways to define superior customer service is to understand that you must go above and beyond your customer expectations during each interaction. We work hard to win clients, but we should work just as hard to keep clients as a satisfied customer is a repeat customer. This session explores how to deliver after sales excellence, including best practice and top tips to ensure your client stays with you.

Stakeholder Management

The stakeholder management process is critical as it is the lifeline to effective business relationships. Each stakeholder is unique, and has different needs and wants, as well as different corporate goals and strategy. Appreciate how you can identify all these needs and adopt techniques that ensure each relationship is healthy and productive.



LEADERSHIP

Good leaders set direction, build an inspiring vision, and create something new. Leadership is about mapping out where you need to go to “win” as a team or an organization; and it is dynamic, exciting, and inspiring. These courses will help you understand how to be an inspiring leader, how to coach, how to manage performance, and how to lead from the front. While leaders set the direction, they must also use management skills to guide their people to the right destination, in a smooth and efficient way.



Course: Potential Managers

Designed for future managers and who are new to the role: this course covers the key skills required for management roles and gives attendees a framework to apply these in the workplace. Modules will facilitate discussions so that attendees can explore their own leadership styles and identify their strengths and areas for development.



Introduction to Management and Leadership

Often used synonymously, management and leadership require many different qualities. This session will explore these, before giving you a framework to identify your personal barriers to being an effective manager and leader.

Transitioning to a Leader

Making the transition from “teammate” to leader, managing others and yourself. This topic explores how to set the standards and boundaries to optimise talent in your team.

Leading by Example

Living the values of your organisation: this session looks at how to lead by example; by taking responsibility for yourself and understanding the importance of being self-aware.

Delegation Skills

For a new manager, the stresses and responsibilities can seem overwhelming. How can you balance the need for oversight, without stifling creativity and collaboration? Learn how to accept “delegating until you feel uncomfortable” and avoid micromanagement.

How to Conduct an Effective Interview

Conducting formal discussions and interviews are a key part of a manager’s job: whether you are communicating with prospective employees or current ones; this session will explore how to make your interviews productive and relevant.

How to be a Motivational and Inspiring Leader

Managing a team is no easy task. Managers can either inspire their teams and help them reach their goals or crush their morale, which leads to a decrease in your company’s profitability. Join this session to understand how to motivate and inspire your team to success and work towards building

Course: Leadership Essentials

Are you a leader of people who wants to understand how to build a high performing and professional team? Do you want to know how to motivate and inspire to help your employees reach their full potential? These courses are designed to give you the knowledge, techniques, and skills to be a successful, proficient, and successful leader of people.

Managing Hybrid Teams

In a more agile working world, leading a team of people is now easier given the access to technology. But how do you lead a hybrid team? The session looks at ways to engage a mix of in person and remote people, promoting a common understanding of ways to work and a flexible hybrid culture. With performance in a hybrid world more complex, this session equips you with some practical takeaways to make the most of in person and remote periods for your team.

Building High Flying Teams with the Skill/Will Matrix – Part 1

Thinking about your people and how you communicate with them isn't always consistent. Equally, we all strive as managers to have a high skill, high will team. How do we get them there? How do we communicate with each direct report if they sit somewhere 'not' in high skill, high will? This session focuses on your High Will people.

Building High Flying Teams with the Skill/Will Matrix – Part 2

Thinking about your people and how you communicate with them isn't always consistent. Equally, we all strive as managers to have a high skill, high will team. How do we get them there? How do we communicate with each direct report if they sit somewhere 'not' in high skill, high will? This session focuses on your Low Will people.

Managing Your Business and People

Being a great leader, is doing what's right for the business and its people. During this session we explore the need of balancing the two. How do we manage objectives, using tasks and measuring the outcomes, without micromanaging? How do we manage the outcome and not the process, creating a sense of trust? Simple takeaways will allow you to check your own readiness for an 'OTO' world.

Conversation Styles – Part 1

Learn about the power of dynamic conversation and its impact on learning, development, and productivity. Gain an understanding of how to use person-to-person conversation to build peak performance based on advanced listening skills and storytelling. Learn how to add stories to the conversation to be more persuasive, and influential in inspiring action within your team.

Conversation Styles – Part 2

Learn about the power of dynamic conversation and its impact on learning, development, and productivity. Gain an understanding of how to use person-to-person conversation to build peak performance based on advanced listening skills and storytelling. Learn how to add stories to the conversation to be more persuasive, and influential in inspiring action within your team.

Resilience & Self-Awareness for Leaders

In a no normal world, how do you, the leader, juggle what's right for your business and people? How do we create calm in the continuous storms of uncertainty? This session gives a no-nonsense guide to resilience in leadership, raising self-awareness and confidence no matter what the situation.

Dealing with and Managing Change

Change is unavoidable, it is constant and necessary but some people find it hard to deal with and even harder to manage. This session will explore techniques to help you manage change effectively and efficiently to support your people during changing times.

Succession Planning

Succession planning focuses on identifying and growing talent to fill leadership and business-critical positions in the future. This session will focus on how to approach succession planning and how to identify potential leaders of the future.

Mentoring

In this programme we introduce four types of mentoring and cover the essential value they bring to the direct report, the organisation and in many cases the mentor themselves. You will learn about overcoming barriers to developmental mentoring, how to become a good mentor and mentee and explore the mentoring relationship process.

Mindset in Leadership

It's not just about the skills and abilities that make us successful at work it's about whether we are turning up with a fixed or dynamic mindset that really counts. We look at both mindsets and explore the impact they have on leaders and teams that want to learn perform and develop. We offer several ideas and approaches that will transform business thinking and decisions.



Building Trust

In this webinar we look at the four C checklist necessary to build a high trust team. How to fix broken trust, build winning relationships and strong collaboration between team members. You will learn how to make trust a core component of your team, building improved processes whilst driving individual and team performance.

Managing Time & Learning How to Delegate Effectively

As a leader, learning how to delegate can be really beneficial, but it's not always easy. This session explores how and why to delegate as well as share techniques on how to manage your time effectively. How to Conduct a Great Mid-Year Conversation This 60-minute session looks at the benefits of a Mid-Year review, the goals of the conversation but importantly how to conduct an effective, positive meeting in a way that motivates your employees. Learn what tools are available to help you, the questions to ask and how to set SMART actions. Aimed at leaders of all levels.

Coaching Your People – Part 1

Managing and leading your best, most capable talent; requires skills. Not only to maintain engagement of those performers, but to help them feel their thinking is valued, and they can 'think' for themselves. This 2-part module takes a deep dive in to the art (and science!) of Coaching and the transformation it can have on your best people. In this part, we show you a model to use and give you some takeaways to try on your high performers as a starting point.

Coaching Your People – Part 2

Managing and leading your best, most capable talent; requires skills. Not only to maintain engagement of those performers, but to help them feel their thinking is valued, and they can 'think' for themselves. This 2-part module takes a deep dive in to the art (and science!) of Coaching and the transformation it can have on your best people. In this part you witness a LIVE coaching demonstration, where you then get to give feedback about what you notice happens to the coachee / coach. We also give you some 'rules and tools' to takeaway and practice.

Running an Effective Team Meeting

When and how to run an effective and productive team meeting. This session is full of ideas to help you deliver a positive and motivational team meeting.

Engagement of People and its Connection to Company Performance

If we don't have engaged employees, it's only time before it starts impacting company performance. This interactive session looks to help you understand the connections between engagement and team / company performance. With practical takeaways for you to self-consider how to improve your engagement with direct reports, it empowers people leaders at all levels of your business to take action and how.

Courage in Leadership

This is a critically important webinar for any business leader seeking to take an honest, supportive, and challenging approach to developing people. The content is practical, relevant, and particularly suited to performance-driven cultures. We explore a number of techniques for individuals and teams to grow workplace courage and consider the best environment to support courageous performance and behaviour.

Course: Performance Management

This course has been designed to help you understand how to guide and develop your employees, increase appraisal participation, and discover and develop talent within your organisation. Performance management and review is a vital management tool that has significant influence over careers and work lives. It links organisational strategy to individual work efforts. Join these sessions to learn more.



Coaching to Improve Performance

This session explores how to use the GROW coaching method to manage and improve your team's performance.

Continuous Performance Management

The annual performance review is fast becoming a thing of the past: who wants to discuss work they did months ago?! Identify how you can effectively use continuous performance management to give accurate and timely feedback to boost employee engagement and increase productivity.

Objectives & Reviews

It's the meetings that managers statistically seem to hate the most, yet it should be something to be embraced by manager and direct report. This module helps you prepare for a meeting, support your direct report's readiness, and handle an objective review. This is also your opportunity to have a career conversation with your team members, to understand their aspirations and engagement better.

One to One Performance Reviews

Managing sales performance on a regular basis helps you stay on track of the pipeline, the sales, the challenges and how your employee feels. This is a great session to join if you want to learn how to conduct a successful and structured one to one performance meeting.

Creating a Personal Development Plan

A PDP is a tool to enable individuals to improve their performance and reach their full potential at each stage of their career. Identify how to create a meaningful PDP and how you can use it to help to build the road that will get you to where you want to go.

Managing Under Performance

When employees under perform, a business can't operate at its full capabilities. A business can't sustain itself if the employees it pays aren't doing their part to help the business function as planned. The level of service drops. Customers and clients look elsewhere for better service and then, your revenue falls. It's up to you, the leader, to act on poor performance when you're aware of it before it goes too far. This session will help you understand how to approach conversations and the process involved.

How to Conduct a Great Mid-Year Conversation

A mid-year review is a great way to connect with your employees and focus on providing thoughtful, constructive feedback on performance, values aligned behaviours and agreeing development actions that encourage performance improvement and give recognition to employees who are on track/ahead of plan/objectives and KPI's. It gives you the chance to have an informal two way conversation and learn more about your people, their goals, dreams and aspirations.

How to Conduct an Effective End of Year Review

This 60-minute webinar will show you how to conduct the meeting in a structured but motivational and engaging way. During the webinar, we will cover, what an end of year review is, how to plan effectively before the meeting and how should the meeting be conducted to ensure the employees feel motivated, informed, and ready to focus on the new year. We will also touch on what to consider if the performance hasn't met the required standard.



“ Really enjoyed it, loved how interactive it was for a webinar - chances to get involved, share thoughts and questions, etc.

“ Very motivational with good energy.

A selection of comments we've received from around the world so far in 2023.

MENTAL WELLNESS

In a world where life seems constantly busy, often stressful, it can be, at times, hard to navigate your way through the days and weeks without feeling as though you have the weight of the world on your shoulders. Work life balance, can be hard to achieve, finding time to relax even harder. These courses are designed to give you tips and techniques to help you cope effectively with stressful and challenging situations.



Course: Protecting Your Mental Well-being

It is the current buzzword: but what is mental health? What are the signs and symptoms of common mental health problems? And how can we protect our good mental health to keep performing at work?



Understanding Common Mental Health Problems and How to Look After Your Mental Health

Would you be able to recognise the signs and symptoms if you or one of your co-workers was suffering with a mental health condition? This module covers the most prevalent mental health conditions experienced by employees. You will also learn how to safeguard your mental health. Change your perspective and be comfortable knowing where and when to seek help, should you ever need to.

Sleep and Relaxation

You need to relax more: if it were as easy as that none of us would be stressed! Understand why a lack of sleep and relaxation is so detrimental to our health and explore ways to sleep better and build relaxation into your day.

Understanding Imposter Syndrome

Have you ever doubted your abilities or felt like a fraud, like you don't belong where you are? If you answer yes, join this session to understand how imposter syndrome could be affecting you and how you can easily overcome these feelings. This session will help you improve your knowledge on Imposter Syndrome, how you can recognise imposter feelings when they emerge and the role the workplace plays in this.

Understanding Menopause

The menopause can affect women at different ages in different ways. Every woman will experience menopause – but your experience of menopause will be unique to you. Menopausal women are demographically, one of the fastest growing groups of workers in the UK. Despite it being a natural life process for women, the menopause – and how menopause at work can affect your employees – is rarely discussed. Join Part 1, a 60 minute session to learn more about the symptoms. Part 2 will show you how to manage them within the workplace and how to talk to others about how you are feeling.

Managing Menopause within the Workplace

Join this session to learn about the symptoms of the menopause and how to manage them within the workplace.

Establishing a Healthy Work life Balance

The pressure of an increasingly demanding work culture is a big challenge to society's mental health. Trying to achieve a healthy balance can seem like a constant battle. Join this 1-hour session to understand how to better manage your workload, your time and feel in control and content in both important areas.

Mental Health First Aid Part 1

With mental wellness becoming a focused issue in a post pandemic world, this course will equip you with the knowledge to identify those who require mental health support and the confidence to offer assistance when required. We take extra focus on the impact COVID-19 has had on people's mental well-being.

Mental Health First Aid Part 2

This is part 2 of our 2 part Mental Health First Aid course. Gain essential, practical skills to support people experiencing a decline in their mental health, including self harm and suicide, sharing the 5 step ALGEE approach to assessing a mental health crisis.

An Introduction to Mindfulness

Mindfulness is the human ability to be fully present and in the moment. A way to slow down your racing mind and help you let go of negative thoughts. This session will be delivered live, so join to learn how to calm your body and mind and appreciate being in the moment.

Understanding How to Manage & Prevent Burnout

Job burnout is a type of workplace stress that can affect anybody who feels constantly overwhelmed with their workload. This session will give you a good understanding of what burnout is, how to recognise the signs and learn necessary skills to be able to prevent and deal with burnout. A 60-minute session aimed at all levels.

Change your Mindset and Achieve your Goals

Do you have a mindset for success? Whether these goals are for business, home, family, or self-improvement, setting your mindset for success is key to making things happen. Learn how to change your mindset, creating new neural pathways in your brain using different mental exercises.

Understanding your Belief Systems

Have you ever tried to change a habit, negative thought, or emotional reaction and struggled to make that change stick? If you struggled to make changes it is probably because you didn't address the underlying belief system driving that habit, thought, or emotion. Belief systems affect every area of your life. Beliefs affect most of your emotions, thoughts you think, productivity, relationships, and attitude. Fortunately, belief systems are changeable. Join this webinar so you can learn to make positive changes in your life.

Mental Health MOT

At any time across the world people are experiencing symptoms of Mental Health. Mental Health MOT is all about helping you to understand your mental and emotional needs so that you can remain positive and prevent emotional decline. Suitable for anyone, at any level.

Course: Stress Management

With at least 1 in 3 of us feeling “extremely stressed” at work, learning how to identify and manage stress and avoid burnout has never been more important. This course will equip attendees with simple and adaptable ways to manage stress, that they can incorporate into their daily routines.

Understanding and Overcoming Stress, Fear and Anxiety

Stress is only a “bad” thing when it becomes disproportionate and misplaced. Understand the types of stress we experience, identify common symptoms, and learn techniques to manage stress before it becomes a health problem. Feeling fearful and anxious is a normal part of life: but when we experience them frequently, with no apparent cause, the effects on our work and home life can be catastrophic. Understand what triggers fear and anxiety, identify what might trigger these feelings for you, and how you can manage them.



Course: Mental Health Awareness for Managers

A course designed specifically for those managing employees: understanding prevalent mental health problems in the workplace; spotting the signs and symptoms; knowing how to effectively manage employees suffering from mental health problems and how to approach difficult topics.

Understanding and Looking after your Mental Health

In a 2020 study, 67% of managers felt that their organisation did not provide any or enough mental health support: how can we create an accepting work environment, where mental wellness is taken seriously? This session explores the most common mental health problems faced in the workplace, how to identify them and how, as a manager, you can help and signpost employees effectively.

Communication & Performance Management

Equality is not treating everyone the same: it is treating everyone fairly. This module is designed specifically for managers: how to performance manage and communicate with employees to enable them to reach their full potential.

Safeguarding in the Workplace

Safeguarding statement that should be known by all. It is the practice of ensuring that vulnerable people have their health, well-being and rights protected in society. If there are children or adults in your workplace, everyone has a responsibility to be vigilant of signs of abuse and or neglect. Safeguarding plays a vital place in the workplace and this course will be facilitated by a trainer who is qualified in this space. Join this 60-minute module to learn more and help you understand what to look out for.

“ **Course was much better than I imagined and the most interactive I have attended.**

“ **Everyone was engaged during the session and the hour went by too fast. It was an enjoyable session.**

A selection of comments we've received from around the world so far in 2023.

COMMUNICATION

These courses are designed to help employees understand the importance of communication within the workplace and how to communicate effectively. Good communication enables colleagues to build trustworthy relationships with one another, clients and work harmoniously together.



Course: Communication Skills

Communication in the workplace is not just about how well you work with others. It's about building relationships, minimising errors, and most importantly, working as productively as possible. Whether you are an enterprise or a small business, having good communication from top to bottom is essential. Pretty much everything we do in the workplace requires some sort of communication. These courses look at ways to become more collaborative through effective communication within employees, colleagues and peers.



How to Create an Engaging Sales Presentation

This session is designed to help you present in a creative and engaging way. How do you inspire your audience through your delivery style and presentation content? Useful for anyone who presents to clients both internal and external.

Assertiveness

We all want to be able to get our point across in a professional way, especially during more challenging conversations or situations. Assertiveness can help you express yourself clearly, succinctly, and stand up for your point of view whilst respecting the rights and beliefs of others. This session explores the communication styles and behaviours that help you understand how to demonstrate assertive, and confident behaviour within the workplace.

Train the Trainer

Are you ever asked to deliver a training session to employees, your peers or stakeholders despite not having any training delivery experience? Would you like to learn what to consider when planning and preparing in advance of delivering a training session. In this theory based course, you will discover how to recognise the different learning styles of your audience and the training cycle. Suitable for anyone who is training to an audience.

Influence and Negotiation

Explore how to be a positive influence on your team to aid in the success of your organisation and how to engage in effective negotiation in a productive and professional manner.

Understanding Cultural Differences Working Across Global Markets

How to communicate effectively & clearly within different cultures. Tips and techniques as well as etiquette to help employees communicate with clarity and build strong relationships with clients and colleagues.





Managing Upwards

Gain an understanding of how to be an effective follower, able to stand up for and stand up to the leader! We cover the importance of having a plan to manage your boss, so that you can co-create great value and process using the know me, focus me, value model.

Emotional Intelligence

If you don't see yourself you can't understand your impact on others. Once we are aware of our own emotions and how they affect our behaviour we can start developing the ability to control them so that they don't control us. Join this webinar to learn what Emotional Intelligence is and how we can leverage it to build strong relationships.

Creative Presentations Using PowerPoint

This session is designed to help you present in a creative and engaging way. How do you inspire your audience through your delivery style and presentation content? Useful for anyone who presents to clients both internal and external.

Communication: Engaging and Understanding Others

Communication is an essential skill. Learn how to build rapport, trust, and tactfully manage delicate and sensitive situations with professionalism and empathy. Being able to communicate effectively with differing personas can help you build strong collaborative relationships within the workplace and lead to greater success.

The Gift of Giving Feedback

During this session you will learn why feedback is so important to the individual and the organisation; explore ways to give and receive feedback well and learn how to create a culture of feedback.

The Gift of Receiving Feedback

Receiving feedback can be a gift, it can help us grow and develop, ensuring we reach our full potential. Actionable feedback can help us perform at our very best but some people take it personally and don't find it easy to hear, especially if it is corrective feedback. Join this 60 minute webinar to understand how feedback can reinforce your strengths, keep goal directed behaviour on course. We will also explore why receiving feedback can be a challenge - suitable for all levels.

Employee Engagement

Employee engagement is a fundamental concept in the effort to understand and describe, both qualitatively and quantitatively, the nature of the relationship between an organization and its employees. Engaging employees is critical for retaining valuable talent and is an important piece of the employee satisfaction puzzle as disengaged employees are more likely to leave their jobs. Join this session to learn more about this important topic and how to ensure employees are engaged with the business, their work and performing at their best.

How to be an Effective and Active Listener

Listening is one of the most important skills you can have. How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others. This session helps you understand how to actively listen to gain information, acquire facts to understand needs, challenges, and build rapport. Listening actively can help you understand how to demonstrate attentiveness and empathy through body language and tone.



How to Communicate Effectively Through Email

Effective communication is an essential component of human relationships. As we spend so much time communicating via email, so this topic is designed to help you put the client first by enabling you to communicate through email with excellence, effectively, efficiently, and professionally.

How to Communicate Effectively Through Verbal Communication

This session will help you have more positive and confident conversations with clients, both on the telephone and face to face, building trust and delivering client service excellence, which can result in better outcomes for the client and the business.

Presentation Skills

Anxious about that upcoming presentation? Conscious you need to stand out - whilst presenting remotely? During this session you'll learn key tips on how to engage your audience whilst presenting virtually, as well as ensure your message sticks in the audience's mind. Create that presentation that impresses your audience in a simple 3 step process.

Creating a Good First Impression

How do we make sure we get off on the right foot with each new interaction? Research shows that it takes approximately four seconds for people to make a first impression of someone. Explore ways to build a strong relationship from the first 'hello'.

Joharis Window

This session has been designed to help you have a better understanding of your relationship with yourself and others. During this session, we will explore the tool Johari Window, through which you will be able to identify different qualities that are and are not visible to others. It will help you develop strong skills that lead to successful relationships and become more self-aware.

Developing your Personal Brand

Everything you do can grow and reflect your personal brand and it is what other people will remember about you. Defining, developing, and perfecting your professional brand can help to achieve your passions whilst continuously learning, growing, building relationships and your confidence.





Course: **Retail Management**

How to Effectively Lead & Influence Your Team - Retail

In this course we will be drilling down into what makes an effective leader in your retail establishment to hit targets, ensure consistent standards and have exemplary customer service by influencing staff to excel in their working environment. We will highlight the steps of how collaborative leadership, coaches, develops and performance manages staff efficiently to inspire and lead their team to success.

Driving Success through Collaboration - Retail

During this course, we'll explore the core competencies needed to thrive in a retail leadership position. Whether a department head in a large store setting, or leading an intimate team in a small shop, we explore how to be the best versions of ourselves to inspire, manage and drive performance - joining the dots between people engagement and business performance. Understanding the importance of ONE service, and how to successfully inspire your team to incorporate the 4 elements of ONE service to strengthen the customer experience in your establishment. The interactive session gives you the ability to implement new ways of working immediately.

Course: **Retail Customer Service**

Steps to a Great Service in Retail

This course takes inspiration from those specific skills required to thrive in a customer facing retail environment. This module provides critical ways of working for customer facing colleagues in your retail store. How do we improve our customer experience whilst a customer is in store? This course demonstrates the 5 steps required to achieve excellent customer service in the retail industry. We look at the art of suggestive selling to enhance the customer experience in the store, alongside what to do when things go wrong and how to confidently turn a seemingly negative customer experience into a great one!

One Service - Retail

Join this module to learn about the 4 elements of ONE service; identify the needs and wants of your customer in a retail environment, learn how to recognise the importance of the customer journey, as well as identifying the 'Golden Opportunities' our customers present to us and understanding how to deal with them effectively.

HOSPITALITY



Course: Hospitality Management

How to Effectively Lead & Influence Your Team - Hospitality

In this course we will be drilling down into what makes an effective leader to ensure the business needs and targets are met, by influencing staff to deliver outstanding service, food and consistency to customers. We'll highlight the steps of how collaborative leadership, coaches, develops and performance manages staff efficiently to inspire and lead their teams to success.

Driving Success through Collaboration - Hospitality

During this course, we'll explore the core competencies needed to thrive in a hospitality leadership position. Whether a department head in a hotel setting or leading a branch of a bar or restaurant chain, we explore how to inspire, manage and drive performance - joining the dots between people engagement and business performance. Understanding the importance of ONE service, and how to successfully inspire your team to incorporate the 4 elements of ONE service to strengthen the customer experience in your establishment.

Course: Hospitality Customer Service

Steps to a Great Service in Hospitality

This course takes inspiration from those specific skills required to thrive in a customer facing hospitality environment. Dealing with customers in restaurants and hotels is as much about the product as the experience we provide those visitors. This course demonstrates the 5 steps required to achieve excellent customer service in a hospitality industry. We look at the art of suggestive selling to enhance the customer experience, alongside what to do when things go wrong and how to confidently turn a seemingly negative customer experience into a great one!

One Service - Hospitality

Join this module to learn about the 4 elements of ONE service; identify the needs and wants of your customer and learn how to recognise the importance of the customer journey, as well as identifying the 'Golden Opportunities' our customers present to us and understanding how to deal with them effectively.

MICRO SESSIONS

These modules have been written with the busy person in mind! If you want short practical tips to take away, join these sessions. Micro learning is a holistic approach for skill-based learning and education which deals with relatively small learning units. It involves short-term-focused strategies and is suitable for all levels of experience.



Six Hat Thinking

A short, sharp and informative bite size session on how to utilise Six Hat Thinking within discussions and meetings.

Emotional Intelligence and Self Awareness

Learn how to identify and understand your own emotions and become aware of their impact and how to express emotions in a positive manner.

Working in a Hybrid Environment

How do we make sure we are being productive during our working day? Many of us are returning to the office after being homeworkers, so how do we make sure we are being productive and manage the transition smoothly? How do we divide our time effectively between home and the office and ensure we are successful? Join this session to learn practical tips that you can apply and help you manage your office home working more efficiently.

Habits of Highly Effective Behaviour in a Remote World

Working remotely is still very much the norm so how can you operate at your best despite not being in an office every day? A session that shares ideas to provoke thought, encourage focus on different habits to work successfully within the remote world.

Managing the Time Within Your Day to be Effective and Efficient

We all sometimes wish that there were more hours in the day so how do we manage our time to feel like there is? Identify different time management techniques to ensure you use your time effectively and efficiently.

Effective Questioning Techniques

A quick refresher on the most effective questions to ask when identifying customers' needs.



Virtual Leadership – Hints & Tips

If you run a virtual team and need some ways to engage, ensure productivity and get the basics right, this whistle stop tour will provide you with suggestions.

Presentation Skills – Hints & Tips

Hints & Tips - in this short session you'll be equipped with some hints on how to grab your audience's attention by use of tone and structure.

Stress Management

Experiencing stress is a natural part of life: but how can we manage our stress levels and protect our mental health, when the lines between work life and home life are blurred and "switching off" has never been more difficult?

Objection Handling – Hints & Tips

Join this short session to learn an Objection Handling model that you can apply when dealing with customers or stakeholders who object to what you are offering.

What is the GROW model?

The GROW model is a simple method for goal setting and problem solving. It is a coaching framework used in conversations, meetings, and everyday leadership to unlock potential and possibilities. Join this short session to learn how to use it or refresh your skills.

The Importance of Body Language

Join this micro-session to learn more about body language, be better able to interpret what others are feeling and thinking and how you can use these techniques to establish and develop rapport.

Why Is Selling, Not Really Selling?

In this short session you'll understand that selling is really a psychological barrier of words. We make decisions as consumers all the time, how do we align that to support others to decide to 'buy' from us.



Money Saving Tips

Join this 20-minute course to learn practical strategies to cut costs without sacrificing your lifestyle. Give thought on how to reduce utility bills, and shop smart to maximise savings. Whether you're looking to build an emergency fund or plan for the future, this course will equip you with essential skills to make the most of your hard-earned money.

Identify and Authenticate Decision Makers

This session looks at methods to subtly qualify your decision maker to either genuinely be the 'sole yes person' or an influencer amongst a wider group. If the latter, we demonstrate how we move the process forward and empowering your influencer to become a better cheer leader for your solution or business, categorising your points of contact to focus your approaches.



Competency Based Interviews using STAR

Are you someone who wants to learn more about how to interview fairly, using competency-based questions? Or maybe you are keen to progress into a new role within your organisation?. If so, join this 20-minute webinar where you be introduced to the S.T.A.R module. Using S.T.A.R within a competency-based interview is more systematic, and each question targets a skill needed for the job.

How to Manage a Busy Workload Effectively & Efficiently

Time is our biggest enemy and something we can't buy or get back. A short bite size session sharing best practice and top tips on how to manage your workload to feel more in control and be effective and efficient throughout the day.

Privacy and Electronic Communications Regulations (PECR)

Learn the impact of PECR on unsolicited marketing by phone, fax, email, text, or other electronic message and the rules for different types of communication as well as the use of cookies and when security obligations are applicable.

Hints & Tips on Conversations Styles for Leaders

Are you new to line management and lack the confidence about 121s or general conversations? This short session takes a look at some of the conversation styles you can utilise to be more aware of your style of communication as a leader.

Excel Micro Learning Session 1

In this short 20-minute Micro Learning session we will look at some of the most useful Tips and Tricks for Microsoft Excel 365 including:

- Inserting the Date & Time in four different ways
- Inserting a Chart and adding additional data to it
- Formatting keyboard shortcuts and quick cell formatting
- Incrementing values in text and numbers

Excel Micro Learning Session 2

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:

- Automatically totalling multiple columns and rows
- Selecting large blocks of data – and identifying missing data
- Adding Conditional Formatting to make items stand out
- Creating a Custom List so Excel can fill in items in the list automatically

Excel Micro Learning Session 3

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:

- Using SUBTOTAL as a smart alternative to SUM
- Identifying duplicates so that you have options for further actions
- Creating a drop down list to ensure data is entered identically
- Automatically updating totals when data expands

Excel Micro Learning Session 4

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:

- Applying Layout changes to several worksheets at once
- Customising the Quick Access Toolbar by adding and removing buttons
- Setting and clearing the Print area and repeating titles across sheets
- Making a Heat Map to easily visualise data

Excel Micro Learning Session 5

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:

- Using Flash fill with Names
- Using Flash fill with email addresses
- Using Flash fill with Numbers
- Using Flash fill with Dates
- Navigating downwards to eliminate blank cells

PowerPoint Micro Learning

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft PowerPoint 365 including:

- Using the Reuse Slide feature
- Formatting and animating a Chart
- Converting a bulleted list into Smart Art and animating it
- Inserting images from Stock Images including Icon sets
- The Designer Feature

Meditation - Guided Meditation

"I can't meditate". For lots of people taking time out for themselves and practising mindfulness or meditation is easy, for others not so much, it can be daunting to be alone with your thoughts, even uncomfortable. Join this webinar to be guided how to learn how to relax in the easiest way, putting aside all judgment.

The Art of Happiness - Guided Meditation

Did you know you can rewire your brain to be happy, Join this meditation to learn the art of happiness.



Navigating Important Meetings or Interviews - Guided Meditation

Feeling anxious for your upcoming interview, listen to this guided meditation to help set you up for success.

Managing Conflict at Work - Guided Meditation

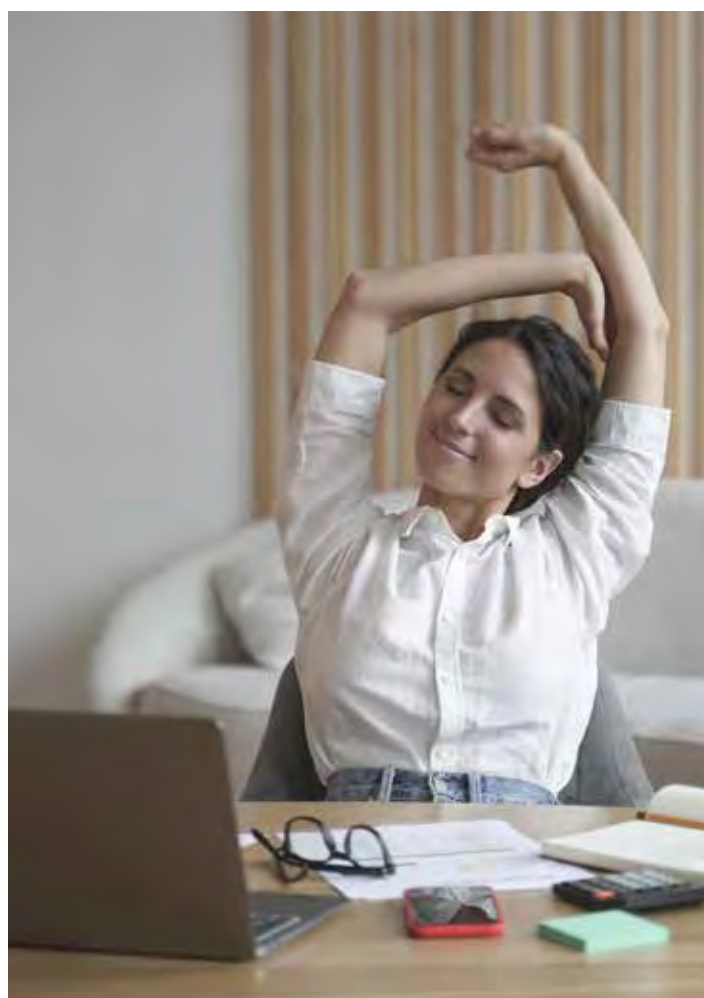
Join this micro learning on how to solve workplace conflict with a compassionate approach.

Embracing Serenity: Mastering the flames within

Join this micro learning on how to manage anger, includes a guided relaxation.

Chair Yoga at your Desk

Join this wonderful 20 minute Yoga session with a qualified and experienced Yoga instructor, all in the comfort of your office chair. Chair yoga can improve your flexibility, concentration and strength, while boosting your mood, and reducing stress and joint strain.



Seated Office Yoga for Stress Reduction

Seated Office Yoga for Stress Reduction is a course for anyone who wants to use movement and the breath to help to de stress and release tension. This chair yoga course can help to relieve stress in the mind and body, helping to improve your mood, confidence, energy levels and concentration, as well as relieving depression and anxiety.

Standing Office Yoga

This short standing yoga practice can be done any time of day for a metabolism boost. During this session you will work some major muscle groups, encouraging fat and calorie burn, as well as stretching, strengthening, and toning the muscles. Perfect for any time of day at home or work.

MODULES (A-Z)

5 Whys & Understanding how to Problem Solve	p17
Adapting to Change: An Agile Approach	p8
Adapting Your Customer Service Skills to a Remote Environment	p21
An Introduction to Diversity & Inclusion	p9
An Introduction to Mindfulness	p32
Anti-Money Laundering	p7
Assertiveness	p35
Bribery & Corruption	p7
Building a Solid Business Case	p8
Building High Flying Teams with the Skill/Will Matrix - Part 1	p26
Building High Flying Teams with the Skill/Will Matrix - Part 2	p26
Building Trust	p27
Bullying & Harassment	p7
Chair Yoga at your Desk (20min micro session)	p43
Challenger Sales Methodology	p18
Change your Mindset and Achieve your Goals	p32
Client Complaint Resolution	p23
Closing Techniques	p19
Coaching Your People - Part 1	p27
Coaching Your People - Part 2	p27
Coaching to Improve Performance	p28
Cold Calling	p17
Communication: Engaging and Understanding Others	p36
Communication & Performance Management	p33
Competence Based Interviews using STAR (20min micro session)	p42
Continuous Performance Management	p28
Conversations Styles - Part 1	p26
Conversations Styles - Part 2	p26
Courage in Leadership	p27
Cost Management - Estimating, Budgeting and Controlling Costs Within a Project	p8
Creating a Good First Impression	p37
Creating Opportunities & Prospecting	p17
Creating a Personal Development Plan	p28
Creative Presentations using PowerPoint	p36
Cross Selling & Up Selling	p19
Cyber Security Essentials	p7
Dealing with and Managing Change	p26
Dealing with Challenging Customers	p21
Dealing with Large Complex Deals	p19
Delegation Skills	p25
Delivering a Superior After Sales Experience	p23
Delivering an Exceptional Customer Service for Internal Stakeholders	p21
Delivering Customer Service Excellence	p21
Developing Your Personal Brand	p37
Driving Success through Collaboration - Hospitality	p38
Driving Success through Collaboration - Retail	p39
Effective Communication for Project Managers	p9
Effective Customer Meetings	p22
Effective Questioning Techniques (20min micro session)	p41

Effective Questioning Techniques to Understand Customer Needs	p17
Embracing Serenity: Mastering the flames within (20min micro session)	p43
Emotional Intelligence	p36
Emotional Intelligence and Self-Awareness (20min micro session)	p40
Employee Engagement	p36
Empowering People, Elevating Performance: The Human Side of Project Management	p8
Engagement of People and its Connection to Company Performance	p27
Engaging Stakeholders	p8
Establishing a Healthy Work Life Balance	p31
Excel - Auditing, Error Handling & Protection	p12
Excel - Charts Part 1	p11
Excel - Charts Part 2	p11
Excel - Data Consolidation	p12
Excel - Data Tables - Sensitivity Analysis	p12
Excel - Date/Time Functions	p12
Excel - Filters (sorting, including advanced filters)	p11
Excel - Formulas Refresher	p11
Excel - Hints & Tips Part 1	p10
Excel - Hints & Tips Part 2	p10
Excel - Hints & Tips Part 3	p10
Excel - Hints & Tips Part 4	p10
Excel - Hints & Tips Part 5	p11
Excel - Hints & Tips Part 6	p11
Excel - Logical Functions	p12
Excel - Lookup Functions	p12
Excel - Micro Learning Session 1 (20min micro session)	p42
Excel - Micro Learning Session 2 (20min micro session)	p42
Excel - Micro Learning Session 3 (20min micro session)	p42
Excel - Micro Learning Session 4 (20min micro session)	p42
Excel - Micro Learning Session 5 (20min micro session)	p42
Powerpoint - Micro Learning (20min micro session)	p43
Excel - Pivot Tables - Expanding a Pivot Table	p11
Excel - Pivot Tables - Extending and Customising	p11
Excel - Pivot Tables from Scratch	p11
Excel - Tables	p12
Excel - Text Functions	p12
Excel - Visualising Data	p12
Excel - What If Analysis	p12
Filters, Sorting Including Advanced Filters	p11
GDPR	p7
Habits of Highly Effective Behaviour in a Remote World (20min micro session)	p41
Handling Renewal Accounts	p19
Hints & Tips on Conversations Styles for Leaders (20min micro session)	p42
How to be a Motivational and Inspiring Leader	p25
How to be an Effective & Active Listener	p36
How to Effectively Lead and Influence Your Team - Hospitality	p39
How to Effectively Lead and Influence Your Team - Retail	p38
How to Build Rapport & Trust in Relationships	p22
How to Communicate Effectively Through Email	p37
How to Communicate Effectively Through Verbal Communication	p37
How to Conduct a Great Mid-Year Conversation	p29
How to Conduct a n Effective End of Year Review	p29
How to Conduct an Effective Interview	p25

MODULES (A-Z) cont.

How to Create an Engaging Sales Presentation	p35
How to Identify Your Decision Makers	p19
How to Manage a Busy Workload Effectively & Efficiently (20min micro session)	p42
How to Manage and Organise Your Inbox	p14
Human Buying Psychology	p17
Influence & Negotiation	p35
Identify and Authenticate Decision Makers (20min micro session)	p41
Introduction & How to Credential Yourself with Clients	p17
Introduction to Management & Leadership	p25
Joharis Window	p37
Leading by Example	p25
Managing and Meeting Customers' Expectations	p21
Managing Conflict at Work - Guided Meditation (20min micro session)	p43
Managing Hybrid Teams	p26
Managing Menopause within the Workplace	p31
Managing the Time Within Your Day to be Effective and Efficient (20min micro session)	p41
Managing Time & Learning How to Delegate Effectively	p27
Managing Time Effectively	p14
Managing Under Performance	p28
Managing Upwards	p36
Managing Your Business & People	p26
Marketing Your Business	p18
Meditation - Guided Meditation (20min micro session)	p43
Mental Health First Aid - Part 1	p32
Mental Health First Aid - Part 2	p32
Mental Health MOT	p32
Mentoring	p27
Mindset in Leadership	p27
Money Saving Tips (20min micro session)	p41
Myth-busting - Understanding Common Mental Health Problems	p31
Navigating Important Meetings or Interviews - Guided Meditation (20min micro session)	p43
Negotiation Techniques	p19
Neurodiversity Awareness within the Workplace	p9
Objection Handling	p17
Objection Handling – Hints & Tips (20min micro session)	p41
Objectives & Reviews	p28
One Service - Hospitality	p39
One Service - Retail	p38
One to One Performance Reviews	p28
Overcoming Fear & Anxiety	p32
Personal Development Plan	p28
Planning & Research	p17
PowerPoint 1 - Create a PPT from Next to Nothing	p13
PowerPoint 2- Hints & Tips	p13
Preparing for an Internal Job Interview	p14
Presentation Skills	p37
Presentation Skills - Hints & Tips (20min micro session)	p41
Preventing Bribery and Corruption	p7
Pricing & ROI	p19
Privacy and Electronic Communications Regulations (PECR) (20min micro session)	p42

Project Management for Non-Project Managers	p8
Proving Value to Your Customers	p19
Putting Yourself in the Customer's Shoes	p22
Reasons Why Good Projects Fail	p9
Recovering a Failing Project	p9
Resilience & Self Awareness for Leaders	p26
Risky Business: Strategies for Effective Project Risk and Stakeholder Management	p8
Running an Effective Team Meeting	p27
Safeguarding in the Workplace	p33
Scheduling and Forecasting	p8
Seated Office Yoga for Stress Reduction (20min micro session)	p43
Self-Confidence and Motivation	p14
Six Hat Thinking (20min micro session)	p40
Sleep & Relaxation	p31
Solution Selling	p17
Social Media Marketing	p18
Stakeholder Management	p23
Standing Office Yoga (20min micro session)	p43
Steps to Great Service in Hospitality	p39
Steps to Great Service in Retail	p38
Stress Management (20min micro session)	p41
Succession Planning	p27
The 5 Whys and Understanding How to Problem Solve	p23
The Art of Happiness - Guided Meditation (20min micro session)	p43
The Gift of Giving Feedback	p36
The Gift of Receiving Feedback	p36
The Importance of Body Language (20min micro session)	p41
Train the Trainer	p35
Transitioning to a Leader	p25
Unconscious Bias	p9
Understanding Common Mental Health Problems and How to Look After Your Mental Health	p31
Understanding Cultural Differences Working Across Global Markets	p35
Understanding How to Manage & Prevent Burnout	p32
Understanding Imposter Syndrome	p31
Understanding and Looking after your Mental Health	p33
Understanding Menopause	p31
Understanding Needs to Deliver Value	p22
Understanding and Overcoming Stress, Fear and Anxiety	p32
Understanding Style Awareness and Managing Personalities	p22
Understanding the Human Buying Psychology	p23
Understanding your Belief Systems	p32
Virtual Leadership	p26
Virtual Leadership - Hints & Tip (20min micro session)	p41
What is the GROW model? (20min micro session)	p41
Why is Selling, Not Really Selling? (20min micro session)	p41
Working in a Hybrid Environment (20min micro session)	p40
Working Remotely	p14

HEALTH & SAFETY





We are proud to be able to present to you, our learning offerings available during 2023. Here at SEEDL we take pride in offering a diverse and comprehensive range of courses. This section shows all our Health and Safety modules, written and designed to help educate, improve, and refresh skills in this necessary and important space.

All the modules have been created and designed to reduce risk, ensure workplaces are safe, healthy and employees are happy within their working environment.

All training is available on demand, making it a flexible and easy to way to learn. We know how important it is to engage our learners, so each webinar has been delivered through a live broadcast and recorded for ease of access.

Take time to browse our diverse set of offerings and sign up today! – you can be assured of a warm welcome!

Thank you and happy reading!



Chief Learning Officer



Bar Staff Training

This course will help you understand more about age verification, verifying ID and having the confidence and knowledge of how and when to ask for ID. This training is designed to help you understand the Licensing Act and its aims and best working practice.



Corporate Manslaughter Act Training

Introducing our comprehensive 20-minute Corporate Manslaughter module, designed to equip professionals with essential knowledge to navigate the complex legal landscape surrounding corporate responsibility. In this engaging and concise program, we delve into the crucial aspects of corporate manslaughter, exploring its definitions, legal implications, and the duty of care owed by organisations to their employees and the public.

COSHH Training

This course will enable you to understand and identify hazardous substances and the related legal requirements of COSHH as outlined in the Control of Substances Hazardous to Health Regulations 2002 (COSHH). You will learn how to perform COSHH risk assessments, which control measures to implement to manage the risks that hazardous substances can cause and the responsibilities of both employers and employees.

DSE Training (1) - An Introduction to Display Screen Equipment

Do you spend long periods of time in front of display screen equipment? This 30-minute training will help you better understand the health risks that an incorrect DSE set up can have. Join to learn how to work comfortably and safely when using DSE. It is the first module in a series of 3.



DSE Training (2) - Display Screen Equipment - Assessments and How to Set up your Workstation

This module will help you understand how to conduct an effective DSE assessment of your workstation and make necessary changes to ensure you work effectively and safely within your workspace. Module 2 of 3.

DSE Training (3) - Improving Posture and Wellbeing when using Display Screen Equipment

This module looks at the best posture you can adopt when working with DSE to ensure you minimise any health risks that could develop from poor posture. Module 3 of 3.



Driver Safety Training (Cars & Vans)

This course is suitable for all drivers, highlighting the importance of being aware of your surroundings, potential hazards and other road users and anticipating their next actions. It covers the common factors which contribute to the majority of accidents, including the driver mindset as well as other common distractions and so how to be a safer driver.

Electrical Safety at Work Training

Geared to both employers and employees, this course aims to develop an appreciation of the main risks involved when using electricity at work. You will learn how to complete the related risk assessments, review existing controls and subsequently implement any further control measures identified to keep workers from harm whilst working with electrical equipment or on installations.



First Aid Training

This course is suitable for both the workplace and the home, providing guidance on how to recognise emergencies and act appropriately when the incident has just occurred. You will learn to treat reactions and other conditions, giving you the skills and confidence to perform in emergency situations.

Food Hygiene Level 1

This training will cover the necessary elements of food hygiene and help you recognise your food hygiene responsibilities. This session will cover the latest rules, laws and regulations to ensure you are confident in applying the food safety practices. Designed for workers who are not directly involved with the preparation of handling high risk foods but work in an environment where food is present or handled elsewhere.



Food Hygiene Level 2

If you are involved directly in handling or preparing food, this course is for you. Relevant for retail, catering and manufacturing in order to comply with food handlers legal obligations. Ideally following Food Hygiene Level 1. A training course that will inform you of your legal responsibilities and best practice in regards to controlling food safety hazards, controlling temperatures, food storage, food preparations, personal hygiene and cleaning premises.

Fire Safety in the Workplace

Through this Fire Safety course, you will gain insights into workplace fire hazards and the appropriate safety protocols to mitigate them. You will learn of the legal obligations of all everyone involved, the most common causes of fires and so how to avoid them, essential fire safety provisions as well as why adhering to emergency protocols and procedures is so important.

Fire Warden & Fire Marshal Training

This course will furnish you with the essential theoretical knowledge needed to become a fire warden. You will learn your legal responsibilities, the dynamics of fires as well as potential fire hazards and safety protocols, and an overview of emergency evacuation procedures. The course content will enable you to assume the role of ensuring fire safety in your workplace, safeguarding the well-being of everyone involved.



Health and Safety Induction Training - Part 1

This course is Part 1 of an introduction to some of the most significant Health and Safety factors in the workplace, including Fire Safety, Display Screen Equipment and Manual Handling. It covers the measures to introduce to prevent and control highlighted risks and the responsibilities of both employers and employees in maintaining the health and safety of all in the workplace.

Health and Safety Induction Training - Part 2

This course is Part 2 of an introduction to some of the most significant Health and Safety factors in the workplace, including Slips, Trips and Falls, working with Hazardous Substances and Reporting Accidents. It covers the measures to introduce to prevent and control highlighted risks and the responsibilities of both employers and employees in maintaining the health and safety of all in the workplace.

Health and Safety for Home Workers

Are you or your team working increasingly from home or adopting a hybrid approach? If so, this course identifies the most significant health and safety factors in the home workplace such as display screen equipment, slips and trips and electrical safety as well as reporting accidents and related legislation. It also highlights the importance of mental health and wellbeing and communication in this specific environment and the responsibilities of both employers and employees.

Infection Control Training

This course is suitable for all businesses outside of specialist fields, wherever the working environment or work activities potentially put employees or others at risk of infection. You will learn about the chain of infection and how to break it as well as effective hygiene practices and use of PPE. You will also cover risk management approaches, the responsibilities of employers and employees and related key legislation and regulations.



Manual Handling - Module 1 - An introduction to Manual Handling

This training follows the requirements of the Manual Handling Operations Regulations 1992 (MHOR) and provides a practical guide for managing and carrying out safe and healthy manual handling. Join this module to ensure employees are sufficiently trained in the principles and practices of safe manual handling.

Manual Handling - Module 2 - Safe Manual Handling and Risk Assessments

Join this webinar to learn more about safe manual handling, the hazards, and the elements of a risk assessment to ensure safe manual handling. This module will also cover how to evaluate, record and review the results of your risk assessment. This is module 2 of 3.

Manual Handling - Module 3 - Safe Manual Handling Techniques and Understanding Manual Handling Injuries

This module discusses the harm that hazardous manual handling can do to us, injuries that can occur through unsafe manual handling and how best to protect yourself by working safely.

Noise at Work Training

The Noise at Work Training Course provides participants with a comprehensive understanding of workplace noise hazards and effective strategies for managing them. Covering topics such as noise measurement, legal requirements, and health effects, this course equips attendees with the knowledge and tools to assess and mitigate noise risks in their workplace. By raising awareness and promoting best practices, participants can create a safer and healthier work environment for all.



Paediatric First Aid (1) - Introduction to Paediatric First Aid

Do you work with children? Perhaps children share your workspace? This 25 minute training will provide you with an Introduction to Paediatric First Aid, helping people who work with children to obtain the knowledge and skills required to ensure they provide adequate care in emergency situations to minors. Join now to learn those important emergency steps you can take to ensure children's safety.

Paediatric First Aid (2) - Primary and Secondary Survey

This module will explain how to carry out a primary and secondary survey for infant and children's casualties. The surveys are important steps for identifying what has happened to the casualty and what assistance they may need. It also enables you to carry out a full body examination, to pinpoint any areas of concern.

Paediatric First Aid (3) - Treating Injuries Part 1

This webinar will help you understand how to treat some of the injuries that you may identify during the secondary survey. Learn how to effectively deal with each of them including choking, wounds, bleeds, shock burns and many more.



Paediatric First Aid (3) - Treating Injuries Part 2

Join this webinar to learn how to treat additional injuries that you may identify on a child or infant. It will cover how to recognise and respond to wide ranges of injuries with confidence and speed. Suitable for those who want to learn the basics or those who want a refresher on this important topic.

Paediatric First Aid (4) - Treating Illnesses and Conditions - Part 1

This module is the first of 2 modules that will teach you and provide guidance on how to identify some of the common illnesses and conditions that children and infants may be affected by. Learn how to familiarise yourself with and how to identify these illnesses, what signs and symptoms to look out for and how to provide suitable first aid.

Paediatric First Aid (4) - Treating Illnesses and Conditions - Part 2

The second module in a series of 2 that looks at how to treat illnesses and conditions in children and infants. Part 2 will explain further conditions such as hyperventilation, sickle cell disease, meningitis, septicemia, sepsis and croup.



Risk Assessment Training

Risk assessments are a legal requirement for all workplaces and work activities where there are hazards. This course will make you aware of those requirements as identified in the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999, how to complete suitable and adequate risk assessments and the key steps involved, including how to identify risks, manage hazards and ascertain the likelihood of harm.

Safe Working at Heights Training

Being one of the most common causes of injury at work, falls from height can result in serious injuries or fatalities to both people at work and the passing public. This course will help both employers and employees comply with the Work at Height Regulations 2005, including how to undertake related risk assessments and safely use access equipment to reduce the risk of falls from height.



Slips, Trips & Falls Training

Slips, trips and falls contribute to over 10,000 serious injuries each year. Learn where the hazards originate and how to control the related risks in your workplace and so comply with health and safety requirements whilst protecting yourself from accidents.

MODULES (A-Z)

Bar Staff Training	p50
DSE Training (1) - An Introduction to Display Screen Equipment	p50
DSE Training (2) – Display Screen Equipment - Assessments and How to Set up your Workstation	p50
DSE Training (3) – Improving Posture and Wellbeing when using Display Screen Equipment	p50
Corporate Manslaughter Act Training	p50
COSHH Training	p50
Driver Safety Training (Cars & Vans)	p50
Electrical Safety at Work Training	p51
First Aid Training	p51
Food Hygiene Level 1	p51
Food Hygiene Level 2	p51
Fire Safety in the Workplace	p51
Fire Warden & Fire Marshal Training	p51
Health and Safety Induction Training - Part 1	p51
Health and Safety Induction Training - Part 2	p52
Health and Safety for Home Workers	p52
Infection Control Training	p52
Manual Handling - Module 1 - An introduction to Manual Handling	p52
Manual Handling - Module 2 - Safe Manual Handling and Risk Assessments	p52
Manual Handling - Module 3 - Safe Manual Handling Techniques and Understanding	p52
Manual Handling Injuries	p52
Noise at Work Training	p52
Paediatric First Aid (1) - Introduction to Paediatric First Aid	p52
Paediatric First Aid (2) - Primary and Secondary Survey	p53
Paediatric First Aid (3) - Treating Injuries Part 1	p53
Paediatric First Aid (3) - Treating Injuries Part 2	p53
Paediatric First Aid (4) - Treating Illnesses and Conditions - Part 1	p53
Paediatric First Aid (4) - Treating Illnesses and Conditions - Part 2	p53
Risk Assessment Training	p53
Safe Working at Heights Training	p53
Slips, Trips & Falls Training	p53



Did you know SEEDL Group offer a whole range of other solutions around learning for business?

SEEDL can help with any of the following services:

- **Custom delivery of one of our SEEDL events to your employees exclusively**
- **Bespoke programmes around Leadership, Sales, Customer Service, Compliance, Mental Wellness, D&I, Project Management and many more**


Some of our previous and current clients are being supported by SEEDL with:

- 360 surveys & psychometric profiling
- Business integration with change management and team building workshops (remote & in person)
- Sales conferences
- Assessment Centres
- Colleague Engagement Services
- Project Management programme and system training
- Performance Management training programme for people leadership
- Executive leadership communication programme
- Face to face off site events (restrictions permitting)

Email hello@SEEDL.com for more information or contact your Learning Consultant.



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