

# SUCCESSFUL LEARNING SOLUTIONS

FULL LIST OF COURSE OVERVIEWS: 2023



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## ABOUT THE TRAINING PROVIDER



At Successful Learning Solutions (Ltd) we have a proven track record of achieving results for our clients in the field of Learning and Development. But most of all, we have a love and passion for enabling growth and success by creating a desire in our learners to enhance their knowledge, skills, talents and abilities.

As a young child takes opportunities every day to learn, grow and develop their knowledge, skills and talents - we believe this passion for learning should never stop! And with us, it never does!

Based in Edinburgh, United Kingdom - with Teams in 3 different countries, Successful Learning Solutions continues to offer proven and effective Learning Solutions on an international basis.

**Here are some examples of how we support learning:**

**Universities and Colleges**

**Other Training Providers**

**Private Businesses and Corporates**

**General Public**

1. **Universities** and **Colleges** use us to design and deliver skills training on an **Associate** basis.
2. Other **Training Providers** contact us when they require experienced Trainers to support them on an **Associate** basis and to deliver Apprenticeship training.
3. **Corporates** and **businesses** contact us to increase skills development within their organisation.
4. The **general public** enroll on our training courses via our [online store](#), or through [REED](#).

We offer face-to-face and live tutor-led virtual training covering the following areas:



- ✓ Management Development
- ✓ Customer Service
- ✓ Personal & Team Development and Effectiveness
- ✓ Personal Well-being
- ✓ Communication Skills
- ✓ English support for Employability
- ✓ IT Skills
- ✓ Data Analytics.

Please view our website for further details: [www.SuccessfulLearningSolutions.co.uk](http://www.SuccessfulLearningSolutions.co.uk)

## TRAINING DEVELOPMENT & DELIVERY

Our courses are high impact and bespoke to the needs of our clients. We skillfully adapt the delivery of our courses to the needs of our client and learner profile. We like to keep learning fun and always create a safe environment conducive to adult learning.

Although our courses vary in length, modules can be delivered across half-day sessions – if preferred. This allows for learners to minimize time out of office and allows larger clients to book more than 1 cohort for the day - where it makes sense to do so.

Suggested timings of sessions are:

- **AM Only:** 09h30 to 12h30 (this includes a 15min tea-break)
- **PM Only:** 13h00 to 16h00 (this includes a 15min tea-break)
- **Full day:** 09h30 to 16h00 (this includes two 15min tea-breaks and 45min lunch)

Evening and Saturday classes can also be accommodated – if required.

It is recommended that learners attending a PM Only session have a full lunch break prior to their attending the session.

Class delivery takes place predominantly through a variety of the following medium, methods and activity types – irrespective of whether F2F or Virtual learning is scheduled:



- Lecture and active conversations
- Video clips
- Group work (f2f and virtual)
- Research & interviews
- Role-plays
- Homework assignments
- Self and formal reflection and assessments.

Skillful facilitation techniques focus on fun, practical and relevant activities which drive meaningful and team-centered conversations and learning within a safe learning environment. This accommodates various learning styles, preferences and abilities while at the same time increasing both memory retention, confidence and practical skills.

Although meaningful and sometimes direct conversation may be had, learners are always encouraged to feel relaxed to share their own life experience and learnings where relevant – without fear of feeling victimized. A relaxed environment is important to facilitate new learning.

## TRAINING RESOURCES

The following would need to be provided for and arranged by Clients for any F2F **on-site** training (Covid-related guidelines would apply, if applicable):

- **Venue:** A room large enough to facilitate team activities and group work. Desks may need to be rearranged to create an open space for activities.
- **Projector or TV** with connection for a laptop.
- **Internet / wifi:** Please confirm if this will be available for use.
- **Flipcharts / Flipchart paper and whiteboards:** These will be used for team activities.
- **Catering:** Tea / Coffee and great nibbles goes a long way to put a smile on learner's faces!

For **virtual** sessions, a stable internet connection and quiet learning area would be required by learners. Sessions can be accessed via a Zoom or Teams link at home via their laptop / mobile device or tablet.

**Note:** It is generally accepted that Zoom provides a superior end-user learner experience, is easier to set up – and much easier to train with.



## PRICING OF OUR SERVICES AND COURSES

### COLLEGES, UNIVERSITIES AND OTHER TRAINING PROVIDERS

If you are a **College, University or another Training Provider** using our services, we will negotiate with you a flat rate for training / development on your behalf, as Associate Training Consultants.

This rate remains the same, irrespective of Training Consultant or course selected **(except for premium-priced courses)**.



**Note**, we are VAT registered, and charge VAT (20%) on all our products and services.

#### Premium Pricing

A limited selection of our courses / programmes is subject to a **Premium Price Adjustment**.

The adjustment is to cover any licensing costs, and other related costs associated with developing and delivering a specialist premium course or programme.

Premium courses / programmes are indicated as follows:



The adjustment is equal to an **additional 30%** of the total cost for the training.

### PRIVATE COMPANIES / CORPORATES AND MEMBERS OF THE PUBLIC

If you are a **Private Company / Corporate** or **member of the Public** looking for training, our **individual** course prices are listed on [our online store](#), and on [REED](#).

Please note, these are for individual courses being bought. If you are looking for training of **more than 3 individuals**, then please contact us for hugely **discounted** offers!

**Note**, we are VAT registered, and charge VAT (20%) on all our products and services.

## ATTEND OUR ACCELERATED LEARNING PROGRAMMES



**Our fast-track learning programmes are intensive, high energy training sessions designed to prepare and energise an individual to fulfil a particular role or function to the best of their ability.**

Unlike stand-alone courses, programmes capitalise on the learning synergy created through a targeted approach to learning, over time. Attending an aligned, progressive class, with the same Training Consultant, and the same fellow-learners over time allows for the creation of wholistic, fast-paced learning.

Please review our programmes below, and identify which ones you can use to fast-track learning within your organisation or team. The details of each programme can be found within the relevant section of this catalogue – or just click on the title below:

Programme Name	Duration	Target Audience
<b>Business English for Employability</b>	Minimum of 4.5 days, spread over 90 minute sessions	Those who speak English to an intermediate / advanced level, yet find their command of the English language is forming a barrier to employment, learning or promotion.
<b>Customer Service Excellence, Brand Ambassador</b>	8 half-days	This programme is designed for those new into both the job-market, and into a customer service role. It will in a very direct and effective way help new ones become skilled, passionate and resilient in their new role. It will also help new ones quickly develop and sharpen their skills to a point where a customer would never notice that they are new to the role.
<b>I Want to Become a Training Consultant</b>	5 days	Those currently new to designing or delivering training and are wanting a comprehensive grounding in the field of Learning & Development.
<b>Fast-Track Development to Management</b>	8 half-days	This 8-week programme (8 half-days) is designed to help fast-track those who are not yet managers, but who are actively pursuing and aspiring a career in management.
<b>Managers – Keeping your Saw and Skills Sharp</b>	16 half-days	All managers and leaders, Team-leaders and supervisors. The only way you can manage effectively is by continually keeping YOUR saw and YOUR skills sharp. In an ambiguous era, future-fit leaders need to balance and embrace competing demands. This 16-week programme (16-half-days) is designed to keep you thinking, developing and growing as a manager. More than that, it will ensure that you bring your team with you in your development; that they too benefit from this programme. The result: A sharper, more pro-active and resilient YOU – and a team that thrives on change and a high-performance culture.



Programme Name	Duration	Target Audience
<b>Ms Word: From Beginner to Advanced</b>	4 days	Anyone whose role requires them to create, edit and process documents and who wants to use the modern features and AI within MS Word while integrating their learning with the skills of research and business report-writing. These new learnings when combined will ensure a learner is comprehensively adept to fulfil any position requiring these business-critical skills.
<b>Using and Presenting with PowerPoint: From Beginner to Advanced</b>	4 days	Anyone whose role requires them to present information. This integrated wholistic approach to PowerPoint will ensure you are noticed not only for your advanced use of PowerPoint – but also your eloquent delivery of your intended message.
<b>Excel: From Beginner to Expert User</b>	3.5 days	Anyone whose role requires them to work with data. This programme will fast-track your Excel knowledge, skills, and competence from a beginner to an expert level. It will give you the confidence to challenge process and procedure in the workplace; to increase productivity through automation and to stand-out in analysing and presenting data.
<b>Excel: From Intermediate to Super-User</b>	5 days	Anyone whose role requires them to work with large data using Excel past an advanced level. Starting at an advanced level, it will take deep-dives into various aspects of Excel to create, automate and proficiently analyse, revise and synergise many business processes and functions – including large data. This is also a natural progression from the 3.5-day 'Excel: From Beginner to Expert User – Programme'.
<b>Data Analytics</b>	6 days	Anyone who analyses large data, including data scientists, business analysts, researchers, and students.
<b>Master Artificial Intelligence for Productivity</b>	3 days	Artists, writers, bloggers, game developers, graphics designers and anyone who wants to learn more about AI tools.
<b>AUTOCAD: From Beginner to Advanced User</b>	8 days	Architecture, engineering, and construction businesses of any size looking to use CAD to help improve their drafting, design quality and lead times. Individuals who would like to learn the software and become Freelance Designers
<b>Autodesk Inventor</b>	7 days	Manufacturing & design businesses of any size looking to improve their products, production quality & lead times. Individuals who would like to learn the software and become Freelance Designers

## COURSE OVERVIEWS

### ENGLISH FOR EMPLOYABILITY

#### CONVERSATIONAL ENGLISH – BEGINNER, INTERMEDIATE, ADVANCED

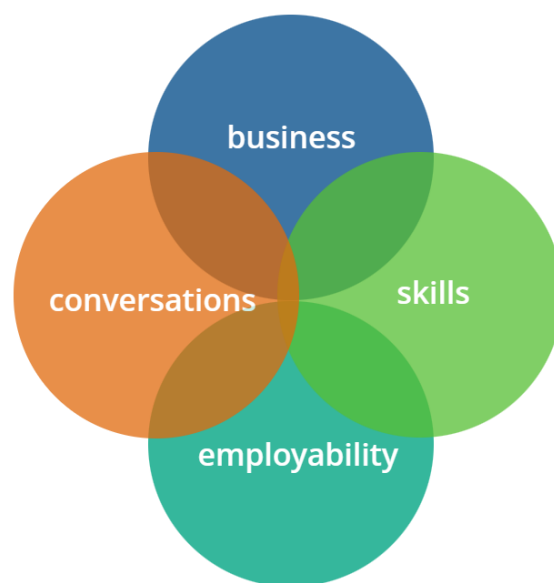
##### About this course:

These lessons teach the basic skills of English grammar needed to speak and write accurately. The same outline is used for Beginner, Intermediate and Advanced classes, each adjusted in complexity.

**Duration:** Each level is comprised of 6 x 90 minute classes, with homework assignments.

##### Target Audience:

Anyone new to the English language wanting to improve their conversational use of the language.



##### Attending this course will help you with:

- 🎧 Communicative grammar and vocabulary skills - topics include:
  - ✓ Phonetics and sentence structure
  - ✓ Verb tenses and nouns
  - ✓ Prepositions, idioms and phrasal verbs.
  
- 📖 Reading and writing skills:
  - ✓ Promotes fluent reading
  - ✓ Expands vocabulary and improves pronunciation
  - ✓ Practising to write out sentences.
  
- 👂 Listening skills:
  - ✓ Promotes understanding
  - ✓ Improves listening and expands vocabulary.

**Continued on next page**

- 🕒 **Conversational English** – these lessons:
  - ✓ cover a variety of topics to help beginner students improve their communication skills
  - ✓ allow students to practice answering a wide variety of hypothetical questions
  - ✓ allow students to practice speaking about a variety of topics, such as travelling, education, and health
  - ✓ help students speak confidently about everyday topics within their community.

**Prerequisites for attending:**

- 🕒 **Beginner Class:** None
- 🕒 **Intermediate Class:** Learners should be able to communicate in English at a basic level.
- 🕒 **Advanced Class:** Learners should be able to communicate in English at an intermediate level.

**Note:** Learners may be required to complete and submit a brief evaluation form before being assigned to a suitable class-level.

## BUSINESS ENGLISH FOR EMPLOYABILITY

### About this programme of courses:

Not being able to converse fluently and effectively in English forms a barrier to many in the modern workforce environment. A barrier to learning, productivity, teamwork and promotion.

Even more so, a barrier to getting a job, or simply trying to create your CV to apply for a job.

By providing extra support for those that need it, these barriers can be removed.

We focus on adapting our courses to suit the specific needs of your employees or you as an individual and have tailored our courses to focus on the communications that take place in a work environment.

Our goal is to empower our clients with the tool of clear and understandable Business English so that they can reach the goals they wish to set and to bring greater value to the companies they support.

That's not all! We understand it takes more than good language skills to both enter and succeed in the workforce environment. That is why we offer a 2 in 1 product with our English Solution.

This means that within our English Support courses you will also be guided to progress your skills in a modern and practical business context.

We will help you to achieve **certificates** of attendance to **skills courses** that are so important to both finding employment and progressing in your current job. Some examples of this include:

- 🕒 Customer Service
- 🕒 Employee well-being
- 🕒 IT and Digital Skills
- 🕒 Effective Communication
- 🕒 Team Leader.

This is a new and refreshing approach to learning English, with tangible **employability** results!

### Benefits to YOU in attending our English for Employability programme:

We grow your confidence to:

- 🕒 Have everyday conversations in your community
- 🕒 Understand the culture of living and working in the UK
- 🕒 Create a simple and effective CV
- 🕒 Search and apply for relevant jobs
- 🕒 Prepare for a successful interview
- 🕒 Know how to communicate effectively within a Team
- 🕒 Attend and **certify** specific and relevant employability skills-courses.



[Click/scan to view  
in other languages.](#)

**We don't just teach you how to speak the English language. We help you break down the barriers to successful employment within the UK context.**

**Target Audience:**

Those who find their command of the English language is forming a barrier to employment, learning or promotion.

**How does the English for employability programme work?**

Each class that you enrol on will have a specific business outcome attached to it, for which you will receive a certificate of completion. During class, you will be supported by our TEFL/TESOL qualified teachers to support you in improving your fluency in both conversational and business English.



They will help you remove the barriers that the English language brings to you while learning new skills at the same time.

**Example 1:**

Enrolling on a basic Microsoft Excel class will teach you to become skilful at using Excel at a basic level, and you will receive a certificate of completion at the end. But within the class, you will be supported to ensure you learn and understand the correct business language, terms and concepts required to effectively and confidently use Excel in a UK job-context – and all of this while having fun!

**Example 2:**

Enrolling on a Customer Service class will teach you the important skills in delivering exceptional customer service, and you will receive a certificate of completion at the end. But within the class, you will be supported to ensure you learn and understand the correct business language, terms and scenarios required to effectively and confidently service UK business customers – and yes, all of this while having fun!

**Each class will focus on 2 outcomes:**

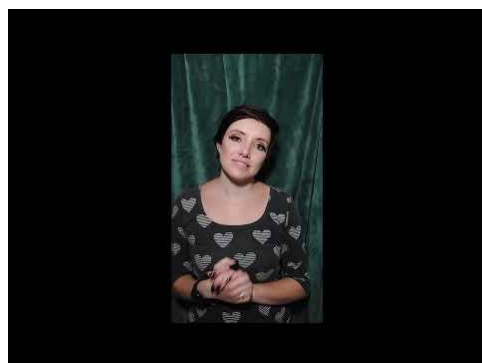
1. Improving your fluency in conversational and business English
  - ✓ speaking, reading, listening and conversing
2. Upskilling you in your chosen employability-skill, in the context of the UK environment.

## Which employability skills can you enrol on?

To receive the support of our TEFL/TESOL qualified teachers, you may enrol on any of the following employability courses – each being split into 6 x 90 minute classes (1.5 days in total), with homework assignments.

Preparing for employment	Teamwork	Customer service
<b>Courses include:</b> <ul style="list-style-type: none"> <li>✓ Writing an effective CV</li> <li>✓ Searching &amp; applying for a job</li> <li>✓ Preparing for an interview</li> <li>✓ Preparing for my new job</li> </ul>	<b>Courses include:</b> <ul style="list-style-type: none"> <li>✓ Working in a UK Team</li> <li>✓ Understanding the British work-culture</li> <li>✓ Effective communication</li> <li>✓ Communicating assertively</li> </ul>	<b>Courses include:</b> <ul style="list-style-type: none"> <li>✓ Customer service, F2F</li> <li>✓ Customer service: Telephone</li> <li>✓ Dealing with difficult customers</li> <li>✓ Understanding the needs of my customer</li> <li>✓ Showing empathy when dealing with customers</li> </ul>
Digital skills / IT related	Wellbeing	Management
<b>Courses include:</b> <ul style="list-style-type: none"> <li>✓ Basic digital skills and using a computer</li> <li>✓ Understanding more about O365</li> <li>✓ Microsoft Excel – Beginner</li> <li>✓ Microsoft Word – Beginner</li> <li>✓ Microsoft PowerPoint – Beginner</li> </ul>	<b>Courses include:</b> <ul style="list-style-type: none"> <li>✓ Identify and manage my stress</li> <li>✓ Coping with change</li> <li>✓ Developing resilience in the workplace</li> <li>✓ How can I be more confident?</li> </ul>	<b>Courses include:</b> <ul style="list-style-type: none"> <li>✓ Preparing myself to become a manager</li> <li>✓ Leading a virtual team</li> <li>✓ Supervisory skills</li> </ul>

**Note:** The outcomes for the above courses can be found within this document.



### Prerequisites for attending:

Learners may be employed or unemployed and should be able to conversationally communicate in English at an intermediate level.

**Note:** Learners may be required to complete and submit a brief evaluation form before being assigned to a class.

## CUSTOMER SERVICE EXCELLENCE

### CUSTOMER SERVICE EXCELLENCE, BRAND AMBASSADOR – PROGRAMME (8 HALF-DAYS)

#### About this programme:

*“Customer service means not reading from a script but reading the customer. It means knowing when to pay attention and when to give space.” – Erica Allison*

You and I both know that we have all, at some point, never gone back to an organisation simply because of the service received. We also know the opposite of that can be true too, where we eagerly give our loyalty to an individual or organisation simply because of the spectacular service we continuously receive as a customer!

Despite the Customer Service role being one of the most important brand-ambassadors to our business; it ironically often remains an entry level post – thereby attracting entry-level individuals often ready to take any next progressive job that comes their way.

Some stay in this role because they love it! And these are the individuals that you want and need as your brand-ambassadors. Those who are skilled, passionate, and resilient in dealing with the modern (and not-so modern) customer.

This programme is designed for those new into both the job-market, and into a customer service role. It will in a very direct and effective way help new ones become skilled, passionate and resilient in their new role. It will also help new ones quickly develop and sharpen their skills to a point where a customer would never notice that they are new to the role.

#### Target Audience:

- 🕒 Vital for all those new into both the job-market, and into a customer service role.

#### This programme will integrate the following learning:

- 🕒 Customer service – Identify / Define / Originate / Implement
- 🕒 Expectation vs Reality – Job Spec // Company Vision & Mission vs current reality and trends
- 🕒 Communication – Verbal / Non-verbal – and the impact on the customer and brand
- 🕒 Awareness and Adapting – Customer needs / personality / circumstances
- 🕒 Qualities – Passion / Respect / Empathy / Curiosity / Resilience
- 🕒 Applied Learning – Technical / Mistakes / Reviews / Complaints
- 🕒 Personal – Knowledge vs Skills vs Attitude
- 🕒 Shaping and Adapting to the customer of the future.

#### Prerequisites for attending:

- 🕒 None.

## CUSTOMER SERVICE EXCELLENCE: FACE TO FACE (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand principles behind great customer service
- 🕒 Review your employer's customer service policy and customer service standards
- 🕒 Identify your natural style of dealing with customers in varying situations over the phone / face to face
- 🕒 Identify gaps in your natural style to becoming a great customer service representative
- 🕒 Practice various customer service scenarios and techniques to delight your customer F2F
- 🕒 Evaluate and measure feedback.

## CUSTOMER SERVICE EXCELLENCE: TELEPHONE (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand principles behind great telephone customer service
- 🕒 Review your employer's customer service policy and customer service standards
- 🕒 Identify your natural style of dealing with customers in varying situations over the phone
- 🕒 Identify gaps in your natural style to becoming a great customer service representative
- 🕒 Practice various customer service scenarios and techniques to delight your customer over the phone
- 🕒 Evaluate and measure feedback.

## TREATING CUSTOMERS WITH RESPECT (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the impacts of treating – or not treating – customers with respect
- 🕒 Evaluate your understanding of respect with possible expectations of the customer
- 🕒 Show respect for different age groups / generations of customer
- 🕒 Show respect for customers of different cultures
- 🕒 Implement 5 practical ways that show respect to your customers.



## UNDERSTAND YOUR CUSTOMER'S NEEDS (1-DAY)

### About this course:

There is no question about the impact great customer service has on an organisation. How to build customer loyalty will give you the tools to make a connection and build a relationship with your customer base.

But how often do we actually take time to identify and understand the actual needs of those who buy our products and/or services?

This course will allow you to do so, in the context of your customer profile.

### Target Audience:

- 🕒 Anyone who works in customer-service.

### Attending this course will help you to:

- 🕒 Recognise how internal service impacts external service
- 🕒 Define internal and external customers
- 🕒 Determine factors that create customer value
- 🕒 Link service to outcome and reputation of your business
- 🕒 Identify needs of internal and external customers
- 🕒 Develop strategies to support the modern day customer - inclusive of the 'millennial' customer
- 🕒 Develop strategies to gain an emotional connection with your customer.

### Prerequisites for attending:

None

## USING EMPATHY TO BUILD CUSTOMER RELATIONSHIPS (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand the real meaning behind empathy – and how it can impact customer relationships
- 🕒 Recognise the difference between sympathy and empathy
- 🕒 Use effective empathy statements when dealing with customers
- 🕒 Implement 7 steps to help you develop an empathetic approach towards your customers.

## LEARNING FROM MY COMPANY'S CUSTOMER REVIEWS (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand the impacts of customer on-line reviews
- 🕒 Research reviews and complaints made against your company
- 🕒 Understand why complaints / negative reviews have been made
- 🕒 Understand why positive reviews have been made
- 🕒 Learn how to increase the positive and decrease the negative reviews.

## RESPONDING TO NEGATIVE ON-LINE FEEDBACK FROM CUSTOMERS (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Research reviews and complaints made against your company
- 🕒 Understand why complaints / negative reviews have been made
- 🕒 Explore how to deal with negative reviews, and win the customer back
- 🕒 Reduce the number of negative reviews.

## IMPROVING THE CUSTOMER EXPERIENCE (1-DAY)

### Attending this workshop will help you to:

- 🕒 Understand the profile of your customers
- 🕒 Use empathy to understand potential customer relationship stress points
- 🕒 Experience your business from the customer's perspective
- 🕒 Research customer reviews made on your company
- 🕒 Apply learnings to improve your customer experience.

## HANDLING DIFFICULT CUSTOMERS WITH RESILIENCE (1-DAY)

**Attending this workshop will help you to:**

- 🌟 Understand why conflict often occurs with customers
- 🌟 Identify ways to reduce potential conflict with customers
- 🌟 Communicate assertively in a conflict situation, without harming the customer relationship
- 🌟 Practice difficult conversations with difficult customers
- 🌟 Strengthen your resilience over time.

## QUESTIONING AND LISTENING TO UNDERSTAND YOUR CUSTOMER BETTER (HALF-DAY)

**Attending this workshop will help you to:**

- 🌟 Understand the value of finding out the real needs of a customer
- 🌟 Implement 4 questioning techniques to ensure you understand the needs of your customer
- 🌟 Review over 20 examples of practical questions to understand your customer
- 🌟 Develop the skill of listening to hear what the customer is actually looking for
- 🌟 Implement 6 steps to help you actively listen to your customer.

## BUILDING CUSTOMER LOYALTY (1-DAY)

### About this course:

There is no question about the impact great customer service has on an organisation. How to build customer loyalty will give you the tools to make a connection and build a relationship with your customer base.

Today we may be providing a service, tomorrow we may be a receiving one; it is the beauty of this that makes good customer service a truly human endeavour.

### Target Audience:

- 🌟 Anyone looking to develop their organisation into an environment that customers want to interact with and develop loyalty to
- 🌟 Anyone with frontline customer service experience, leadership or management experience, whether in a junior to middle management level or those who wish to move into a middle/senior management role within a customer focussed organisation

### Attending this course will help you to:

- 🌟 Identify loyalty building strategies
- 🌟 Build customer loyalty in your own business
- 🌟 Move beyond transaction customer relationships
- 🌟 Understand how loyalty programmes drive business outcomes
- 🌟 Learn from examples that worked for other businesses.

### Prerequisites for attending:

None

## COMMUNICATION SKILLS



### INSIGHT INTO EFFECTIVE COMMUNICATION (1-DAY)

#### About this course:

Communication is the process of two or more individuals exchanging thoughts, views, facts, and feelings in such a way that each person arrives to an understanding of the message that is being delivered that is shared by all.

Being able to articulate your thoughts and ideas clearly and present them in a well-organized format are invaluable skills in both your personal and professional lives.

#### Target Audience:

- 👤 Anyone who wants to enhance their communication abilities

#### Attending this workshop will help you to:

- 👤 Review your current behaviour and communication style
- 👤 Identify situations where you will likely need to communicate effectively
- 👤 Identify and implement what others do to communicate effectively
- 👤 Use communication techniques such as listening; questions; positive body language and providing feedback effectively
- 👤 Have difficult conversations and resolve conflict through effective communication skills
- 👤 Build rapport with new and existing clients, colleagues and managers
- 👤 Develop a personal and practical plan of action to communicate more effectively.

## REMOVING BARRIERS TO EFFECTIVE COMMUNICATION (1-DAY)

### Attending this workshop will help you to:

- 🕒 Understand what represents barriers to effective communication
- 🕒 Effectively combat 8 common barriers in the workplace:
  - ✓ physical
  - ✓ perceptual
  - ✓ emotional
  - ✓ cultural
  - ✓ language
  - ✓ gender
  - ✓ interpersonal
  - ✓ age.
- 🕒 Review the benefits of removing communication barriers – and dangers of not.

## STARTING AND HOLDING A CONVERSATION, MADE EASY (1-DAY)

### Attending this workshop will help you to:

- 🕒 Learn principles of easily starting and holding great conversations
- 🕒 Identify practical things to do, include and avoid when engaging in conversation
- 🕒 Review conversation starters effectively used by others
- 🕒 Identify your current conversation style
- 🕒 Identify and review areas in your current style that can be improved or changed
- 🕒 Practice starting and holding a conversation with others
- 🕒 Develop a personal plan to practice your conversation skills.

## COMMUNICATION: LISTENING SKILLS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the importance of listening
- 🕒 Highlight barriers to your listening
- 🕒 Apply proven techniques to improve your active listening
- 🕒 Explore the 4 types of listening:
  - ✓ appreciative
  - ✓ empathetic
  - ✓ comprehensive
  - ✓ critical.

## COMMUNICATION: EFFECTIVE USE OF QUESTIONS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand why the effective use of questions is so important
- 🕒 Apply 8 questioning techniques, including:
  - ✓ probing
  - ✓ leading
  - ✓ funnel
- 🕒 Plan your questions carefully prior to engagement
- 🕒 Know what strategies to use when people don't respond to your verbal question
- 🕒 Apply various visual formatting to asking your written questions, such as:
  - ✓ text sliders
  - ✓ likert scale
  - ✓ star rating.

## COMMUNICATION: WORD CHOICE (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand the importance of reviewing our choice of words when communicating
- 🕒 Review the 6 principles of word-choice
- 🕒 Apply ways to improve your word choice
- 🕒 Learn how to use assertive words and phrases, when needed
- 🕒 Substitute out-of-date mannerisms
- 🕒 Understand and include (or exclude) the use of various features of language, such as:
  - ✓ synonyms and antonyms
  - ✓ homonyms
  - ✓ idioms
  - ✓ figures of speech
- 🕒 Understand the impact of your word choice on others
- 🕒 Review examples of encouraging words / phrases for the office.

## COMMUNICATION: NON-VERBAL COMMUNICATION (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand the 5 roles that non-verbal communication plays
- 🕒 Recognise various types of non-verbal communication
- 🕒 Learn how to read typical non-verbal signs in others
- 🕒 Project good body language in the following settings:
  - ✓ creating a good first impression
  - ✓ effective public speaking or presentations
  - ✓ during interviews or negotiations
  - ✓ during virtual meetings.
- 🕒 Improve non-verbal communication.



## COMMUNICATION: TONE OF VOICE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the importance of reviewing our tone of voice when communicating
- 🕒 Understand how it affects the workplace
- 🕒 Learn more about:
  - ✓ volume
  - ✓ pace
  - ✓ pitch
- 🕒 Review 4 primary tone-of-voice dimensions
- 🕒 Apply ways to improve your tonal communication.

## COMMUNICATING ASSERTIVELY (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Learn about passive, aggressive and assertive behaviour
- 🕒 Understand your current behaviour and communication style
- 🕒 Identify situations where you will likely need to communicate assertively
- 🕒 Identify how others effectively communicate in an assertive way
- 🕒 Introduce practical techniques to communicate more assertively and confidently
- 🕒 Develop a personal and practical plan of action to communicate more assertively.

## COMMUNICATING WITH EMPATHY (HALF-DAY)

### About this course:

What is Empathy? Why is it important? What role does it play in business and communication? This course will help answer these questions and show you how to apply empathy when communicating in the workplace.

### Target Audience:

- 🕒 Anyone who wants to increase their knowledge around empathy for personal or professional development.

### Attending this course will help you to:

- 🕒 Define empathy and why it is important
- 🕒 Recognize the benefits of empathy
- 🕒 Identify the types of empathy
- 🕒 Determine the most effective way to self monitor empathy
- 🕒 Discover how the brain can hijack empathy and how to control it
- 🕒 Identify how communication can be impacted by empathy
- 🕒 Use practical workplace scenarios to evaluate the relevance of empathy in communication.

### Prerequisites for attending:

None

## BUSINESS REPORT WRITING SKILLS (1-DAY)

In this course, participants will learn everything from basic report writing skills to how to create that winning report that not only reads well but looks great too.

### Attending this workshop will help you to:

- 🕒 Differentiate between formal and informal reports
- 🕒 Write an effective transmittal
- 🕒 Identify when to use an appendix and what to include
- 🕒 Cite the purpose of a tentative outline and create one for a report
- 🕒 Clarify and emphasize data with report graphics
- 🕒 Distinguish between primary and secondary research
- 🕒 Explain how to incorporate graphics in a report
- 🕒 Write a tentative outline.

### Please note the following:

- 🕒 This course is full day
- 🕒 No previous Prerequisites for attending are required.

## TRAIN THE TRAINER

### I WANT TO BECOME A TRAINING CONSULTANT PROGRAMME (5-DAYS)

This 5 day course, provides in-depth training and assessment of Learners on how to effectively deliver the entire learning cycle in the role of Training Consultant:

- ✓ perform a training needs analysis
- ✓ develop learning objectives
- ✓ design training and assessment materials
- ✓ implement training
- ✓ evaluate training.

Learners and employers must commit to a full 5 day out of office period for learners to:

- ✓ receive training
- ✓ perform a training needs analysis
- ✓ design training and assessment tools based on clearly defined objectives.

This will require time to be spent on:

- ✓ research
- ✓ interviews
- ✓ homework outside of class hours is a definite expectation
- ✓ practice and deliver training
- ✓ evaluate the training
- ✓ be evaluated.

**Note:** Learners will be expected to create and deliver a real training programme that is currently a need within their business / company. The learner's Manager will be invited to attend the final delivery by the learner.

Please ensure that the scheduling of the 5 day programme is over a minimum of 3 weeks and a maximum of 6 weeks to ensure sufficient time for learners to conclude all assignments.

## ENHANCING MY SKILLS AS AN EFFECTIVE TRAINER (2-DAYS)

### Attending this workshop will help you to

- 🕒 Know what to include (and avoid) and how to simplify your training sessions
- 🕒 Understand tools available for you to use and include
- 🕒 Uncover the secrets and techniques used by effective trainers
- 🕒 Effectively deal with challenges facing trainers
- 🕒 Identify your training style
- 🕒 Identify gaps in your style to becoming a great trainer
- 🕒 Practice various training scenarios and techniques
- 🕒 Evaluate and measure feedback.

## CALCULATE ROI ON A TRAINING PROGRAMME (HALF-DAY)

### Attending this workshop will help you to

- 🕒 Know what ROI is, and why it is so important
- 🕒 Follow the steps to measure ROI
- 🕒 Link the Kirkpatrick Model to ROI
- 🕒 Complete ROI calculations for Tangible Outcomes
- 🕒 Complete ROI calculations for Intangible Outcomes.

## HOW TO CONDUCT AN EFFECTIVE TRAINING NEEDS ANALYSIS (HALF-DAY)

### Attending this workshop will help you to

- 🕒 Understand the importance of an effective TNA
- 🕒 Know what questions to ask during the analysis process
- 🕒 How to begin a TNA
- 🕒 Complete a TNA for Individuals
- 🕒 Complete a TNA for an Organisation.

## E-LEARNING DESIGN PRINCIPLES & VIRTUAL DELIVERY (HALF-DAY)

### Attending this workshop will help you to

- 🕒 Use the ADDIE model in preparing E-Learning Modules
- 🕒 Apply ABCD model in setting Course Objectives
- 🕒 Understand the need for Storyboards
- 🕒 Apply design principles in E-Learning
- 🕒 Practice principles of Online Learning

## UNDERSTANDING HOW ADULTS LEARN – MODULE1 (HALF-DAY)

### Attending this workshop will help you to

- 🕒 Become more effective in how you train others, by understanding and implementing learnings from the following 5 adult learning principles, models and theories:
  - ✓ how Ebbinghaus' "spaced learning" principle combats the "forgetting curve"
  - ✓ the 'learning zone' model
  - ✓ the 'cognitive load' theory
  - ✓ Herrmann's whole brain model
  - ✓ VAK learning styles.

## UNDERSTANDING HOW ADULTS LEARN – MODULE 2 (HALF-DAY)

### Attending this workshop will help you to

- 🕒 Become more effective in how you train others, by understanding and implementing learnings from the following 5 adult learning principles, models and theories:
  - ✓ Gagne's nine levels of learning
  - ✓ Bloom's taxonomy
  - ✓ ABCD learning objectives model
  - ✓ case study-based learning
  - ✓ the conscious competence ladder.

## ADJUSTING FROM TRADITIONAL TO ONLINE VIRTUAL LEARNING: AS A TRAINER (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Know what to expect when delivering online virtual training
- 🕒 Understand the basics of using zoom as a training tool
- 🕒 Identify practical things you need to do to get the best out of your training
- 🕒 Become confident in delivering training through an online virtual medium.

## STORYTELLING IN LEARNING (HALF-DAY)

This course is designed to help you implement core storytelling techniques while teaching. During this class, you will learn how to draw out an audience and invest them into the lessons you're trying to teach using real experiences.

**This workshop will cover the following topics:**

- 🕒 Why include storytelling in learning?
- 🕒 Understand the topic
- 🕒 Identify a specific lesson
- 🕒 Find Inspiration through experiences
- 🕒 Create a detailed scene
- 🕒 Linking the story to the topic
- 🕒 Emphasize the human element

## MANAGER OF SELF: PERSONAL DEVELOPMENT AND EFFECTIVENESS

### MANAGING MY TIME (1-DAY)

#### Attending this workshop will help you to

- 🕒 Identify and reduce time wasters
- 🕒 Improve your self-managing techniques
- 🕒 Confidently plan, prioritise, schedule and organise to achieve your objectives
- 🕒 Set and achieve realistic short and long-term goals
- 🕒 Achieve more in your working day
- 🕒 Gain more balance in your work and personal life
- 🕒 Reduce stress from lack of time management.



## ADAPTABILITY (1-DAY)

### About this course:

Your adaptability shows how well you can embrace change and adjust to it.

Companies and work environments constantly change: new team members come in, old ones leave, companies get bought or sold, new systems and processes are implemented, and so on.

So, you need to be able to adapt to different situations at your workplace.

### Target Audience:

- 🕒 Managers
- 🕒 HR Consultants
- 🕒 Those working in high stress areas
- 🕒 Anyone from a small, medium or large organisation

### Attending this course will help you to:

- 🕒 Conduct a self-management assessment
- 🕒 Manage yourself with optimism
- 🕒 Exercise calmness when under stress
- 🕒 Analyse criteria and situations requiring adaptability
- 🕒 Self-motivate.

### Prerequisites for attending:

No prior knowledge required

## CREATIVITY (HALF-DAY)

### About this course:

We're used to linking creativity with fields like art, or design, but creativity is a broad term that involves several sub-skills from questioning to experimenting. As such, any professional can make just as much use of creative skills as artists.

### Target Audience:

- 🕒 Anyone looking to improve the experience of their customer
- 🕒 Anyone with an interest in driving a strong customer focus within their organisation
- 🕒 Anyone looking to develop their organisation into an environment that customers want to interact with and develop loyalty to
- 🕒 Managers
- 🕒 HR Consultants

### Attending this course will help you to:

- 🕒 Recognize the inherent creativity in yourself and others
- 🕒 Identify characteristics of a creative person that relate to yourself
- 🕒 Develop creative problem-solving skills using the basic elements of the creative process
- 🕒 Examine qualities of a creative environment in real world settings
- 🕒 Evaluate an idea using the creative product criteria.

### Prerequisites for attending:

No pre course work needed.

## PREPARING FOR A PRESENTATION (1-DAY)

### Attending this workshop will help you to

- 🕒 Know what to include (and avoid) and how to simplify your presentation
- 🕒 Understand tools available for you to use and include
- 🕒 Uncover the secrets and techniques used by great presenters
- 🕒 Identify your presentation style
- 🕒 Identify gaps in your style to becoming a great presenter
- 🕒 Practice various presentation scenarios and techniques
- 🕒 Become confident in making great presentations.

## 6 HABITS OF HAPPY & SUCCESSFUL EMPLOYEES (1-DAY)

### Attending this workshop will help you to:

- 🕒 Reconcile how success is often measured:
  - ✓ in society
  - ✓ personally
- 🕒 Implement 6 daily life habits to make you happier as a person
- 🕒 Implement 6 work habits to make you a more successful employee
- 🕒 Recognise 6 characteristics that employers are looking for in their employees
- 🕒 Create an action plan to incorporate 6 of the above into your life going forward.

## FOCUSING AND DEVELOPING YOUR STRENGTHS (1-DAY)

### Attending this workshop will help you to:

- 🕒 Understand why you should focus on your strengths – and not (just) your weaknesses
- 🕒 Use 5 ways to identify your strengths
- 🕒 Analyse ways to develop and grow your strengths
- 🕒 Create an action plan to develop 3 strengths in the next 6 months.

## FOCUSING AND DEVELOPING YOUR WEAKNESSES (1-DAY)

**Attending this workshop will help you to:**

- 🌀 Understand the benefits of focusing on the development of your weaknesses
- 🌀 Understand your focus area in relation to your whole being
- 🌀 Use 5 ways to identify your weaknesses
- 🌀 Analyse ways to develop and grow your weaknesses
- 🌀 Create an action plan to develop 3 weaknesses in the next 6 months.

## PRACTICE SELF DISCIPLINE (HALF-DAY)

**Attending this workshop will help you to:**

- 🌀 Learn about self-control
- 🌀 Optimise your mindset
- 🌀 Apply techniques to develop self-discipline
- 🌀 Avoid temptations
- 🌀 Use self-discipline to achieve long term goals.

## RAISING MY PROFILE AT WORK (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the benefits of raising your profile at work – and the potential pitfalls
- 🕒 Implement 7 impactful ways to help you do so effectively
- 🕒 Implement 3 small things you can do differently to help reach your goal
- 🕒 Create an action plan to implement these steps in the next 2-3 months.

## EMPATHY IN THE WORKPLACE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand why empathy in the workplace matters
- 🕒 Define what this concept means, practically
- 🕒 Clearly identify 3 kinds of empathy
- 🕒 Learn 4 ways leaders can show empathy within their teams
- 🕒 Practice showing empathy in various scenarios.

## PROVIDING FEEDBACK TO OTHERS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand various kinds of feedback – and when to / not to use them
- 🕒 Assess the effectiveness of various feedback methodologies
- 🕒 Use feedback to strengthen relationships
- 🕒 Practice providing various feedback techniques for varying scenarios.

## EMOTIONAL INTELLIGENCE - UNDERSTANDING MYSELF AND OTHERS! (1-DAY)

**Attending this workshop will help you to**

- 🕒 Increase the awareness that you have of emotions
- 🕒 Increase your own awareness of your 'triggers' and how to implement a strategy to prevent yourself from reacting to them
- 🕒 Learn to control your own behaviour around others
- 🕒 Build more impactful relationships with people.

## HOW CAN I BE MORE CONFIDENT? (1-DAY)

**Attending this workshop will help you to**

- 🕒 Build confidence through your existing strengths and skills
- 🕒 Learn how others are building confidence where needed
- 🕒 Identify practical situations where you will likely need more confidence in your life
- 🕒 Introduce practical techniques to build confidence in these areas
- 🕒 Practice these new techniques in building your confidence
- 🕒 Develop a personal and practical action plan to continue your growth in confidence.

## ADJUSTING FROM TRADITIONAL TO ONLINE VIRTUAL LEARNING: AS A LEARNER (HALF-DAY)

**Attending this workshop will help you to**

- 🕒 Know what to expect when attending online virtual training
- 🕒 Understand the basics of using zoom as a tool
- 🕒 Identify practical things you need to do to get the best out of your training
- 🕒 Become confident in learning through an online virtual medium of training.

## EMPLOYABILITY SKILLS: PICKING MYSELF UP (2-DAYS)

**Attending this 2 day workshop will help you to:**

- 🕒 Build resilience and confidence to changing circumstances
- 🕒 Identify career goals, personal strengths, areas for growth, and skills
- 🕒 Write an effective cv
- 🕒 Write a personal statement
- 🕒 Prepare for behaviour-based interviews
- 🕒 Boost your confidence and effectiveness at interviews
- 🕒 Develop a personal development plan.

## PROFESSIONAL IN THE OFFICE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the basics of professionalism in the workplace
- 🕒 Know how to enhance a professional image
- 🕒 Communicate for results
- 🕒 Build effective relationships and networks.

## PREPARING FOR A JOB INTERVIEW (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Become confident when walking in to an interview
- 🕒 Know what to expect at an interview and during the interview process
- 🕒 Know what is expected of you before, during and after the interview
- 🕒 Prepare for possible questions, linking your cv and experience to the job applied for
- 🕒 Use multiple techniques to answer interview questions
- 🕒 Practice various interview scenarios.

## BEING MORE PRODUCTIVE AT WORK (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Implement prioritisation techniques
- 🕒 Improve your time management skills
- 🕒 Practice practical delegation skills
- 🕒 Overcome the snare of procrastination.

## HOW CAN I MAKE BETTER DECISIONS? (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Learn principles of making balanced decisions
- 🕒 Review key techniques others use to make good decisions
- 🕒 Identify your current decision-making style
- 🕒 Review and learn from recent decisions you have made (the good and the not so good!)
- 🕒 Practice making balanced decisions through various scenarios
- 🕒 Develop a personal action plan to guide your decision-making into the future.

## THE IMPORTANCE OF CRITICAL THINKING (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand what critical thinking is
- 🕒 Identify techniques to improve your critical thinking abilities, at work and in your personal life
- 🕒 Use critical thinking to solve problems at work
- 🕒 Use critical thinking to make decisions.

## BRAINSTORMING: SEVEN DIFFERENT APPROACHES TO INCREASE YOUR EFFECTIVENESS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand various brainstorming techniques, and why use them
- 🕒 Maximise the impact of the following 7 brainstorming techniques:
  - ✓ individual vs group
  - ✓ the stepladder
  - ✓ brainwriting
  - ✓ Crawford's slip writing
  - ✓ reverse brainstorming
  - ✓ role-storming
  - ✓ round-robin brainstorming.



## USING MIND-MAPS EFFECTIVELY (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand various ways you can use mind maps
- 🕒 Understand the advantages / benefits of using mind maps
- 🕒 Apply mind mapping rules when creating your mind map
- 🕒 Draw an effective mind map
- 🕒 Research mind mapping software available.

## INTRODUCTION TO ROOT CAUSE ANALYSIS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the concept of root cause analysis – and why it is an important process to conduct
- 🕒 Define 6 steps in conducting a root cause analysis
- 🕒 Review various tools to conduct a rca:
  - ✓ the 'why' analysis
  - ✓ the fishbone, or Ishikawa diagram
  - ✓ pareto analysis
  - ✓ brain storming
- 🕒 Apply your learning to a work-related scenario.

## THE 16 PERSONALITY TYPES AND YOU (1-DAY)

An efficient (and intriguing) way to get a better understanding of personality types is via the tried-and-tested Myers-Briggs Type Indicator (MBTI). Generally regarded as one of the most accurate personality tests out there, the MBTI is widely applied within the business world, with 89 of the Fortune 100 companies utilising it. This course helps learners understand the principles of these personality traits and how understanding them can help learners work more cohesively and empathetically with colleagues and other stakeholders in any relationship.

### Attending this workshop will help you to understand:

- 🕒 What the 16 personality types are
- 🕒 Why it matters
- 🕒 How it affects you at work and elsewhere
- 🕒 What personality type you are
- 🕒 How it may change how you view and treat others
- 🕒 How it affects how others treat you
- 🕒 How you can use this knowledge to your benefit
- 🕒 How you can use this knowledge to others' benefit
- 🕒 What it means for workers
- 🕒 What it means for managers and leaders

### Please note the following:

- 🕒 This course is full day.
- 🕒 No previous Prerequisites for attending are required.

## DEVELOP PERSONAL RESILIENCE (1-DAY)

### About this course:

The objective of this course is to enable all those who attend to respond positively to the pressures and demands of modern working life and to help them identify opportunities to thrive.

Resilience is the ability to recover quickly from setbacks and adversity. Resilient people stay committed and increase their efforts when the going gets tough. It used to be thought that people were born with resilient attributes; we now know that anyone can improve their resilience through effective training and development.

Personal resilience is arguably the most important resource for coping well during challenging times. This training course introduces delegates to skills that will increase their confidence in their ability to bounce back from the many pressures and adversities they encounter in today's workplace. They are reminded that a key aspect of being resilient is accepting that change frequently creates opportunities as well as problems to be solved.

### Target Audience:

- 👤 Everyone.

### Attending this course will help you to:

- 👤 Adopt a more flexible, adaptable and positive approach to change
- 👤 Take a more creative approach to problem-solving
- 👤 Acquire an appreciation of the rewards of developing and restoring important relationships
- 👤 Acquire skills that can help to reduce workplace/home anxiety
- 👤 Develop the ability to retain a sense of control and objectivity under pressure
- 👤 Recognise the importance of self-care and how to access support if required
- 👤 Improve your understanding of personal boundaries and how they can be strengthened

### Prerequisites for attending:

- 👤 People new to the topic of resilience
- 👤 Those wanting to further develop their resilience toolkit or pass resilience skills on to others.

## LEARNING HOW TO LEARN (1-DAY)

There are more opportunities to learn than ever before. The same mobile device you use for communication, business, and entertainment can also be used for education—anytime, anywhere you go. Discover how to personalize your learning, collaborate with others, and be more intentional as a learner.

In this course you will learn how to leverage mobile devices for creating and consuming learning, and build the skills you need for life and work. Explore how to personalize learning, conduct self-assessments to audit what your progress, and use social learning, media, and gamification to keep you motivated and engaged.

The techniques apply equally well to corporate and academic environments and are suitable for all types of learners.

### **Attending this workshop will help you to understand:**

- 🕒 Learning how to learn
- 🕒 Improving basic skills
- 🕒 Developing workforce skills
- 🕒 Personalized learning
- 🕒 Self-assessment
- 🕒 Social learning
- 🕒 Social assessment and activities
- 🕒 Gamification - Combining mobile learning with media like games
- 🕒 Comprehension
- 🕒 Mind maps
- 🕒 The relationship between colour and learning
- 🕒 How teaching improves learning.

### **Please note the following:**

- 🕒 This course is full day
- 🕒 No previous Prerequisites for attending are required.

## OVERCOMING LEARNING WITH ADHD (1-DAY)

About 4-5% of the population have ADHD.

What is ADHD? How does it impact my learning and how can I overcome this?

In this course, we will answer these questions as well as provide practical tips on how to improve your studying efficiency.

### **At the end of this course, you will understand:**

- 🕒 How to build a ADHD considered study routine
- 🕒 How to build a ideal schedule
- 🕒 How to incorporate breaks
- 🕒 How to pass tests
- 🕒 Learning techniques
- 🕒 Study environment advice
- 🕒 How to take advantage of your ADHD.

### **Please note the following:**

- 🕒 This is a full day course
- 🕒 No prior knowledge is required.

## PLAN AND HOST EFFECTIVE VIRTUAL MEETINGS (1-DAY)

Learn how to excel at running an online meeting in this detailed course. Running a meeting is already challenging but virtual meetings add an element of complexity.

Explore how to set up a meeting for your remote participants with specific advice on the best remote work software, sending an agenda to your team, and how to keep the entire meeting moving forward including best practices for running an online meeting, video meeting etiquette to follow, how to prepare yourself and your participants and how to keep your participants focused and engaged.

### Attending this workshop will help you to:

- 🕒 Plan your meeting like a boss
- 🕒 Choose the best meeting platform
- 🕒 Know your audience
- 🕒 Know your speakers
- 🕒 Send agenda to all participants or attendees well in advance including timings
- 🕒 Decide who can participate and to what extent
- 🕒 Keep audience engaged with polls and exercises
- 🕒 Use breakout rooms (if applicable)
- 🕒 Use an outline
- 🕒 Prepare your audience for agenda and breaks with a compelling introduction
- 🕒 Get permission to record (if applicable)
- 🕒 Prepare an effective and compelling presentation
- 🕒 Introduce speakers effectively
- 🕒 Relax your audience with warmth, humour and intonation
- 🕒 Conclude your meeting effectively with key takeaways
- 🕒 Thank speakers and audience
- 🕒 Prepare audience for next steps or next meeting
- 🕒 Share meeting notes and video (as applicable).

### Please note the following:

- 🕒 This course is full day
- 🕒 No previous Prerequisites for attending are required. A basic working knowledge of popular virtual meeting platforms is recommended.

## ATTENTION TO DETAIL (HALF-DAY)

### About this course:

A crucial skill to master that no employer will reject - the ability to be thorough and accurate in your work.

Paying attention even to minor details is what sets apart dedicated employees from those who just want to get the job done and go home.

### Target Audience:

- 🕒 Managers
- 🕒 HR Consultants
- 🕒 Those working in high stress areas
- 🕒 Anyone who struggles with time management.

### Attending this course will help you to:

- 🕒 Understand the psychology of attention and to improve it
- 🕒 Manage your time more effectively
- 🕒 Set achievable goals and track progress over time
- 🕒 Prioritize tasks and stay focused on important goals
- 🕒 Study more effectively and improve your results
- 🕒 Create a personalized system for organizing work and activities.

### Prerequisites for attending:

None

## GETTING YOUR VOICE HEARD (1-DAY)




### About this course:

Being assertive is a vital aspect of communication, so this course is designed to demonstrate a better approach to expressing oneself.



In this public speaking training course, your employees will learn how to communicate assertively while still respecting the beliefs and values of their audience. It also includes lessons on the different response styles and frameworks for practicing assertiveness in communication.

By understanding the importance of assertiveness in public speaking, your employees will carry out presentations, lead meetings, or pitch proposals more effectively. This can lead to extended or new business opportunities for your company.

### Target Audience:

-  Anyone who engages in Public Speaking
-  Anyone in a Leadership role
-  Anyone who conducts presentations

### Attending this course will help you to:

-  Effectively communicate in an assertive way
-  Adapt your communication with different personalities

### Prerequisites for attending:

None



## IS YOUR CAREER / JOB ABOUT TO CHANGE? MAKE THE MOST OF IT! (HALF-DAY)

### About this course:

It can be a frightening experience to be forced into a change of job or career. It's frightening enough when we create our own turning-point within our careers!

This course will help you to look beyond the shock of the change, and to find the excitement that lies ahead from new opportunities.

### Target Audience:

- 🕒 Those interested in a career change
- 🕒 Those who are being impacted by retrenchment, early retirement or role-change.

### Attending this course will help you to:

- 🕒 Move beyond the shock of the initial change
- 🕒 Work out what motivates you to go to work in the morning, and how your new role will compliment this motivation
- 🕒 Identify your 'grow-areas' and develop an action-plan to a successful transition
- 🕒 Set achievable career goals that are in line with your personal goals
- 🕒 Explore ways to get started with self-employment
- 🕒 Identify what the perfect job looks like for you and identify these matches to your changed situation
- 🕒 Understand the perks of your new situation, and derive motivation to align them to your personal life and changed circumstances
- 🕒 Confidently handle rejection when applying for another career position.

### Prerequisites for attending:

None

## CAREER PLANNING (1-DAY)




### About this course:

All of us want to have a successful career but many of us struggle to develop and initiate a strong plan of action to ensure our career goals are met.







We may lack a proper understanding of various factors influencing our career, both at the start and during our working life.

This course will provide important guidance, tools and techniques to help those looking to either start their career or make the necessary plans to enhance or change their existing career.

### Target Audience:

-  School Leavers
-  Final year students
-  New Professionals and Apprenticeship placements.

### Attending this course will help you to:

-  Understand the importance of a career and a career plan
-  Apply a SWOT analysis to your career planning
-  Understand how to make career progression happen quickly, and as part of your plan
-  Conduct a self-assessment and understand the various dimensions of self-assessment
-  Identify and develop the required skills based on one's interests, skills and talents
-  Develop an action-based career plan.

### Prerequisites for attending:

None

## CAREER MASTERY (1-DAY)

### About this course:

This course is primarily aimed at young professionals who are looking to establish themselves in their careers. It also has powerful application in young entrepreneurs and anyone attempting to master their circumstances and the powerful forces working against them.

It looks at 5 key mastery areas: Self, Team, Organisation, Context and Future.

### Target Audience:

- 🕒 Young Professionals

### Attending this course will help you to:

- 🕒 In building personal mastery and career effectiveness
- 🕒 Develop a strong personal value proposition
- 🕒 Take ownership of your own career
- 🕒 Be an effective and influential member of a team
- 🕒 Develop the art of influencing through followership
- 🕒 Navigating difficult cultures
- 🕒 Build resilience in the face of career setbacks
- 🕒 Manage scarce resources to achieve your career objectives.

### Prerequisites for attending:

None

## MINUTE TAKING EXCELLENCE (1-DAY)

In this course, participants will learn everything from basic minute taking skills to how to use software for best efficacy in minute taking.

### Attending this workshop will help you to:

- 🕒 Plan how to use technology successfully in your meetings
- 🕒 Determine how to select and support a meeting leader
- 🕒 Prepare what you need to make meaningful commitments in a meeting
- 🕒 Identify successful ways to initiate a meeting
- 🕒 Propose challenging ideas while promoting and maintaining healthy relationships
- 🕒 Delegate and coordinate work successfully
- 🕒 Follow up consistently to create a workplace culture of accountability.

### Please note the following:

- 🕒 This course is full day
- 🕒 No previous Prerequisites for attending are required.

## CHANGE MANAGEMENT (1-DAY)

In this course, participants will learn causes of resistance to change and how to effectively understand, predict and mitigate resistance to change and to effectively implement change with success.

### Attending this workshop will help you to understand:

- 🕒 The Cycle of Change
- 🕒 Sources of and Barriers to Change
- 🕒 Demonstrating the Need for Change: Applying Leverage
- 🕒 Perceptual Positions – A Tool For Change Leaders
- 🕒 Fear and Desire As Motivation For Change
- 🕒 Stakeholder Engagement, Triage and Analysis
- 🕒 The Change Curve
- 🕒 The Impact of Change on Operational Performance
- 🕒 How to Communicate Well
- 🕒 Communication and Progression Plans
- 🕒 Resistance to Change
- 🕒 Engage with the Resistance
- 🕒 Manage Change as a Project.

### Please note the following:

- 🕒 This course is full day
- 🕒 No previous Prerequisites for attending are required.

## EFFECTIVE INFLUENCING SKILLS (1-DAY)

In this course, participants will learn very powerful influencing skills that will help them be more effective with bringing other parties over to their way of thinking.

### Attending this workshop will help you to understand:

- 🕒 Your Influencing Inventory
- 🕒 What is Influencing?
- 🕒 Influencing Is About Helping Others Understand
- 🕒 Your Personality Affects How You Influence Others
- 🕒 Influence by Listening
- 🕒 The Drivers of Success with Influencing
- 🕒 Information and Power with Influencing.

### Please note the following:

- 🕒 This course is full day
- 🕒 No previous Prerequisites for attending are required.

## EFFECTIVE NEGOTIATION SKILLS (1-DAY)

Participants will learn very powerful negotiation skills that will help them be more effective with negotiating even in stressful circumstances.

### Attending this workshop will help you to understand:

- 🕒 What is Negotiation?
- 🕒 The Drivers of Success in Negotiation
- 🕒 Information and Power in Negotiation
- 🕒 Prepare to Negotiate
- 🕒 Successful Negotiation
- 🕒 The Importance of Rapport
- 🕒 Questions in Negotiation
- 🕒 Reducing Stress in Negotiation
- 🕒 Examine your Trust Profile
- 🕒 Bringing the Negotiation to a Close.

### Please note the following:

- 🕒 This course is full day
- 🕒 No previous Prerequisites for attending are required.

## COLLABORATION SKILLS (1-DAY)

### About this course:

Learn how to assemble, lead, and organize collaborative teams and create a thriving culture of business collaboration.

### Target Audience:

- 🕒 Anyone interested in collaborating more effectively within an organization
- 🕒 Employees looking to collaborate more effectively with team members.

### Attending this course will help you to:

- 🕒 Understand the benefits of collaboration and why it's an essential part of how businesses get work done today
- 🕒 Explore how to ensure collaborative teams work successfully within a company
- 🕒 Identify the fundamentals of forming and leading a collaborative team
- 🕒 Organize and obtain the most out of collaborative meetings
- 🕒 Effectively collaborate online and across different teams
- 🕒 Implement lessons and strategies applied within different industries
- 🕒 Create and support a thriving culture of collaboration.

### Prerequisites for attending:

None



## RESEARCH SKILLS (HALF-DAY)



### About this course:

This course teaches you how to decide on what you need to know when you need to know it.




With so much information readily available, it's difficult to decipher information. Instead using only an Internet search engine for all of your information, there are other sources that can help you learn what you need to learn – quickly and accurately.

This course includes real life strategies to help you learn where you need to look for information and how you can be certain the information is accurate.

### Target Audience:

-  Anyone who loves research
-  Anyone who struggles doing research

### Attending this course will help you to:

-  Understand the meaning and importance of research skills
-  Skilfully implement 10 valuable research skills
-  Create an action plan for future research.

### Prerequisites for attending:

None

## INTRODUCTION TO PROJECT MANAGEMENT (1-DAY)

In this course, participants will learn everything from basic project management skills to how to effectively manage a project with success.

### Attending this workshop will help you to understand:

- 🕒 Definition of Project Management
- 🕒 The Project Life Cycle
- 🕒 Managing Change, PM Skills
- 🕒 PM Methodologies
- 🕒 Project Selection
- 🕒 Setting Objectives
- 🕒 Terms Of Reference
- 🕒 SMART Objectives
- 🕒 Analysing the Problem
- 🕒 Estimating
- 🕒 Analysing the Problem
- 🕒 Estimating
- 🕒 Developing a Plan
- 🕒 Risk Management
- 🕒 Communicating the Plan
- 🕒 Teams and Role of the Project Manager
- 🕒 Monitoring and Controlling the Project
- 🕒 Introduction to project management software.

### Please note the following:

- 🕒 This course is full day
- 🕒 Learners may also wish to attend Microsoft Project courses under our Digital Skills section
- 🕒 No previous Prerequisites for attending are required.

## BECOME INNOVATIVE IN THE WORKPLACE (1-DAY)








### About this course:

Innovation is a key factor in the success of any organization. In this training course, you will learn how to become innovative in the workplace and contribute to your organization's growth and success.

### Target Audience:

This training is designed for professionals from various industries who are interested in becoming more innovative in their workplace. This course is ideal for managers, team leaders, and individual contributors who want to learn new techniques for generating and implementing innovative ideas.

### Attending this course will help you to:

-  Understand the importance of innovation in the workplace
-  Identify the barriers to innovation and learn how to overcome them
-  Develop a mindset of creativity and innovation
-  Generate and evaluate innovative ideas
-  Implement innovative ideas in the workplace
-  Foster a culture of innovation in your organization
-  Use technology to support innovation.

### Prerequisites for attending:

There are no specific prerequisites for attending this course. However, participants should have experience working in a professional environment and a willingness to learn new skills and techniques related to innovation. It is also helpful to have an open mind and a positive attitude towards change.

## LEAN MANAGEMENT IN THE WORKPLACE, AN OVERVIEW (1-DAY)

### About this course:

This training programme is designed to introduce participants to the principles and techniques of Lean Management in the workplace.

The course will cover various Lean tools and concepts that can help organizations improve their processes, eliminate waste, and enhance efficiency. Participants will learn how to apply Lean methodologies in their workplace and transform their operations to achieve better results.

### Target Audience:

This course is suitable for individuals who want to learn more about Lean Management and how it can be applied in the workplace. It is particularly useful for managers, supervisors, team leaders, and professionals who are responsible for improving organizational performance and operational efficiency.

### Attending this course will help you to:

- 🕒 Understand the principles and concepts of Lean Management and how they can be applied in the workplace
- 🕒 Learn how to identify and eliminate waste in your organization's processes
- 🕒 Discover how to improve the quality of your products or services
- 🕒 Develop skills in continuous improvement and problem-solving
- 🕒 Learn how to create a Lean culture in your workplace
- 🕒 Implement Lean techniques to reduce costs and increase productivity
- 🕒 Improve customer satisfaction by delivering products and services faster and with higher quality.

### Prerequisites for attending:

There are no prerequisites for attending this course. However, participants should have a basic understanding of organizational processes and operations. Additionally, some prior knowledge of Lean Management concepts can be beneficial but is not necessary.

## APPLY DESIGN THINKING IN THE WORKPLACE (1-DAY)

### About this course:

Design thinking is a problem-solving methodology that prioritizes user needs to create innovative solutions. This training aims to provide an introduction to design thinking and its application in the workplace.

### Target Audience:

This training is intended for professionals across various industries who are interested in learning how to apply design thinking principles to their work. It is suitable for anyone from entry-level employees to executives.

### Attending this course will help you to:

- 🕒 Understand the core principles of design thinking and its relevance in the workplace
- 🕒 Learn how to use design thinking to identify and solve complex problems
- 🕒 Explore how design thinking can improve collaboration and communication within teams
- 🕒 Discover how to create user-centered solutions that meet the needs of your target audience
- 🕒 Apply design thinking to develop innovative products, services, and processes.

### Prerequisites for attending:

There are no specific prerequisites for attending this course. However, participants should have a basic understanding of their organization's goals and objectives and be willing to collaborate with others to solve problems. Additionally, familiarity with agile methodology and human-centered design can be helpful but is not required.

## APPLY ENVIRONMENTAL SUSTAINABILITY IN THE WORKPLACE (1-DAY)

### About this course:






Environmental sustainability is an essential aspect of any business. This training course is designed to equip individuals with knowledge and skills needed to create sustainable work environments.

Participants will learn about environmental sustainability principles, strategies, and best practices.

### Target Audience:

This course is suitable for employees, managers, and executives who are interested in improving their knowledge of environmental sustainability practices and creating sustainable workplaces.

### Attending this course will help you to:

-  Understand the concept of environmental sustainability and why it is important in the workplace
-  Identify and analyze the environmental impacts of workplace activities, products, and services
-  Develop and implement sustainable strategies and practices in the workplace
-  Engage employees, customers, and stakeholders in environmental sustainability initiatives
-  Measure and evaluate the effectiveness of sustainability practices and identify areas for improvement.

### Prerequisites for attending:

There are no prerequisites for attending this course. However, participants are expected to have a basic understanding of environmental issues and sustainability concepts.

## BASIC MATH AND FINANCIAL LITERACY (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Become confident in using a calculator
- 🕒 Calculate basic formulas such as
  - ✓ add / subtract / multiply / divide / percentage
  - ✓ calculate the perimeter, area and volume of objects
  - ✓ understand principles of rounding,  $x^2$  and  $\sqrt{\phantom{x}}$
  - ✓ use formula to calculate time taken, distance covered and speed travelled at
- 🕒 Apply logic in working out basic mathematical and financial problems
- 🕒 Become confident in using a computer to perform basic calculations.

## INSIGHTS INTO MY RETIREMENT (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand why it is vital to prepare for your retirement – no matter your current age
- 🕒 Learn from the example of others:
  - ✓ those who did not plan for retirement
  - ✓ those who did plan for retirement
- 🕒 Prepare a basic overview of your current financial situation
- 🕒 Map your current overview to your desired retirement position
- 🕒 Understand the tools available to assist you in achieving your retirement goals
- 🕒 Gain insight into traditional and non-traditional methods of saving for retirement
- 🕒 Develop a realistic action plan to help you achieve your retirement goals.

**Note:** This workshop does NOT provide financial advice. The intention is to create an awareness of the importance of planning for retirement. It also equips learners with knowledge, tools and guidance on where and how to acquire professional financial assistance / advice.

## FOR MANAGER OF OTHERS

### FAST-TRACK DEVELOPMENT TO MANAGEMENT – PROGRAMME (8 HALF-DAYS)

#### About this programme:

Managers of the future are going to have to challenge the traditional ideas of management and push back against the many business practices that are outdated and no longer relevant. They will have to adapt to the future employee, which means new ways of working and thinking about work.

If you aspire to climb the corporate ladder, the power to do so rests largely in your own hands. The first step to becoming a manager is often taking initiative.

This is your opportunity. This 8-week programme (8 half-days) is designed to help fast-track those who are not yet managers, but who are actively pursuing a career in management. It will provide you with the necessary confidence, knowledge and skills to successfully achieve your desired career as a Manager. All YOU have to do, is take the initiative.

#### Target Audience:

Those aspiring to a career in management.

#### This programme will integrate the following learning:

- 🕒 Gaining alignment: your current role; performance review and current manager
- 🕒 Understanding the key roles of a manager and exploring factors that make for stand-out leaders
- 🕒 Identify how relationships and team dynamics change on becoming a manager
- 🕒 Identify and action-plan: Your strengths / development areas / who will help you
- 🕒 Understand the role effective communication plays as a manager
- 🕒 Exploring and emerging as a leader in:
  - ✓ Empathy
  - ✓ Delegation
  - ✓ Negotiation
  - ✓ Resilience
  - ✓ Mentorship
- 🕒 Shaping and Adapting to the Manager of the future.
- 🕒 Create a developmental action plan.

#### Prerequisites for attending:

- 🕒 None.



## MANAGERS: KEEPING YOUR SAW AND SKILLS SHARP – PROGRAMME (16 HALF-DAYS)

### About this programme:

The business environment continues to shift substantially. Leaders are in a new context. There are new rules, and YOU as a manager need to adapt how you think and act to succeed in the years to come. YOU need to lead your Team successfully through constant change, without tiring out.

The only way you can do this effectively is by continually keeping YOUR saw and YOUR skills sharp.

In an ambiguous era, future-fit leaders need to balance and embrace competing demands.

This 16-week programme (16-half-days) is designed to keep you thinking, developing and growing as a manager. More than that, it will ensure that you bring your team with you in your development; that they too benefit from your programme.

The result: A sharper, more pro-active and resilient YOU – and a team that thrives on change and a high-performance culture.

### Target Audience:

All managers and leaders, Team-leaders and supervisors.

### This programme will integrate the following learning:

Each lesson will revolve around learnings, discussions, and application of a specific topic. Learners will receive homework assignments which will involve research, discussion, and application within the team they lead – and a report-back of learnings and changes to both their Manager and the Training Consultant. Topics include, but are not limited to:

- 🕒 How to actively demonstrate you have a 'fit-for-future' disposition and culture
- 🕒 Empathy vs Delegation vs Accountability – Finding the balance
- 🕒 Mentorship: For yourself and your team
- 🕒 Fit for future: Exploring changes in AI and Technical Skill requirements
- 🕒 Leading my Team – what should I be doing differently?
- 🕒 Authenticity – It's importance for YOU and your TEAM
- 🕒 Effectively navigating through constant change
- 🕒 Existing team culture vs desired culture – how to close the gap
- 🕒 Sharpening the saw – mental wellbeing and physical health (you and your team)
- 🕒 Examining latest legislation applicable to managers
- 🕒 High performing teams – where is my team?
- 🕒 Strategic thinking vs Critical thinking – how does this impact my role?
- 🕒 Why using data to tell a story is important
- 🕒 Examining the learning and development needs of my team.

### Prerequisites for attending:

- 🕒 Must be an existing manager of others.

## ASPIRING LEADERS: PREPARING MYSELF TO BECOME A MANAGER (1-DAY)

### About this course:

Even for the most gifted individuals, the process of becoming a leader is a rigorous and many times an exhausting journey. The rewards, however, can be enormous.

A survey on managers across many disciplines was asked the question, “As a new manager, what do you wish you learned early in your career?” What follows in this course, is a result of their responses.

### Target Audience:

- 🕒 Those entering a leadership role

### Attending this workshop will help you to:

- 🕒 Understand the key roles of a manager
- 🕒 Identify how relationships and team dynamics change on becoming a manager
- 🕒 Identify and explore factors that make good leaders
- 🕒 Understand the role communication plays as a manager
- 🕒 Identify and develop your own leadership strengths
- 🕒 Create a developmental action plan.

## SUCCEED IN YOUR FIRST MANAGEMENT JOB (1-DAY)


### About this course:

Effective professionals earn promotions that may eventually land them leading a team. Unfortunately, most organizations simply place you in a management job, give you the title of manager, and expect you to figure it out on your own. You can become more effective if given the right tools and training.






As a new manager your job as is fundamentally different now. When you were an individual contributor, you were responsible for only your own work. Now you are responsible for the work of the members of your team, your direct reports.

This course gives you the essential managerial tools you need to become a great manager in your organization and a great boss to your direct reports. This course will teach you the most effective managerial behaviors you can engage in. You will learn how to develop a professional relationship with your direct reports, give effective performance feedback to your team, delegate task and projects in a way that gets results, develop your team so you can get more out of them and advance their careers.

### Target Audience:

-  Newly promoted manager

### Attending this course will help you to:

-  Lead and manage a team of people to achieve results
-  Provide effective feedback
-  Build professional relationships with your team
-  Delegate tasks and projects effectively
-  Coach your team to support positive growth and team-dynamics.

### Prerequisites for attending:

None

## AVOIDING 10 COMMON MISTAKES NEW MANAGERS MAKE (1-DAY)

### About this course:

It's your first day. Changed role. Changed responsibilities. Same organization. Same people. Same culture. But everything has changed. Everything.

This is the reality of a new manager. It doesn't matter if you've been with an organization for 20 years or 20 minutes, it's a whole new ball-game now.

Your role is unlike any other pre-management position you've held before. The job description is much broader including verbs like lead, direct, and determine. The responsibilities and stakes are higher with the ability to impact – either positively or negatively – on a greater scope.

Start on the right foot. Learn about the 10 mistakes new managers make and how to avoid them.

### Target Audience:

- 🕒 This course is for new managers or any director or human resource professional helping support a new manager.

### Attending this course will help you to:

- 🕒 Explore how to gain insights into 10 mistakes new managers make and recognize how to avoid them
- 🕒 Discover the priorities managers need to focus on in their first six months
- 🕒 Explore strategies to simplify the complexity of the role
- 🕒 Map a path to being fully competent in your new role
- 🕒 Discover how to rectify previous mistakes with a revolutionary method
- 🕒 Identify and formalise a mentor to assist your development.

### Prerequisites for attending:

- 🕒 Anyone interested in management or related fields.
- 🕒 Newly appointed managers.

## EFFECTIVE LEADERSHIP (1-DAY)

### About this course:

Leadership refers to the ability to mentor, train, or guide. No matter the industry, employers prefer to hire applicants who show they have leadership potential for 2 reasons:

1. Employees with leadership skills show more initiative and are more likely to invest themselves in helping the company grow.
2. The company can eventually promote employees with strong leadership roles to better management positions.

### Target Audience:

Anyone in a leadership role or working toward a leadership role.

### Attending this course will help you to:

- 🌟 Improve your management skills
- 🌟 Create authenticity in your leadership style
- 🌟 Focus on being a mentor
- 🌟 Understand the importance of generosity
- 🌟 Promote cultural intelligence.

### Prerequisites for attending:

- 🌟 Those in a Leadership role
- 🌟 Those working toward a leadership role

## FROM BUDDY TO SUPERVISOR: SUPERVISORY SKILLS (1-DAY)

### Attending this workshop will help you to:

- 🕒 Uncover what makes for being a great manager
- 🕒 Review how your work-role, relationships and team dynamics have changed since becoming a manager
- 🕒 Understand where your team fits into the team development life-cycle
- 🕒 Learn what could be considered appropriate and not appropriate behaviour as a new manager
- 🕒 Actively demonstrate how key aspects of communication impact team dynamics
- 🕒 Learn how to become less passive, less aggressive yet more assertive with your team
- 🕒 Become more confident in:
  - ✓ delegating within the team
  - ✓ having difficult conversations with team members.

## LEADING AND MOTIVATING HIGH PERFORMANCE TEAMS (1-DAY)

### Attending this workshop will help you to:

- 🕒 Analyse leadership styles and factors contributing to effective teams
- 🕒 Setting standards for effective team communication
- 🕒 Reduce conflict in teams through use of collaborate approaches to team working
- 🕒 Understand what motivates team members, and how you can use this to the benefit of the team
- 🕒 Understand how a team members' preferred learning style may impact their contribution to the success of your team
- 🕒 Provide effective, constructive and motivating feedback to team members
- 🕒 Plan appropriate actions on what and how to further develop your team
- 🕒 Create a team charter and code of conduct which will focus on your team's commitment to:
  - ✓ each other
  - ✓ your customers.

## MANAGING TEAMS FOR PERFORMANCE (1-DAY)

### About this course:

It's the most important job for any leader: managing your people and helping them develop and thrive. But how do you create a positive culture that encourages their growth? And what do you do if - despite all your best efforts - an employee just isn't performing well?

As a manager, you want to ensure your team is as strong and successful as possible. By using the strategies taught in this course, you'll learn how to create the conditions to help them thrive, and ways to navigate the inevitable awkwardness when an employee misses the mark.

You'll emerge a stronger leader, who is better prepared to guide your team and cultivate their unique skills in the workplace.

### Target Audience:

Anyone in a Management role

### Attending this workshop will help you to:

- 🕒 Uncover the process of elevating your team's performance
- 🕒 Evaluate how team dynamics impacts team performance
- 🕒 Review your organisation's performance management process alongside that of other organisations
- 🕒 Use performance reviews as a motivator, rather than a tick-box exercise
- 🕒 Identify good practice in conducting performance management reviews
- 🕒 Conduct performance reviews ensuring good practice
- 🕒 Gaining commitment for appropriate action to address underperformance.
- 🕒 Develop a plan of action to elevate your team's performance.

## HIRING AND MANAGING A VIRTUAL TEAM (1-DAY)

### About this course:

Remote work is a global phenomenon and it's growing. The number of employees working remotely has grown by 4% each year for the last 5 years. Sooner or later, all companies will have to offer some kind of option to work remote otherwise they'll risk losing talent and falling behind.

Understanding & implementing the best practices of remote hiring and remote management could be the difference between success and failure.

### Target Audience:

- 🕒 Anyone interested in hiring their first remote employee
- 🕒 Managers looking to learn the best practices of managing remote workers
- 🕒 Anyone interested in planning & maintaining a positive work culture with remote employees
- 🕒 Anyone interested in increasing the productivity of their remote workers.

### Attending this course will help you to:

- 🕒 Assemble a great team of qualified, talented remote workers
- 🕒 Select the best online tools to successfully complete projects
- 🕒 Form great communication and leadership habits to inspire your team
- 🕒 Create a virtual culture for your team over time
- 🕒 Establish helpful policies and procedures to evaluate their performance.

### Prerequisites for attending:

None



## LEADING YOUR HYBRID TEAM (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Set realistic expectations
- 🕒 Practice inclusive management techniques
- 🕒 Be more flexible with varying circumstances of team members
- 🕒 Identify signs of burnout within your team.

## IMPROVE COMMUNICATION IN YOUR HYBRID TEAM (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Set communication protocol
- 🕒 Hold team members accountable to a shared communication goal
- 🕒 Be more adaptable in an ever-changing world
- 🕒 Identify tools that can improve communication in your hybrid team.

## MANAGING REMOTE TEAMS (1-DAY)

### About this course:

Managers often find themselves leading teams digitally but are not often given the tools for how to lead remotely.

This course covers practical and affective tools and processes for remote team leadership and management.

### Target Audience:

- 🕒 Managers and members of remote teams
- 🕒 Professionals wanting to get into the gig economy
- 🕒 Leaders of decentralized teams who want more effective tools for leadership.

### Attending this course will help you to:

- 🕒 Effectively manage decentralized teams
- 🕒 Use the right tools for monitoring progress and performance
- 🕒 Implement Leadership principles for aligning team members to corporate goals
- 🕒 Review a practical guide on frequency and scheduling of communications
- 🕒 Set up a Protocol guide for communications before, during, and after online meetings
- 🕒 Review tips for digitalization of processes
- 🕒 Improve time management and monitoring of deliverables
- 🕒 Improve productivity and profitability through empowerment
- 🕒 Practically engage and support remote team members with family responsibilities
- 🕒 Ensure the mental health, particularly of isolated team members, is cared for.

### Prerequisites for attending:

None

## DEVELOPING PERSONAL RESILIENCE FOR MANAGERS (1-DAY)

### About this course:

This training course helps delegates reflect on their management style and consider how they can build on their personal resilience skills and encourage their team members to develop a more resilient, positive approach to pressure and change.

A resilient manager can help create an environment where team members are encouraged to support each other and work collaboratively, even in challenging times.

The key to this training course is the understanding that the positive attitudes and behaviours which generate resilience can be developed. The theme of the training involves introducing areas of personal resilience and how they can be improved. During this process, facilitated discussion will be used to link individual resilience to both team and organisational resilience.

### Target Audience:

- 👤 Anyone in a Leadership Role

### Attending this course will help you to:

- 👤 Adopt a more flexible, adaptable and positive approach to change, as a Manager
- 👤 Initiate more creative approaches to problem-solving
- 👤 An understanding of the benefits of positive role modelling during challenging times
- 👤 Develop the ability to retain a sense of control and objectivity under pressure
- 👤 An appreciation of the rewards of developing and restoring important relationships
- 👤 Recognise the importance of self-care and strategies to support those struggling within your team
- 👤 Develop skills that can help to reduce workplace/home anxiety
- 👤 An improved understanding of personal and team boundaries and how they can be strengthened
- 👤 Promote greater awareness of how teams can collectively enhance resilience and consider possibilities for developing a future resilience plan together.

### Prerequisites for attending:

- 👤 Should be in a Leadership Role.

## RESILIENCE LEADERSHIP (1-DAY)

### About this course:

If you are a supervisor who wants your team to perform well in adversity, you need to be a Resilience Leader. Resilient people perform well despite challenges and high stress. Resilient teams are adaptive, collaborative, and innovative. Resilient leaders achieve organizational goals, even when faced with overwhelming challenges.

To maintain a resilient organization that is ready for constant change, leaders need to do more than focus on their own resilience; they must become Resilience Leaders. Resilience Leaders model behaviors that build resilience, and by doing so, encourage their employees to do the same. They recognise when employees are struggling and have supportive conversations that demonstrate that they care. They help employees find solutions and a path forward. Resilience Leaders actively foster their teams' resilience so that groups of employees become more capable than any one individual.

### Target Audience:

- 🕒 Managers who want high performing teams
- 🕒 Managers who lead teams operating in stressful or changeable environments that want to keep their team motivated and performing well
- 🕒 Managers who are struggling with performance challenges on their team due to adversity and stress

### Attending this course will help you to:

- 🕒 Define resilience and explain why resilience is essential in the workplace
- 🕒 Identify common characteristics of low resilience in yourself and others
- 🕒 Engage in activities and use skills/tools that build your resilience
- 🕒 Model resilience skills and tools in your workplace
- 🕒 Support and mentor employees with low resilience
- 🕒 Evaluate your team's resilience
- 🕒 Foster the 7Cs of team resilience
- 🕒 Conduct an exercise to identify, manage and progress your team's resilience.

### Prerequisites for attending:

None

## STRESS MANAGEMENT TRAINING FOR MANAGERS (1-DAY)

### About this course:

This course enables delegates to identify signs of stress in their team members; discuss the employee's stress triggers with them; and agree individual strategies to be reviewed at a later date.

### Target Audience:

- 🕒 Those in a Management role

### Attending this course will help you to:

- 🕒 Understand what stress is and the risk implications for employees and the organisation
- 🕒 To identify signs of stress at an early stage
- 🕒 Create the right climate of psychological safety to encourage open discussion about stress
- 🕒 Consider how your behaviour impacts the risk of stress
- 🕒 Implement frameworks and practical approaches/tools that you can use to facilitate conversations about stress
- 🕒 Provide support to others through practising your approach using practical scenarios
- 🕒 Understand the importance of action planning now, and taking steps as soon as possible to reduce the risk of stress
- 🕒 Access further support and resources, including techniques to manage your own stress

### Prerequisites for attending:

- 🕒 None

## BULLYING IN THE WORKPLACE – MANAGEMENT TRAINING (1-DAY)

### About this course:

There is increasing awareness of the effect bullying and harassment can have on individual, team and organisational welfare. Not only are all staff members adversely affected, but the increasing costs of compensation can be staggering.

Managers have the responsibility to create a workplace which is free from bullying and harassment. Our training in tackling bullying gives managers the knowledge and confidence to identify and manage inappropriate behaviour and increase awareness to work towards a zero-tolerance approach to all forms of bullying at work.

### Target Audience:

- 🕒 Anyone in a management role

### Attending this course will help you to:

- 🕒 Understand the differences and similarities in bullying and harassment
- 🕒 Learn how to recognize signs of overt and particularly covert bullying
- 🕒 Go behind the stereotypes and understand more of the psychology of the bully and the victim
- 🕒 Appreciate the short and long term effects bullying could have on the victim and the organisation
- 🕒 Recognise the organisational factors which might perpetuate a bullying culture within the organisation
- 🕒 Understand how setting expectations, role modelling and gaining trust can reduce the risk of bullying
- 🕒 Appreciate the evolving legal context
- 🕒 Able to put in place good practice in responding to allegations: investigating fairly; supporting parties; resolving complaints quickly and effectively and managing the outcomes.

### Prerequisites for attending:

None

## CONFLICT MANAGEMENT AT WORK – FOR MANAGERS (1-DAY)

### About this course:

Conflict is an inevitable part of working life. And it's not always bad.

But, often, it is. It can be stressful, harm productivity, spoil working relationships, and lead to damaging behaviours.

And, if you have any level of responsibility as a team leader, supervisor, or manager, fixing it may well be down to you.

As a manager or a leader conflict management is a part of your job!

So you need the tools to deal with conflict at work.

And this course will provide you with the tools to confidently deal with conflict situations.

More than that, you'll learn how and why conflict arises, and how to minimize it before it takes hold.

### Target Audience:

- 👤 Managers and supervisors at all levels

### Attending this course will help you to:

- 👤 Recognize the signs of conflict early, so you have a chance to stop it
- 👤 Reduce the incidence of conflict, by listening well
- 👤 Understand how conflict escalates, so you can stay calm and stop the escalation
- 👤 De-escalate conflict, so you bring your relationship back to normal
- 👤 Resolve conflict, using a variety of strategies and tactics
- 👤 Develop your resistance to being drawn into conflict

### Prerequisites for attending:

None

## TREATING OUR EMPLOYEES FAIRLY (1-DAY)

### About this course:

To be an effective manager, you need to develop many different skills. Among them is the ability to treat employees fairly and show them care and appreciation.

This course focuses on what fairness means in the relationship between managers and their employees and discusses areas where showing fairness is most essential. It also provides techniques that you can use to demonstrate fairness while managing your direct reports.

This course also describes what it means to be a caring manager and ways you can show that you have these characteristics.

Learn how to make a fair workplace culture at scale that supports diversity, equity, and inclusion, and analyse how personal beliefs might influence decision-making.

### Target Audience:

- 🕒 Managers at any level
- 🕒 Team Leaders and Supervisors
- 🕒 Business Owners

### Attending this course will help you to:

- 🕒 Identify actions and behaviors that can affect your fairness as a manager when dealing with people
- 🕒 Recognise best practices for handling information and applying standards fairly as a manager
- 🕒 Select the methods of communicating openly to show fairness as a manager
- 🕒 Identify ways to show fairness through respect and neutral decision making
- 🕒 Recognise ways to show caring through listening and sharing
- 🕒 Recall techniques to show you care as a manager through knowing employees and showing concern
- 🕒 Recognise methods of treating employees fairly and with care as a manager.

### Prerequisites for attending:

None



## BE APPROACHABLE AS A COACH AND MANAGER (1-DAY)

### About this course:

The course will teach you how to be the most approachable person you can be and leverage that approachability into a great coaching relationship with your team.

Gain the tools you need to encourage interactions and coach your team to the next level.

### Target Audience:

- 🕒 Current team leaders & managers
- 🕒 Company members interested in coaching and inspiring their colleagues
- 🕒 Team members interested in taking on leadership roles.

### Attending this course will help you to:

- 🕒 Assess your current approachability
- 🕒 Increase your “approachability” quotient
- 🕒 Learn the coaching skills needed to develop your team
- 🕒 Gain the skills to establish credibility, trust and communication

### Prerequisites for attending:

None

## MANAGING DIFFICULT CONVERSATIONS (1-DAY)

### About this course:

Most people enjoy good relationships at work, most of the time. However, even in the best workplace, with the best managers and employees, issues arise and problems can occur.

This course will help to prepare you for a difficult conversation in the workplace and provide practical tips on how to handle the conversation well.

Whether you have to deliver bad news, address a performance issue, customer or employee complaint or conflict between personal and work needs, this course will support you.

Remember, if there is something wrong, most people would prefer to resolve it quickly so all parties can get on with the job. Not addressing difficult conversations can affect employee morale, business productivity - and land you in deeper trouble than when it started.

However, there is a lot that can go wrong during difficult conversations and so it is really important to consider what to do, how to do it AND how to manage the emotions of all involved.

Resolving issues and moving forward successfully gives your people confidence in you as a leader, confirms your professional reputation in the workplace and builds a constructive workplace culture of success and happiness. Whether you are a Manager, Team Leader, Supervisor - or want to be - you will learn the skills for managing difficult conversations at work, transforming one of the most stressful parts of your job description into one where you feel confident and calm.

### Target Audience:

- 🕒 New Managers, Team Leaders and Supervisors - anyone who has people management responsibilities and wants to be sure they manage difficult conversations confidently
- 🕒 Anyone who is aspiring to Leadership or Management Roles and wants to effectively demonstrate this capability.

### Attending this course will help you to:

- 🕒 Follow a step by step process to successfully plan, prepare and handle a range of difficult conversations at work
- 🕒 Review proven techniques and unsuccessful examples using relevant case studies
- 🕒 Identify What Professional Development they may need to deepen their capabilities as Team Leaders and Managers.

### Prerequisites for attending:

None

## MAKE MEETINGS WORK (1-DAY)

### About this course:

Meetings can be the best way to share information, make sure everyone's voice is heard, and create decisive action plans. But meetings can easily go awry and waste everyone's time. Take the lead to make sure that the time you spend in meetings matters. Use these best practices to develop precise agendas, keep people on track, and make meetings work.

### Target Audience:

- 🕒 Current team leaders & managers
- 🕒 Those who regularly lead meetings or are new to leading meetings
- 🕒 People who have trouble managing their time
- 🕒 Those who want to improve their self-discipline

### Attending this course will help you to:

- 🕒 Invite the right people to your meeting
- 🕒 Plan & use an agenda
- 🕒 Achieve your meeting objectives
- 🕒 Plan for the unknown

### Prerequisites for attending:

None

## MANAGING DIFFICULT PARTICIPANTS WHILE PRESENTING OR CONDUCTING A MEETING (HALF-DAY)

### About this course:

This training course is designed to give you the basic tools you need to manage difficult behaviors of the participants of a meeting. You will learn both simple and complex techniques that will give you the confidence to deal with emotional or rational but difficult people, and leave a positive and lasting impression.

This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their dealing with negative-tuned people skills.

### Target Audience:

- 🌟 Team Leads/Supervisors
- 🌟 Managers
- 🌟 Project Managers
- 🌟 Human Resources Consultants

### Attending this course will help you to:

- 🌟 Learn Facilitation skills for regular and difficult people
- 🌟 Find guidelines for successful meetings
- 🌟 Identify causes and address difficult behaviors in meetings
- 🌟 Use techniques for uniting, focusing, and mobilizing participants in a meeting
- 🌟 Apply assertiveness techniques to manage difficult participants

### Prerequisites for attending:

None

## CREATING AND MAINTAINING A POSITIVE WORKPLACE CULTURE (1-DAY)

### About this course:

Creating and maintaining a productive work environment has much to do with the culture. It's important that people share respectful communication, avoid bias and demonstrate empathy for each other.

A successful workplace culture relies on all these, but particular it relies on those who lead by example.

### Target Audience:

- 🕒 Any business leader
- 🕒 HR Consultant
- 🕒 Supervisors and Team Leaders

### Attending this course will help you to:

- 🕒 Understand what is meant by 'workplace culture' and how it impacts productivity
- 🕒 Explore the relationship between your role as a manager, and the culture of your team, and organisation
- 🕒 Identify your current team culture vs your desired organisational culture
- 🕒 Lead others by influencing their performance and understanding through effective communication skills – linked to your desired culture
- 🕒 Use different tactics to eliminate or avoid common biases in group settings.
- 🕒 Demonstrate empathy while listening to others, leading and reflecting on oneself and one's actions.

### Prerequisites for attending:

None

## HELP YOUR TEAM EMBRACE CHANGE (1-DAY)

### About this course:

The market changes, a key member of the team leaves, technology shifts unexpectedly – there are never-ending forms of difficult change at work. Thus, your career success has a lot to do with properly navigating these change situations. One of the biggest challenges in this area is how leaders help their employees embrace difficult changes. Change causes confusion and worry and your job is to help them find their way back to clarity, positivity, and productivity.

This course will show you how to manage relationships and resources to ensure your team successfully embraces change.

### Target Audience:

- 👤 Professionals of all varieties who wish to become leaders.
- 👤 Established leaders who want to improve their effectiveness at work.
- 👤 Executives and senior leaders who are looking to instigate change in the workplace.

### Attending this course will help you to:

- 👤 Identify and own your role in change situations
- 👤 Effectively listen to your team to understand their current reaction to change
- 👤 Apply collaboration techniques to ensure a positive outcome
- 👤 Build a clear perspective for those undergoing change
- 👤 Professionally manage reactions to change
- 👤 Support positivity and wellness.

### Prerequisites for attending:

None

## MOTIVATIONAL TECHNIQUES TO IMPROVE AND SUCCEED AS A TEAM (1-DAY)

### About this course:

Learn important principles and effective practices of intrinsic motivators for team success; autonomy, mastery and purpose.

### Target Audience:

- 🕒 Coaches, managers, leaders and anyone with influence in a team environment
- 🕒 Anyone that relies on teams to get things done.

### Attending this course will help you to:

- 🕒 Understand the importance of mastery in teams and how it incentivises teams and individuals to work harder and more productively
- 🕒 Harness the power of purpose and generate a sustainable level of intrinsic team motivation
- 🕒 Understand what intrinsic motivation is and why it's more powerful than extrinsic motivators
- 🕒 Emphasise the importance of skills and learning in a team environment
- 🕒 Explore the link between mastery and leadership and how this drives sustainable team motivation
- 🕒 Co-create a statement of purpose with a team and embed it in everything they do
- 🕒 Use your broader perspective and long term vision to inspire teams beyond their daily work

### Prerequisites for attending:

None

## INTRODUCTION TO TRANSFORMATION LEADERSHIP (1-DAY)

### About this course:

Leadership Skills will make or break a Business or Corporation. This course will give you the Practical Leadership Skills you Need to Succeed.

### Target Audience:

- 🕒 Foremen and Team Leaders
- 🕒 Future Leaders
- 🕒 People In Positions Of Authority Or Influence
- 🕒 Managers and Business Owners.

### Attending this course will help you to:

- 🕒 Master the skill of coaching and developing a remote Sales Team
- 🕒 Develop the 'new conversations' that Managers and Salespeople need to Improve engagement and retention
- 🕒 Develop a shared vision and goal everyone wants to achieve
- 🕒 Create team buy-in and accountability around all change, coaching, and results
- 🕒 Improve employee engagement, trust and collaboration with your team and co-workers.

### Prerequisites for attending:

None



## MANAGING AND IMPROVING EMPLOYEE PERFORMANCE (1-DAY)

### About this course:

It's the most important job for any leader: managing your people and helping them develop and thrive.






But how do you create a positive culture that encourages their growth? And what do you do if - despite all your best efforts - an employee just isn't performing well?

As a manager, you want to ensure your team is as strong and successful as possible. By using the strategies taught in this course, you'll learn how to create the conditions to help them thrive, and ways to navigate the inevitable awkwardness when an employee misses the mark. You'll emerge a stronger leader, who is better prepared to guide your team and cultivate their unique skills in the workplace.

### Target Audience:

-  Leaders at all levels.

### Attending this course will help you to:

-  Develop strategies to motivate your employees effectively
-  Effectively communicate your expectations to employees clearly and unmistakably
-  Identify if an employee is underperforming due to skills or attitude
-  Know what to do if an employee continually fails to improve
-  Effectively talk to an underperforming employee about next steps.

### Prerequisites for attending:

None

## CREATE A SAFE WORKING ENVIRONMENT FOR YOUR TEAM (1-DAY)

### About this course:

In this course you will learn practical ways in which you can improve the psychological safety of your team environment.

Learn from international best practice research about why this matters and how you can achieve your goals.

This course is geared towards giving you the tools and insights you need in the following ways:

- ✓ **One on one lessons** that are engaging and insightful to help you achieve the learning outcomes
- ✓ **Wipeboard lessons** that provide an overview of key lessons and insights so you get the bigger picture
- ✓ **An assignment** that brings it all together and gives you a chance to put it all into practice
- ✓ **Handy worksheets** that give you a how-to guide and a reference for the critical lessons and insights
- ✓ **A learning pathway** through the course in logical sections and lessons that consecutively build your confidence and skill level

### Target Audience:

- 👤 People who want to improve the psychological safety of team environments
- 👤 Team members, coaches, managers and leaders who want to create safe working environment for their team.

### Attending this course will help you to:

- 👤 Protect your team from outside interference and issues that might distract
- 👤 Understand the importance of a psychologically safe environment, within which teams feel supported and protected
- 👤 Implement practical steps to set up a safe working environment for your team to be successful and more productive
- 👤 Learn how competing interests and "politics" can derail a team if they are blamed and need to defend themselves
- 👤 Create a team culture that embraces failure rather than fears it or tries to avoid it
- 👤 Effectively turn conflict situations into development opportunities
- 👤 Ensure that the correct amount of work comes into your team environment so that the team is set up for success
- 👤 Ensure the right people are on the team or available to the team as additional skills and capacity that they need.

### Prerequisites for attending:

None

## DEVELOP YOUR EMPATHY AS A MANAGER (1-DAY)

### About this course:

Why are some people just easier to talk to than others? It's as if there is something about them that makes it easier for us to open up to.

You probably know someone like that, who genuinely cares for others and understands them, who achieves a level of trust that nurtures their fulfilment.

What sets them apart from others?

They've taken specific time to nurture their empathy.

### Target Audience:

- 🕒 Employees and managers who need hands-on techniques to develop their empathy.

### Attending this course will help you to:

- 🕒 Understand the common relationship dynamics that put a strain on empathy
- 🕒 Learn about the listening and responding barriers that compromise our relationships
- 🕒 Discover practical guidelines to become an active empathetic listener
- 🕒 Learn how to empathically manage conflicts in relationships
- 🕒 Learn how to deal with those lacking in empathy
- 🕒 Review the boundaries of empathy in the workplace.

### Prerequisites for attending:

None

## MANAGE SOCIAL MEDIA IN THE WORKPLACE FOR BETTER MENTAL HEALTH (1-DAY)

### About this course:

This learning resource examines the challenges and risks that social media and social networking tools pose for employers, looks at the law on virtual communication and provides guidance for employers on how to manage social media use in the workplace.

The increasing use of social media has wide-ranging implications for today's workplace. While there are huge benefits to our highly connected society, the use of social media can pose challenges for businesses and organisations in areas such as:

- 🕒 reputation management
- 🕒 online defamation
- 🕒 time theft
- 🕒 privacy and confidentiality
- 🕒 recruitment
- 🕒 data protection and whistleblowing
- 🕒 professional networking
- 🕒 cyber-bullying
- 🕒 mental health.

### Target Audience:

- 🕒 Managers
- 🕒 Business owners
- 🕒 HR Professionals.

### Attending this course will help you to:

- 🕒 Explore common social media platforms and social networking tools
- 🕒 Understand how and why people use social media
- 🕒 Understand the key risks posed to employers and businesses by social media use and misuse
- 🕒 Review important aspects of the law and ethics relating to social media
- 🕒 Implement different ways of managing social media use in the workplace
- 🕒 Draw up and implement a workplace social media policy
- 🕒 Identify risks to mental health posed by misuse of social media.

### Prerequisites for attending:

None

## HOW TO MANAGE DIFFICULT EMPLOYEES (1-DAY)

### About this course:

Successfully managing difficult employees is an important management challenge. It can sap management time and energy, and cause stress and anxiety. This course provides a logical framework to help managers approach emotionally-charged employee situations in an unemotional, business-like way.

It describes why it's important to assess employee talent levels and understand employee motivations. It discusses the importance of managing someone "up or out," the reasons for diligent documentation, and the need to adhere closely to company policies in delicate personnel matters.

### Target Audience:

- 👤 Anyone working in the field of management
- 👤 May be of most value to managers facing challenges with a difficult employee.

### Attending this course will help you to:

- 👤 Learn to handle potentially emotional employee issues in an unemotional, professional way
- 👤 Understand what it means to manage an employee "up or out"
- 👤 Recognize why diligent documentation matters greatly when managing difficult employees
- 👤 Identify, review and adhere closely to Human Resources and company procedures.

### Prerequisites for attending:

Currently in a Manager or HR role.

## MANAGING DIVERSE TEAMS: LEADING ACROSS CULTURES (1-DAY)

### About this course:

In a globalised business environment such as ours, it is imperative for leaders to possess the leadership abilities and knowledge needed to lead effectively across cultures.

You will learn how to leverage your cross-cultural experiences to increase your influence and effectiveness in different cultural contexts. You will gain an understanding of the Cultural Intelligence (CQ) framework, including the four CQ capabilities (Drive, Knowledge, Strategy, and Action) and how to apply them in the workplace.

The course will also address the role of implicit bias in global organisations and how we can minimise it from eroding value in your organisation and undermining your effectiveness as a leader.

Finally, you will learn how to create an action plan to develop critical CQ capabilities and to achieve your personal leadership development goals, to better meet the needs of your teams and organisation.

### Target Audience:

- 🕒 Professionals who work with people from different cultural backgrounds
- 🕒 Leaders responsible for managing diverse teams and promoting inclusivity within their organisation
- 🕒 Business professionals, educators, healthcare providers, and anyone else who interacts with people from a variety of cultural backgrounds.

### Attending this course will help you to:

- 🕒 Develop leadership skills and competencies needed to effectively lead in a global business environment
- 🕒 Develop a working knowledge of the Cultural Intelligence (CQ) framework, including the four CQ capabilities (CQ Drive, CQ Knowledge, CQ Strategy, & CQ Action)
- 🕒 Learn to apply these capabilities and to limit the negative impact of implicit bias in the workplace
- 🕒 Obtain strategies and practices for minimising the negative effects of implicit bias
- 🕒 Create an action plan for developing CQ capabilities
- 🕒 Gain an understanding of the importance of cultural intelligence in global leadership
- 🕒 Obtain tools and knowledge needed to effectively lead across cultures.

### Prerequisites for attending:

None




## MANAGING STAFF WITH CHALLENGING BEHAVIOR (1-DAY)

### About this course:





This course will equip managers with skills needed to manage staff with challenging behavior. We will explore different types of challenging behavior, and the consequences of letting them go unchallenged.

There will be a strong focus on how to prepare, conduct, and follow-up difficult conversations with staff displaying challenging behavior. Students will learn how to identify helpful and unhelpful norms in their teams, and how to develop positive norms, to prevent challenging behavior.



### Target Audience:

-  Managers
-  Supervisors
-  HR Consultants

### Attending this course will help you to:

-  Understand the negative consequences of challenging behavior.
-  Identify challenging behavior before it escalates.
-  Address challenging behavior, through effective conversations with staff.
-  Develop positive norms in the team, preventing challenging behavior,

### Prerequisites for attending:

-  Learners need to have experience working in teams.
-  Learners need to be open to resolve challenging behavior, leading to a win-win outcome for manager and employee

## MANAGING ABSENCE AT WORK (1-DAY)

### About this course:

Failing to manage employee absenteeism and sickness at work costs UK companies' money and time and can potentially decrease workplace cohesion.

By effectively managing absence at work, you will avoid unnecessary pitfalls including excessive absenteeism from employees. You will improve staff motivation whilst reducing the financial strains that are associated with poor attendance levels.

Our comprehensive 1-day Absence Management Training Course is designed to help hr staff, line managers or team leaders manage sickness absenteeism confidently.

### Target Audience:

- 🕒 Anyone in a supervisory role
- 🕒 HR Consultants

### Attending this course will help you to:

- 🕒 Reduce employee absence by dealing with persistent offenders
- 🕒 Recognise the types of long term and short-term absences
- 🕒 Discover the importance of managing absence and the cost to the business
- 🕒 Learn how to conduct professional return to work interviews
- 🕒 Identify up to date staff absence policy & procedures.

### Prerequisites for attending:

None



## LEADING WITH EMOTIONAL INTELLIGENCE (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand what emotional intelligence is
- 🕒 Know what emotional intelligence looks like within a leadership role
- 🕒 Examine 5 elements of leading with emotional intelligence
- 🕒 Implement 5 ways to lead with emotional intelligence
- 🕒 Identify practical exercises that will help to increase your emotional intelligence as a manager.

## LEADING WITH EMPATHY (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Recognise the impacts of showing / not showing empathy as a manager
- 🕒 Learn ways to show / display empathy as a manager
- 🕒 Understand your biases – and how they impact others
- 🕒 Implement 4 ways of management empathy
- 🕒 Analyse what others often get wrong when showing empathy in the workplace.

## HOW APPROACHABLE AM I? (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Recognise the impacts of being / not being approachable to:
  - ✓ my team members
  - ✓ the culture and working environment of my team
- 🕒 Apply 8 techniques to become more approachable to others

## REMOVING THE BARRIERS TO EFFECTIVE COMMUNICATION IN MY TEAM (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Identify common communication barriers that currently exist in teams
- 🕒 Review 10 communication principles to implement with your team
- 🕒 Ask relevant questions that will improve team communication
- 🕒 Outline a team communication strategy to increase communication effectiveness
- 🕒 Implement 6 steps to help breakdown communication breakdown in teams.

## MANAGING IN A 'VUCA' WORLD (1-DAY)

**Attending this workshop** will help you lead your team in a world filled with VUCA:

- ✓ volatility
- ✓ uncertainty
- ✓ complexity
- ✓ ambiguity.

**As a manager, you will learn:**

- 🕒 The importance of reflecting on the principles of VUCA
- 🕒 Strategies to counteract VUCA
- 🕒 Of any barriers of managing in a VUCA world
- 🕒 About benefits of managing in a VUCA world.

## GETTING THE BEST RESULTS FROM PERFORMANCE REVIEWS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the role of performance reviews – and how they should work
- 🕒 Adjust how reviews are conducted with covid-19 in mind
- 🕒 Consider 5 important points while preparing for the review
- 🕒 Develop guidelines for during the review session
- 🕒 Know what to consider after the performance review.

## PREVENTING MANAGER DEPENDENCY (HALF-DAY)

Before you know it, you've spent much of your day helping your team to do their jobs, while your own tasks are left untouched.

**Attending this workshop will help you:**

- 🕒 Influence your team to operate more independently, when appropriate
- 🕒 Develop 4 essential techniques to get your team comfortable working without your constant guidance
- 🕒 Why training your team to be 'conflict competent' matters
- 🕒 Coach your team to use their own initiative.

## TRANSFORMATIONAL LEADERSHIP (HALF-DAY)

**Attending this workshop will help you:**

- 🕒 Understand the impacts and benefits of transformational leadership
- 🕒 Identify areas for self-improvement
- 🕒 Improve your relationship with your Team
- 🕒 Be an effective team
- 🕒 Distinguish yourself as a leader.

## COACHING AND MENTORING MY TEAM AS A MANAGER (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Juggle between the wearing of '2 hats':
  - ✓ manager
  - ✓ mentor
- 🕒 Recognise effective listening and questioning skills
- 🕒 Identify possible barriers to effective coaching and mentorship
- 🕒 Recognise the benefits of workplace coaching and mentoring
- 🕒 Identify how to overcome potential barriers to coaching and mentoring
- 🕒 Demonstrate the use of various coaching / mentoring methodologies
- 🕒 Set smart goals for your coachee / mentee
- 🕒 Motivate your coachee / mentee to achieve their goals
- 🕒 Identify and practice key skills required to become an effective coach / mentor.

## HOLDING DIFFICULT CONVERSATIONS (HALF-DAY)

**Attending this workshop will help you to**

- 🕒 Identify what makes for a difficult conversation
- 🕒 Implement guidelines for preparing your conversation
- 🕒 Deal with an emotional employee
- 🕒 Become more confident in holding such conversations with your team members.

## CONFLICT RESOLUTION (1-DAY)

**Attending this workshop will help you to**

- 🕒 Understand why conflict often occurs
- 🕒 Identify your natural response to conflict
- 🕒 Understand the nature of conflict, and how to reduce it
- 🕒 Embrace a 5-step plan to deal with conflict
- 🕒 Practice resolving and managing conflict situations.

## RETAINING YOUR EMPLOYEES (1-DAY)

**Attending this workshop will help you to:**

- 🌟 Know how to keep your employees satisfied
- 🌟 See the benefits of respecting your employees
- 🌟 Build Trust in your employees
- 🌟 Understand the role recognition plays in retaining employees
- 🌟 Recognise the difference of rewarding vs recognition of employees

## HOW TO DELEGATE (HALF-DAY)

**Attending this workshop will help you to:**

- 🌟 Recognise the importance of delegation in the workplace
- 🌟 Barriers to delegation
- 🌟 Implement the principles of delegation:
  - ✓ why
  - ✓ who
  - ✓ when
  - ✓ what
  - ✓ how
- 🌟 Review 8 ways managers use to successfully delegate
- 🌟 Know how to keep in control – despite delegating to others.

## PEOPLE ANALYTICS (1-DAY)



### About this course:

People analytics (also known as HR analytics) or you can say talent analytics.




It is the kind of analytics which helps HR managers and executives to make data-driven decisions about their employee or the workforce. It gives you expertise in using statistics, technology on unused but very important people's data which can help you in making better business decision and management for your company.

Research by McKinsey shows that effective people analytics can help in an 80% increase in recruiting efficiency, 25% rise in business productivity and 50% decreases in attrition rate.

### Target Audience:

-  HR Consultants
-  Managers

### Attending this course will help you to:

-  Identify key areas of people analytics
-  Decide the best strategies, tools and analysis to implement in your particular business area.
-  Use important aspects of the data driven approach, and to effectively analyse the results.

### Prerequisites for attending:

None

## DELIVERING QUALITY WORK AS A TEAM, WITH AGILITY (1-DAY)




### About this course:

'Agile' is all about adaptability and responding to change.





Each company has their own version of Agile. Learning one framework may not be the best approach for your company.

Understanding Agile principles and values on the other hand will enable you to identify and implement a relevant framework designed around your organisation's goals, culture and mission more easily.

### Target Audience:

-  Anyone working in a company undergoing transformation
-  Managers
-  HR Consultants

### Attending this course will help you to:

-  Deliver quality work that solves problems
-  Take ownership of your assignment
-  Implement a 5-step method to help you incorporate Agile into your workplace
-  Apply quality work through clear communication and focus on clients.

### Prerequisites for attending:

None



## SALES PLANNING (1-DAY)

### About this course:





Sales Planning is a key function in the procedure of the sales management process. Sales planning is an effective method that involves **sales forecasting, demand management, setting profit-based sales targets**, and the **written execution steps** of a sales plan.

Sales Planning is the process of organising activities that are mandatory to achieve business goals. A sales plan contains a strategic document that figures out your business targets and several resources. These can be used for inter-linking activities which you perform to reach your desired goal.

### Target Audience:

-  Anyone in a sales environment
-  Sales managers

### Attending this course will help you to:

-  Understand what a sales plan is, and why it is important
-  Identify what to include in a sales plan
-  Effectively write a sales plan relevant to your business
-  Examine 7 key areas to help you draft an effective sales plan.

### Prerequisites for attending:

None



## TEAM AND COMPANY EFFECTIVENESS

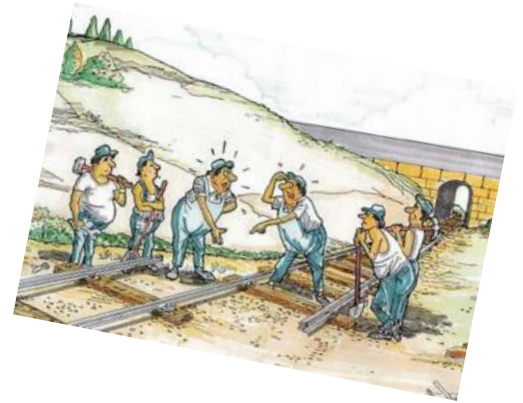
### BECOMING MORE EFFECTIVE AS A TEAM (2-DAYS)

#### Ask yourself

Team? What Team?

Why is it that my team feels dysfunctional? Why do we find it difficult to work together? What can I do differently? Surely it's my manager's fault?

Other teams seem to work well together – why can't we?



#### Target Audience:

- 🕒 Whole Teams

#### Attending this workshop will help your team to:

- 🕒 Learn of the benefits and principles of successful teamwork
- 🕒 Identify practical things to do, include and avoid as a team
- 🕒 Identify and clarify each team member's role within the team
- 🕒 Review how some teams successfully manage to operate effectively
- 🕒 Identify strengths of your current team
- 🕒 Identify and review areas in your current team that can be improved or changed
- 🕒 Role-play working as an effective team
- 🕒 Develop a team statement to guide and support your team into the future.

#### Please note the following:

- 🕒 Both duration and content can be customised to meet client requirements.
- 🕒 This workshop would be a closed-group session for a particular Team.
- 🕒 A consultant would need to meet with the client prior to the workshop to discuss inclusion of team-specific information.

## BUILDING A RESILIENT TEAM (1-DAY)

### About this course:

Imagine a work environment where all team members are working towards the greater good, where trust, commitment and loyalty are commonplace and where coming to work is something each member positively looks forward to. Sound like utopia? Maybe for some, but we know that with understanding and commitment it can be achieved.

This course is for whole teams to learn together what is needed to collectively build their resilience. There is no one blueprint... teams are as individual as...well individuals! In a relaxed, fun and informal environment participants will hear the latest research on this topic. They will also learn how others have approached the need to build resilience and how each and every member can play a role in creating a team which is supportive, cohesive and high performing.








The team will be helped to identify specific practical actions they can take and will also have the space to consider how these actions can best be implemented.

Workshops include practical fun exercises, videos, stories, guided visualization, case studies, games, discussion and action planning.

### Target Audience:

-  Whole Teams

### Attending this course will help your Team in the following areas:

-  Individuals in a resilient team thrive in an atmosphere of change rather than resisting it. They can bounce back from challenges, stay productive and resist damage.
-  Resilient teams have overlapping connections and skill sets – they have a clear understanding of what these are and how together they can work towards the goals of the team.
-  Individuals in resilient teams learn to value their differences, these differences broaden the team's skill set. Working in synergy they know that the whole team is greater than the sum of its members.
-  Resilient teams value problem solving and as a result they invest time and energy into this, they are not afraid to ask for help when needed and creatively resolve conflict.
-  Resilient team members openly discuss their ideas, thoughts and beliefs to the other members as they are working in an atmosphere of trust.
-  Resilient teams are able to engage action in the face of ambiguity, even when risks are involved, rather than waiting for stability to return.
-  Through their awareness of the importance of self-care and the value they place upon it, resilient teams know what practical actions to take in order to keep physically and emotionally healthy during periods of uncertainty.

**Prerequisites for attending:** To be attended as a Team

## IMPROVE CROSS FUNCTIONAL TRAINING SKILLS (1-DAY)

### About this course:

Cross Functional Training is designed to equip individuals with the skills and knowledge needed to effectively work in cross-functional teams. This course covers various topics such as communication, collaboration, project management, and conflict resolution.

### Target Audience:

This course is ideal for professionals who work in or lead cross-functional teams, including managers, project managers, team leaders, and team members.

### Attending this course will help you to:

- 🕒 Understand the benefits and challenges of working in cross-functional teams
- 🕒 Develop effective communication and collaboration skills to work with individuals from different backgrounds and disciplines
- 🕒 Learn project management techniques to effectively manage projects in a cross-functional environment
- 🕒 Develop conflict resolution skills to effectively handle conflicts that may arise in cross-functional teams.

### Prerequisites for attending:

Participants should have a basic understanding of project management and team management. It is also recommended that participants have some experience working in teams or leading teams.

## EFFECTIVE COACHING AND MENTORING SKILLS (1-DAY)

Are you required to coach and mentor others as part of your job? Can you effectively use tried and tested methodologies to increase the effectiveness of your sessions? Are you aware of barriers to coaching and mentorship sessions? How do you build rapport and gain a motivated buy-in with your coachees / mentees?

**Attending this workshop will help your team to:**

- 🕒 Recognise effective listening and questioning skills
- 🕒 Recognise the benefits of workplace coaching and mentoring
- 🕒 Describe the difference between coaching & mentoring
- 🕒 Identify how to overcome potential barriers to coaching and mentoring
- 🕒 Demonstrate the use of various coaching / mentoring methodologies
- 🕒 Set SMART goals for your coachee / mentee
- 🕒 Motivate your coachee / mentee to achieve their goals
- 🕒 Identify and practice key skills required to become an effective coach / mentor.

## RESPONDING TO MENTORSHIP: MY ROLE AS A MENTEE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the importance and benefits of having a mentor
- 🕒 Identify desirable traits of a mentor
- 🕒 Understand difference between coaching and mentoring
- 🕒 Understand your role in the mentor / mentee relationship
  - ✓ The formal contract
  - ✓ Role of the mentor
  - ✓ Expectations of the mentor
  - ✓ Managing your expectations
- 🕒 Identify possible barriers to effective coaching and mentorship – and how to overcome them.

## DIVERSITY - GETTING ALONG WITH OTHERS IN THE WORKPLACE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Review common team and conversation annoyances created by diversity
- 🕒 Identify how diversity currently applies to your team
- 🕒 Understand how diversity in your workplace can cause barriers
- 🕒 Learn how to overcome potential barriers caused by diversity
- 🕒 Practice overcoming such barriers in your team
- 🕒 Develop a personal plan to break down diversity barriers in your team.

## WORKING WITH A NEW BOSS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Start the new relationship in a positive way
- 🕒 Get to know key aspects of your new boss
- 🕒 Make the relationship work
- 🕒 See the importance of helping your new boss succeed
- 🕒 Prepare important conversations to have with your new boss.

## ACCEPTABLE WORKPLACE BEHAVIOUR (1-DAY)

### About this course:





The Appropriate workplace behaviour course aims to enhance your understanding of appropriate and inappropriate workplace behaviour.

You will gain a deeper awareness of inappropriate behaviours such as discrimination, bullying and harassment and learn some strategies for being an effective bystander.

### Target Audience:

-  Everyone

### Attending this course will help you to:

-  Increase your knowledge and understanding of discrimination, bullying and harassment
-  Review up to date relevant legal frameworks dealing with workplace behaviour
-  Understand the impact discrimination, bullying and harassment may have on individuals and the workplace
-  Increase your ability to respond to discrimination, bullying and harassment in the workplace.

### Prerequisites for attending:

None

## WORKPLACE ETIQUETTE (1-DAY)

### About this course:

This course will help students understand the importance of professionalism and provides a complete overview of essential aspects of professionalism to consider while in the workplace.

Students are encouraged to self-assess and manage their level of professionalism for the benefit of their occupational success while being mindful of the impact they have on their organization. By setting consistent expectations for professionalism, an organization can build a team that will meet the needs of customers and thrive.

### Target Audience:

- 🕒 Those who wish to understand the importance of professionalism in the workplace and how it impacts themselves, others, and organizations as a whole.
- 🕒 Those new to the workplace
- 🕒 Apprenticeship placements.

### Attending this course will help you to:

- 🕒 Understand the importance of professionalism in the workplace
- 🕒 Maintain a high level of professionalism
- 🕒 Analyse the impact professionalism has on an organization
- 🕒 Consider suitable E-mail etiquette to practice in the workplace

### Prerequisites for attending:

None

## BUILD BETTER RELATIONSHIPS (1-DAY)

### About this course:

**Relationships:** we all want better professional and personal relationships. Improving your **questioning skills** is a powerful way to build stronger, better relationships. That's why, according to Anthony Robbins, **successful people ask better questions**.

**Asking questions** is a critical communication skill that most of us pay little attention to. It is the linchpin to building **stronger relationships**, both **professionally and personally**. Learn to understand others before making, and acting on, inaccurate judgments that end up making things worse rather than better.

Asking questions connects and engages; deepens and strengthens our relationships. Good questions reduce tension and conflict.

### Target Audience:

- 🕒 Anyone who wants stronger relationships
- 🕒 Anyone who wishes to understand others better
- 🕒 Anyone who wants to reduce stress, tension and conflict in their relationships.

### Attending this course will help you to:

- 🕒 Have open, more trusting relationships
- 🕒 A deeper understanding of others and their perspectives
- 🕒 Develop a way to stop judging and start listening
- 🕒 Make decisions based on information rather than assumption
- 🕒 Achieve reduced levels of tension and conflict.

### Prerequisites for attending:

None



## WORK ETHIC (1-DAY)

### About this course:

Work ethic relates to valuing work and putting in the effort to yield results.

It's a soft skill that employers value and appreciate. It also yields incredible personal benefit.

### Target Audience:

- 👤 Anyone in a management role
- 👤 HR Consultant
- 👤 Anyone new to the job market

### Attending this course will help you to:

- 👤 Recognise the importance of taking responsibility seriously
- 👤 Understand the role discipline plays
- 👤 Recognise why being dependable is important
- 👤 Demonstrate commitment
- 👤 Display professionalism

### Prerequisites for attending:

None

## INCREASING MY CROSS-CULTURAL INTELLIGENCE (1-DAY)

Today's workplaces are more multicultural than ever, and it's normal to work with people from many different places and backgrounds. This has opened up many new opportunities – but it's also created some challenges.

### Attending this workshop will help you to:

- 🌐 Understand the advantages of having knowledge of cultures different to my own
- 🌐 Avoid common mistakes when dealing with various cultures; particularly when it comes to:
  - ✓ body language
  - ✓ food
  - ✓ language and gestures
  - ✓ clothing and colour
  - ✓ personal space
  - ✓ business cultures
  - ✓ social customs
- 🌐 Be more confident in exploring different cultures in my workplace.

## ADAPTING TO WORKING FROM HOME (HALF-DAY)

### Attending this workshop will help you to

- 🕒 Identify practical changes you may need to make to your home environment
- 🕒 Become confident in communicating with your team using an online virtual medium
- 🕒 Establish team expectations for working from home, including those of your manager
- 🕒 Identify barriers to your effectiveness and productivity – and what you can do to overcome these
- 🕒 Look after and nurture your mental wellbeing
- 🕒 Balance your work / home / family commitments.

## DEALING WITH DIFFICULT BEHAVIOUR AT WORK (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Reflect on examples common to the workplace
- 🕒 See the value in reflecting inwards for each situation
- 🕒 Review practical steps that you can take to help deal with difficult behaviour, before and while it is happening
- 🕒 Deal with people who lack empathy
- 🕒 Recognise and deal with various personality types
- 🕒 Display assertive techniques and conversation at the appropriate time.

## BOOST YOUR INTERPERSONAL SKILLS (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand what is meant by interpersonal skills
- 🕒 Recognise the importance of having good interpersonal skills in the workplace
- 🕒 Adapt 4 techniques to improve your interpersonal skills.

## WORKING EFFECTIVELY IN A VIRTUAL TEAM (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Overcome common challenges for virtual teams
- 🕒 Communicate more effectively as a virtual team
- 🕒 Raise issues as a virtual team
- 🕒 Explore useful tools to help teams working virtually
- 🕒 Build team relationships and avoid isolation.

## FRAUD AWARENESS IN THE WORKPLACE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 understand what fraud is and how it can be attempted in your business
- 🕒 review your employer's key policies relating to fraud and reporting suspicious activity
- 🕒 review key fraud indicators and fraud mitigators implemented within your business
- 🕒 review past accounts of fraud, and their implications.

## COMPANY VALUES IN ACTION (HALF-DAY)

Do my employees know – as in *really* know - our Company Values and Mission Statement? More importantly, do they *live* and *work* by them? Do they know *why* our Company Values are important and the *implications* of not embracing them? Are new employees aware?

Can my workplace benefit from an awareness campaign to put our Company Values **IN ACTION**?

### Attending this workshop will help your company to

- 🕒 Create an awareness of what your Company Mission Statement and Company Values both mean and represent
- 🕒 Review with each Team how your company, clients and employees can be impacted by these (positive / negative)
- 🕒 Identify real-life situations and scenarios of how Company Values can be implemented in the workplace
- 🕒 Reward / commend real examples within your company of when this was recently done
- 🕒 Enthuse staff and teams to live Company Values during every-day routine.

### Please note the following:

- 🕒 Both duration and content can be customised to meet client requirements.
- 🕒 This workshop would be a closed-group session for a particular client.
- 🕒 A consultant would need to meet with the client prior to the workshop to discuss inclusion of client-specific information.

## EMPLOYEE WELLBEING

### IDENTIFYING AND MANAGING MY STRESS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand what stress means to you, and how your body reacts to stress
- 🕒 Identify your own pressure and stress points at work, college and other areas in your life
- 🕒 Become aware of your body's warning signs
- 🕒 Understand how stress can become a useful tool for you to use to your benefit
- 🕒 Introduce practical tools and techniques to reduce and manage your stress
- 🕒 Develop a personal and practical plan of action to minimise and manage your stress.



### MENTAL HEALTH AWARENESS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand core aspects relating to mental health
- 🕒 Recognise the signs & symptoms of mental illness
- 🕒 Explain the relevance of mental health in the workplace
- 🕒 Understanding the importance on self-care & signposting.

### SUPPORTING A FRIEND / CO-WORKER SUFFERING FROM STRESS (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Know how to identify stress in others
- 🕒 Understand why giving support matters
- 🕒 Learn 5 ways you can show and provide support.

## UNCOVER AND BEAT 4 STRESS-TYPES (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Identify and manage the following 4 types of stress:
  - ✓ time stress
  - ✓ anticipatory stress
  - ✓ situational stress
  - ✓ encounter stress.

## DEALING WITH ANXIETY IN YOUR PERSONAL LIFE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the nature of anxiety
- 🕒 Explore why you are experiencing anxiety in your personal life
- 🕒 Recognise the signs of anxiety
- 🕒 Identify 6 types of anxiety disorders
- 🕒 Effectively implement ways to deal with anxiety in your personal life.

## OVERCOMING IMPOSTER SYNDROME (1-DAY)

### About this course:

Is there some part of you that feels you are being anchored down from realizing your full potential? Do you doubt your value? Do you brush off your milestones, achievements, and victories?

Overcome feelings of self-doubt or of not deserving your success. Feel better about yourself with improved outlook and more self-confidence. Improve performance, increase confidence, and create more opportunities. Improve satisfaction in your life and career.

### Target Audience:

- 🕒 Those who want to stop being held back from maximizing everything involving their life and career.
- 🕒 Anyone who lacks confidence, feels like an impostor, or suffers from impostor syndrome.

### Attending this course will help you to:

- 🕒 Build critical self-awareness of your own self-doubt and common imposter coping strategies, like perfectionism, hyper-achieving, comparison, and procrastination
- 🕒 Rewire your brain to move to inner confidence, and learn how to leverage new tools like your inner board of directors and reframing negative thought patterns
- 🕒 Learn to get unstuck through taking microsteps, moving before you're ready and communicating with confidence
- 🕒 Practice strategies to overcoming imposter syndrome when you experience a perceived failure.

### Prerequisites for attending:

None



## DEVELOP CONFIDENCE AND SELF-ESTEEM (1-DAY)

### About this course:

In this course, you'll learn how to boost your overall confidence (self-confidence). You will be introduced to effective tools you can use to access your self-confidence and also learn the most effective techniques to build it in the long term.

You will explore common fears that many have in social situations along with practical keys to overcome them.

You will also learn how to boost your self-acceptance, self-esteem, self-love and understand how this positively impacts your productivity and self-motivation.

### Target Audience:

- 🕒 Anyone who would like to become more confident and boost their self-esteem.

### Attending this course will help you to:

- 🕒 Activate self-confidence
- 🕒 Boost your self-esteem, self-love, self-acceptance, self-worth and self-image
- 🕒 Be perceived as confident and credible, even if you are nervous
- 🕒 Be free of self-doubt and indecisiveness
- 🕒 Become socially confident by boosting your self confidence
- 🕒 Become more relaxed and at ease
- 🕒 Destroy negative self-talk
- 🕒 Display powerful and confident body language
- 🕒 Learn to tap into the self-confidence already within yourself
- 🕒 Boost your confidence in public speaking
- 🕒 Boost your confidence and assertiveness within the workplace
- 🕒 Leverage off the self-confidence of others.

### Prerequisites for attending:

None

## BUILDING SELF-DISCIPLINE (1-DAY)

### About this course:

This self-discipline course is all about self-control and making changes to your thoughts and behaviours by optimizing your mindset and habits including how to develop self-discipline, avoid temptations, and achieve your long-term goals.

It will help you become a more productive and motivated team-player, and is a crucial skill in development of one's career.

### Target Audience:

- 🕒 Anyone who wants to build self-discipline
- 🕒 Those new to the workplace environment
- 🕒 Apprenticeship placements.

### Attending this course will help you to:

- 🕒 Control your emotions and understand how to apply the dichotomy of control
- 🕒 Differentiate between short, middle and long term goals
- 🕒 Know how to find the path of least resistance and use the 3 Rs of habit change
- 🕒 Apply proven strategies to improve your goal-setting skills and successfully impose habits onto yourself
- 🕒 Create an action-plan to improve your workplace productivity.

### Prerequisites for attending:

None

## OVERCOMING SELF-DOUBT (HALF-DAY)

### About this course:

All of us have struggled with self-doubt. Sometimes the feelings of self-doubt do not want to go away. This can have a negative impact on your professional career.

What can you do to overcome these feelings?

We will explore techniques in this course that will help you overcome thoughts of self-doubt.

### Target Audience:

- 🕒 All who require assistance to overcome self-doubt.

### Attending this course will help you to:

- 🕒 Identify areas of your self-doubt
- 🕒 Learn strategies to deal with self-doubt
- 🕒 Practice overcoming negative thoughts
- 🕒 Explore reasons to believe in yourself
- 🕒 Develop an action-plan to overcome self-doubt.

### Prerequisites for attending:

None

## ADJUSTING TO CHANGE @ WORK (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand why change and adapting to change is necessary
- 🕒 Identify techniques others use to successfully adapt to change
- 🕒 Review how your work-role has changed recently
- 🕒 Identify the impacts these changes have had on you and your business
- 🕒 Apply these new techniques to becoming more adaptable to change
- 🕒 Prepare yourself to future changes you are likely to meet in your workplace.

## COPING UNDER PRESSURE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand and identify where your pressure come from
  - ✓ internal vs external
- 🕒 Keep yourself in control when under pressure
- 🕒 Recognise the toll of too much pressure
- 🕒 Find practical ways to stay on top of pressure.

## MAINTAIN YOUR DIGITAL WELLBEING (1-DAY)

### About this course:

When you wake up in the morning – do you reach for your phone? If you forget your phone at home – are you lost at work? What's the last thing you look at before you turn your light off at night to go sleep? Your phone?

Looking wider than the new-age smartphone, **technology** is part of our everyday – and every-night life. Our family is not immune. The speed of technological and AI development has thrown us into a relationship with technology that is fun, necessary and also practical. But this can also be damaging to our mental health and wellbeing if not kept in check.

The effects of this intertwine of relationship is further exacerbated by the blurring of boundaries caused by the sudden work-from-home era.

This course helps you analyse your own circumstances and identify areas where adjustments may be needed to regain and maintain a healthy balanced digital wellbeing lifestyle.

### Target Audience:

- 🕒 Anyone interested in digital wellbeing
- 🕒 Managers
- 🕒 HR Consultants
- 🕒 Business Owners

### Attending this course will help you to:

- 🕒 Understand what digital wellbeing is and why it is so important to both work and personal life
- 🕒 Understand the difference between a healthy and unhealthy relationship with technology
- 🕒 Identify risks for ourselves, our employer and family of not having dedicated down-time
- 🕒 Apply tips and strategies to control your digital usage
- 🕒 Identify the difference between online activities that can be beneficial or pose as a risk
- 🕒 Learn about the impact of digital technology on physical health (including sleep, addictive habits and the stress response)
- 🕒 Analyse your own habits and develop an action plan to regain and maintain a healthy balanced digital wellbeing lifestyle.

### Prerequisites for attending:

None

## STRATEGIES TO COPE WITH ANXIETY AT WORK (1-DAY)

### About this course:

When it comes to anxiety, we all have a different baseline. Some of us naturally feel steady under stress but most of us fall somewhere in the middle. And while we can all make certain lifestyle changes to keep anxiety in check, some of us may never be free from the feelings that accompany anxiety – particularly those stemming from the workplace.

This course is extremely encouraging and will help participants to identify and build 8 different proven strategies to help counteract the negative effects of anxiety in the workplace.

### Target Audience:

- 👤 Everyone will benefit from this course.

### Attending this course will help you to:

- 👤 Understand how and why anxiety is a part of our western culture
- 👤 Identify signs of anxiety
- 👤 8 powerful strategies to help deal with anxiety in the workplace
- 👤 How to cope with our colleagues when they show signs of anxiety
- 👤 Gain more physical & mental energy to cope with a productive day's work.

### Prerequisites for attending:

No prior knowledge is required.

## 10 PERSONAL MORALE BOOSTERS FOR YOU TO IMPLEMENT (HALF-DAY)

It's inevitable that our morale may dip at times - but simply ignoring the problem and hoping it will go away is unlikely to work, and may even make things worse.

Actively rebooting your morale can have a many of advantages, such as:

- ✓ increased confidence
- ✓ increased productivity
- ✓ more energy
- ✓ more enjoyment of life.

This workshop will help you with 10 practical morale boosters to implement in your life.

## PATIENCE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the 3 variations of patience – and their benefits
- 🕒 Looking at the benefits and risks of patience
- 🕒 Understanding the symptoms of impatience
- 🕒 Identifying triggers of impatience
- 🕒 Managing impatience in myself – and others.

## SELF-SABOTAGE - OVERCOMING SELF-DEFEATING BEHAVIOR (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the meaning of self-sabotage – and how it damages you
- 🕒 Signs of self-sabotage
- 🕒 How self-sabotage impacts your self-esteem
- 🕒 5 ways to defeat this behaviour.

## BOOSTING YOUR SELF-ESTEEM (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understanding what self-esteem really means
- 🕒 Exploring the link between self-esteem and confidence
- 🕒 Understanding how my skills and abilities can impact on my self-esteem
- 🕒 6 ways to increase your self-esteem.

## HOW TO STOP SAYING YES! (HALF-DAY)

**Attending this workshop will help you with:**

- 🕒 Setting Boundaries
- 🕒 Delegation Techniques
- 🕒 Techniques to saying no with diplomacy and tact
- 🕒 A plan of action to stop saying YES!
- 🕒 Additional References.

## PERSONAL EMPOWERMENT: TAKING CHARGE OF YOUR LIFE AND CAREER (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 What does personal empowerment really mean?
- 🕒 Benefits of taking charge- and pitfalls of not
- 🕒 4 ways to achieve self-empowerment
- 🕒 Activities and exercises to increase your personal empowerment.



## CONTROLLING YOUR ANGER BEFORE IT CONTROLS YOU (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 How effective is your anger management?
- 🕒 Understand what triggers your anger
- 🕒 Use a variety of skills to control your anger when you experience it
- 🕒 Dealing with the anger of others.

## AVOIDING BURNOUT (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand what burnout is
- 🕒 Causes of burnout
- 🕒 Common signs of burnout
- 🕒 Consequences of burnout
- 🕒 How to avoid burnout
- 🕒 How to find help, if i am already experiencing early signs of burnout.

## ARE YOU A POSITIVE OR NEGATIVE THINKER? (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Learn about, and change how you think
- 🕒 Turning negatives into positives
- 🕒 Re-framing your thinking
- 🕒 Benefits of moving into more positive thinking.

## PERFECTIONISM – OVERCOMING ALL-OR-NOTHING THINKING (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understanding the various types of perfectionism
- 🕒 Using perfectionism traits in a positive way
- 🕒 Understand how perfectionism can become a problem – to the employer and self
- 🕒 Strategies to deal with perfectionism
- 🕒 Guidance for those working with a perfectionist.

## OVERCOMING THE FEAR OF FAILURE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understanding why I fear failure
- 🕒 Explore how I experience these feelings of failure
- 🕒 Understanding the concept of failure, and how it shapes my fear
- 🕒 Learning techniques to overcome fear of failure.

## IMPROVE YOUR POWERS OF OBSERVATION (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Understand the importance of observation skills
- 🕒 Impacts of living in your own bubble
- 🕒 6 ways to help you become more observant
  - ✓ at work
  - ✓ at home
  - ✓ with relationships.

## HOW TO BECOME MORE FLEXIBLE IN THE WORKPLACE (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understanding what flexibility does and does not mean in the context of the workplace
- 🕒 Importance of becoming flexible, and possible negative impacts of not:
  - ✓ to the employer
  - ✓ to the employee
- 🕒 Responding to change quickly and positively
- 🕒 Uncover 6 ways to help you become more flexible in the workplace.

## GETTING THE MOST FROM MY PERFORMANCE REVIEW (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understanding the role of performance reviews
- 🕒 Examine 8 steps to prepare for your review
- 🕒 Tips for during your review session
- 🕒 5 actions to take after your performance review.

## TAKING INITIATIVE (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand the meaning of initiative, in the work context
- 🕒 Benefits of taking initiative, and potential pitfalls
- 🕒 Knowing when not to take initiative
- 🕒 6 practical steps to help you develop your initiative in the workplace.

## RETURNING TO WORK AFTER AN EXTENDED ABSENCE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Plan your return to work
- 🕒 Revisit your goals, and assess if they have changed
- 🕒 Take practical steps to assess and close any gaps that may have developed
  - ✓ knowledge
  - ✓ skills
  - ✓ relationships
- 🕒 Re-affirm your commitment
- 🕒 Allow yourself time to adjust and accept help.

## DEFEATING PROCRASTINATION (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Differentiate between procrastination and laziness
- 🕒 Understand the 4 common procrastination personality types
- 🕒 Identify why you are procrastinating
- 🕒 Adopt an anti-procrastination strategy
- 🕒 Create an action plan to increase your productivity
  - ✓ at work
  - ✓ at home.

## MAINTAINING MY WORK-LIFE BALANCE (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Review 5 important reasons of maintaining a work-life balance
- 🕒 Understand common reasons for a work-life imbalance to start taking effect
- 🕒 Implement ways to increase your balance
- 🕒 Talk with your boss about your work-life imbalance.

## A LISTENING EAR (HALF-DAY)





**Ask yourself:** How am I doing?

**Employers:** How are my employees doing?

At this unprecedented and stressful time, it is imperative to take time out for 'self'.

These workshops are designed to build confidence and coping mechanisms during this exceptionally stressful pandemic period – and beyond, when the world is in an unnatural state of affairs, and people are expected to simply adjust and cope. But how? With what support?

**Attending this workshop will help you to:**

-  Know that your anxiety is not yours alone
-  Develop coping mechanisms during and after this anxious time
-  Share stories, experiences and make new friends
-  Find refreshment during a world in lockdown.

**Any who can benefit** from a supportive listening ear, combined with encouragement to heal are warmly welcomed. This can be in the context of a 1-1 or group setting.

## OPTIMAL NUTRITION FOR THE BRAIN IN THE WORKPLACE (HALF-DAY)

This course is for any person in the work environment that understands the need to keep the brain healthy and sharp. This course will not dictate any specific way of eating, rather it provides information that is backed by science and will help you to decide what is best for you. References will be provided throughout the course which will provide an opportunity for further research.

**This workshop will cover the following points based on current research:**

- 🕒 What you eat makes a difference
- 🕒 Improving your memory
- 🕒 Protect your brain
- 🕒 Optimum food for brain health
- 🕒 Balance my hormones using the food I eat
- 🕒 Best supplements for brain health
- 🕒 Lunchbox ideas

**Please note the following:**

- 🕒 This course is half day.
- 🕒 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

## NEONATAL SKILLS FOR BEGINNERS (1-DAY)

### About this course:

Parenting a new-born is a learned skill; you either learn it through experience or by being taught.

Learning through experience most often means weeks (if not months) of trial and error and, unfortunately, frustration. Thankfully, you can minimize that frustration and speed up the learning process if someone teaches you how to take care of your new addition—even before they arrive. Let's face it, we'd love it if babies came with a how-to guide. But since they don't, infant care classes are important to confident parenting.

### Target Audience:

- 👤 Pregnant women and families expecting their first new-born.

### This course will cover the following topics:

- 👤 Anatomy and physiology of the new-born
- 👤 New-born assessment
- 👤 New-born resuscitation
- 👤 Feeding and nutrition
- 👤 New-born care practices
- 👤 Neonatal infections
- 👤 New-born sleep and development
- 👤 New-born procedures and tests
- 👤 Common neonatal conditions
- 👤 Supporting the new-born and family.

### Prerequisites for attending:

None

## GERIATRIC CARE (1-DAY)

### About this course:

As people age, they eventually reach a point where they need help. Some more than others, and many will eventually become entirely dependent on a caregiver for daily survival.

Often when the need for care arises it catches both the person in need of care and the those who will become responsible for providing that care off guard and unprepared.

Most often it is going to be a family member who winds up caring for another family member. It may be a son or daughter taking care of a parent - or a husband or wife taking care of a spouse. These are typical scenarios that are occurring every day. There are other relationships as well, and in other cases no relationship at all - other than a financial one.

### Target Audience:

- Anyone with an elderly family member or other loved one in need of care
- Caregivers and their families.

### This course will cover the following topics:

- 🕒 Introduction to geriatric healthcare
- 🕒 Physical changes and chronic conditions in older adults
- 🕒 Geriatric assessment and care planning
- 🕒 Geriatric pharmacology
- 🕒 Geriatric rehabilitation
- 🕒 Geriatric nursing care
- 🕒 Geriatric palliative care and hospice
- 🕒 Geriatric care in the community
- 🕒 Geriatric research
- 🕒 Geriatric care in the future.

### Prerequisites for attending:

None



## WOUND CARE (1-DAY)

### About this course:

This course is ideal for all age groups and any person who is interested in expanding their knowledge of Wound Care. This course is not solely limited to medical students and health care workers.

### Target Audience:

- 🕒 Anyone interested in wound care
- 🕒 Those in home-care.

### This course will cover the following topics:

- 🕒 Introduction to wound care
- 🕒 Wound assessment and documentation
- 🕒 Wound cleaning
- 🕒 Wound dressings and products
- 🕒 Wound healing and management
- 🕒 Pressure ulcers
- 🕒 Diabetic foot ulcers
- 🕒 Wound care in special populations
- 🕒 Wound care research and evidence-based practice.

### Prerequisites for attending:

None

## GENERAL DIGITAL & IT RELATED

### BASIC DIGITAL INCLUSION AND IT SKILLS (1-DAY)

#### About this course:

Digital Inclusion courses aim to help individuals become confident and competent users of digital devices and applications. The workshops are designed for those who may feel overwhelmed or intimidated by technology, or who have limited prior experience with computers and digital devices.

The course content can be tailored to meet the specific needs and requirements of the learner(s).

#### Target Audience:

Individuals who want to improve their digital literacy and confidence, including those who are expected to use technology in their work and those who have limited prior experience with computers.

#### Attending this course will help you to:

- 🕒 Turn on and use a computer or laptop with ease.
- 🕒 Understand basic navigation, organizing, and file management.
- 🕒 Set up and use email, including sending attachments.
- 🕒 Navigate the internet with confidence.
- 🕒 Gain an overview of Microsoft Office applications such as Excel, Word, and PowerPoint
- 🕒 Use various applications on tablets and smartphones.
- 🕒 Print documents and emails with ease.
- 🕒 Explore social media platforms like LinkedIn.

#### Prerequisites for attending for attending:

- 🕒 No prior knowledge or experience is required.
- 🕒 A brief meeting with the client may be held to customize the course content and duration to meet the needs of the learner(s).
- 🕒 This course is designed for individuals with little to no digital skills.

## HARDWARE MAINTENANCE AND TROUBLESHOOTING (HALF-DAY)

### About this course:

In this course, you will learn about the latest hardware technology and how to effectively maintain and troubleshoot hardware components in your business environment. From computers to printing devices, to Wi-Fi and phones, the course covers a wide range of hardware topics.

### Target Audience:

Individuals who want to improve their knowledge of hardware technology and maintenance.

### Attending this course will help you to:

- 🕒 Understand PC hardware and use case scenarios.
- 🕒 Become knowledgeable about printer multi-functional devices.
- 🕒 Implement cable management tips and options.
- 🕒 Identify internal hardware components.
- 🕒 Understand both hardware and cloud storage options.
- 🕒 Troubleshoot hardware issues with confidence.

### Prerequisites for attending for attending:

- 🕒 No prior knowledge or experience is required.
- 🕒 This course is a half-day course.

## HARDWARE FOR ONLINE MEETINGS (HALF-DAY)

### About this course:

This course is designed to provide you with the necessary information and tools to create an effective and professional setup for online meetings. From physical devices to environmental elements, this course covers everything you need to know about hardware for online meetings.

### Target Audience:

Individuals who want to learn how to set up a professional and effective online meeting environment.

### Attending this course will help you to:

- 🕒 Understand the importance of internet connection and latency.
- 🕒 Choose the right microphone for your needs.
- 🕒 Select the best webcam for your setup.
- 🕒 Create an optimal foreground and background for online meetings.
- 🕒 Determine the right device for online meetings.
- 🕒 Setup ergonomics for extended online meetings.
- 🕒 Understand how environmental elements can impact online meetings.

### Prerequisites for attending for attending:

- 🕒 This course is a half-day course.
- 🕒 A stable internet connection is required.
- 🕒 Having a second monitor is beneficial but not required.

## SOFTWARE FOR ONLINE MEETING (HALF-DAY)

### About this course:

This course is designed to help you create the perfect setup for online meetings. Whether it be device drivers or background noise isolation, this course covers the software you will need to meet online professionally.

### Target Audience:

Anyone who wants to improve their online meeting experience.

### Attending this workshop will help you to:

- 🕒 Understand background noise isolation techniques.
- 🕒 Correct webcam picture colors.
- 🕒 Remove background video.
- 🕒 Know the best screen recording software.
- 🕒 Choose the best online meeting applications.
- 🕒 Apply effective communication strategies during video calls.

### Prerequisites for attending for attending:

- 🕒 A stable internet connection
- 🕒 Having a second monitor is beneficial but not required.

## INTRODUCTION TO STORYBOARD ANIMATION (1-DAY)

### About this course:

In this course, you will learn the basics of creating a storyboard animation. You will be taken through the typical pipeline and will receive a solid foundation to start building your own storyboard animation.

### Target Audience:

Anyone interested in learning how to create storyboard animation.

### Attending this course will help you to:

- 🕒 Understand the layout of a Storyboard.
- 🕒 Know how to create and edit Storyboard characters.
- 🕒 Fully customize text speed and visuals
- 🕒 Understand advanced functions.
- 🕒 Create your own Storyboards from scratch.

### Prerequisites for attending for attending:

- 🕒 This is a 1-Day course.
- 🕒 No prior knowledge is required.
- 🕒 Video scribe software is required.

## USING ZOOM FOR INTERACTIVE BUSINESS (HALF-DAY)

### Attending this workshop will help you to

- 🕒 Explore various pricing options for Zoom.
- 🕒 Set up and schedule meetings/classes in Zoom.
- 🕒 Confidently run virtual classes in Zoom.
- 🕒 Enhance session security and user experience with various settings.
- 🕒 Learn about various security features offered by Zoom.

## **MAKING THE MOST OF SOCIAL MEDIA: OVERVIEW (HALF-DAY)**

### **About this course:**

This workshop is designed for individuals new to social media who want to understand and explore the potential business and personal benefits. The session will cover the basic concepts and tools of social media, including Facebook, LinkedIn, Twitter, Instagram, and others. This is not an in-depth training for online marketing tools and techniques.

### **Target Audience:**

Individuals new to social media who are wanting to understand and explore potential business and personal benefits.

### **Attending this workshop will help you to:**

- 🕒 Familiarize yourself with various social media tools.
- 🕒 Become confident in understanding the purpose of each tool.
- 🕒 Understand basic cyber security techniques.
- 🕒 Open and connect on relevant tools.

### **Prerequisites for attending for attending:**

- 🕒 No prior knowledge is required.



## LINKEDIN INTRODUCTION (HALF-DAY)

### About this course:

LinkedIn is a professional networking and career development platform that connects individuals and businesses. In this course, attendees will gain a comprehensive understanding of how to create a professional profile on the platform. The course will cover all aspects of creating a strong profile. Additionally, attendees will learn how to effectively leverage the various features within LinkedIn to connect with other professionals, expand their network and potentially enhance their career prospects.

### Target Audience:

Anyone who wants to build their professional connections and stand out among the competition on LinkedIn.

### Attending this workshop will help you to:

- 🕒 Build your connections on LinkedIn.
- 🕒 Make the most of other profiles on the platform.
- 🕒 Highlight your skills and get endorsed.
- 🕒 Set up your profile.
- 🕒 Understand how to navigate the LinkedIn platform effectively.

### Prerequisites for attending for attending:

- 🕒 No prior knowledge is required.

## How SMART IS YOUR SMARTPHONE (HALF-DAY)

### About this course:

This half-day course is designed for individuals who are new to smartphones and want to learn how to effectively use their device. The course will cover all the basics of smartphone usage, from navigating and adjusting settings and icons, to familiarizing themselves with various tools and applications.

### Target Audience:

Beginner smartphone users who want to learn how to effectively use their device.

### Attending this workshop will help you to:

- 🕒 Navigate and adjust settings and icons
- 🕒 Familiarize yourself with various tools, such as:
  - ✓ Setting up and using email
  - ✓ Using the calendar
  - ✓ Setting up and using WhatsApp
  - ✓ Taking, editing, saving and sharing photos
  - ✓ Using Google and Google Maps
  - ✓ Exploring voice to text functionality
  - ✓ Bluetooth
- 🕒 Become confident in searching and downloading various relevant apps (e.g. transport, weather, news, etc.)
- 🕒 Understand how to download the app, and register (in your own time) for internet banking.

### Prerequisites for attending for attending:

- 🕒 No prior knowledge is required.

## CYBER SECURITY AWARENESS (HALF-DAY)





### About this course:

This half-day workshop is designed to raise awareness of the risks inherent in the cyber world and to provide strategies to help individuals reduce the risk of a cyber security breach in their personal life.


### Target Audience:

Anyone who uses the internet and wants to understand the potential risks and how to protect themselves.

### Attending this workshop will help you to:

-  Understand the risks inherent in the cyber world.
-  Learn about general internet and website safety, including the use of secure passwords.
-  Explore various types of hacking and how to avoid and protect yourself from them.
-  Develop an action plan to reduce the risk of a cyber security breach in your personal life.

### Prerequisites for attending for attending:

-  No prior knowledge is required.

## PRINCIPLES FOR ACCESSIBILITY (1-DAY)

### About this course:

The Principles for Accessibility course is designed to help attendees understand the basics of web content accessibility and the importance of applying the industry standard guidelines, known as the Perceivable, Operable, Understandable, and Robust (POUR) principles. The course will cover various aspects of accessibility, including the experiences of people with disabilities, regulations, and much more.

### Target Audience:

Anyone interested in improving their understanding of accessibility and how to create accessible content.

### Attending this course will help you to:

- 🕒 Understand the experiences of people with disabilities.
- 🕒 Know the regulations and the business case for accessibility.
- 🕒 Write readable text content and to avoid using block capitals and italics
- 🕒 Create accessible office documents (Word, Excel, PowerPoint)
- 🕒 Understand the basics of web accessibility (WCAG principles, alt text, no moving text, creating content in a CMS, SharePoint)
- 🕒 Learn advanced web accessibility (Detailed WCAG, ARIA, semantics, testing)
- 🕒 Create accessible PDFs (without Acrobat and with Acrobat)
- 🕒 Create accessible presentations and live events
- 🕒 Create accessible pre-recorded videos and social media posts
- 🕒 Understand procuring accessible digital services

### Prerequisites for attending for attending:

- 🕒 No Prerequisites for attending are required for this course.

## ESSENTIAL COMPUTER SKILLS (MAC) (HALF-DAY)

### About this course:

Have you recently transitioned to Mac OS, or are you looking for a guide to the features your computer has to offer? In this course, we will show you how to navigate the Mac OS with keyboard shortcuts and other quick features that will allow you to be efficient.

### Target Audience:

Anyone who has recently transitioned to Mac OS or wants to improve their knowledge of the platform.

### Attending this workshop will help you to:

- 🕒 Know the easiest way to get things done on your Mac OS.
- 🕒 Keep your OS organised.
- 🕒 Modify your environment.
- 🕒 Utilise all the tool available to you.
- 🕒 Save time improving your workflow.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 Mac computer.
- 🕒 No prior knowledge is required.

## MACBOOK - INSTALLING AND USING PARALLELS FOR WINDOWS (1-DAY)









### About this course:

Parallels Desktop is a software application that allows you to run Windows programmes on a Mac without the need for a separate computer or rebooting. In this 1-Day course, participants will learn how to download, install, configure, and effectively use Parallels Desktop for Mac, including optimising performance for the new MacBook M1 chips and Windows 11.



### Target Audience:

Anyone who needs to run Windows programmes on their Mac or anyone making the switch from PC to Mac and needs to transfer their data.

### Attending this course will help you to:

-  Understand what Parallels Desktop is and how it works.
-  Download and configure the installation for optimal performance.
-  Install Parallels on your MacBook.
-  Configure Parallels for efficiency and security.
-  Download and install Windows within Parallels.
-  Optimise Windows for best performance.
-  Install Parallels Toolbox.
-  Ensure best practice use of Windows apps on MacBook via Parallels.

### Prerequisites for attending:

-  No previous prerequisites for attending are required.
-  Learners must have access to Parallels.

## MICROSOFT WORD, POWERPOINT & EXCEL

### MS WORD: FROM BEGINNER TO ADVANCED – PROGRAMME (4-DAYS)

#### About this programme:

Microsoft Word is used to make professional-quality documents, letters, reports, etc, MS Word is a word processor developed by Microsoft. It has advanced features which allow you to format and edit your files and documents in the best possible way. MS Word is also an essential application for educational purposes. In this digital age, it is easier to take notes without using notebooks. We can create notes that include diagrams, graphs, tables, and smart art, among other things.

This programme is designed to fast-track your knowledge of advanced functions that MS Word has to offer; thereby increasing both your productivity and the professional appearance of your document.

However, MS Word is only an IT Programme. It can only do so much.

Attending this programme will help you use the modern features and AI within MS Word and **integrate** your learning with the skills of **research** and **business report-writing**. These new learnings when combined will ensure you are comprehensively adept to fulfil any position requiring these business-critical skills.

#### Target Audience:

- 🕒 Anyone whose role requires them to create, edit and process documents.

#### This programme will integrate the following learning:

- 🕒 Word Introduction
- 🕒 Word Intermediate
- 🕒 Word Advanced
- 🕒 Research skills
- 🕒 Effective business report-writing.

#### Prerequisites for attending:

- 🕒 No prior knowledge is required.
- 🕒 A second monitor is recommended but not required.
- 🕒 A stable internet connection is required.
- 🕒 Microsoft 365 license with Microsoft Word installed.

## MICROSOFT WORD – INTRODUCTION (HALF-DAY)

### About this course:

This workshop is designed for beginners who want to learn the basic principles of using MS Word. Through hands-on exercises and applied learning, attendees will learn how to save their files, use shortcuts to enable commands, enter and format data, apply margins, and effectively use the ruler to enhance their document. They will also learn how to create and format paragraphs and bullets, as well as confidently print their document with various settings.

### Target Audience:

Anyone who is new to MS Word and wants to develop their basic IT skills.

### Attending this course will help you to:

- 🕒 Understand basic, but functional, principles of using MS Word.
- 🕒 Practice various options of saving your file.
- 🕒 Use short-cuts to enable commands.
- 🕒 Enter, edit and format data through the menu and icons.
- 🕒 Apply the use of margins.
- 🕒 Understand and effectively use the ruler to enhance your document.
- 🕒 Create, format and edit paragraphs and bullets.
- 🕒 Confidently print your document, with various settings.

### Prerequisites for attending:

- 🕒 No prior knowledge of MS Word is required.



## MICROSOFT WORD – INTRODUCTION (1-DAY)

### About this course:

This 1-Day workshop is designed for beginners who want to learn the basic principles of using MS Word. Attendees will have the opportunity to expand their skills and knowledge beyond the half-day workshop, with hands-on exercises and applied learning. They will learn how to save their files, use shortcuts to enable commands, enter and format data, apply margins and many more skills.

### Target Audience:

Anyone who is new to MS Word and wants to develop their basic IT skills.

### Attending this course will help you to:

- 🕒 Understand basic, but functional, principles of using MS Word.
- 🕒 Practice various options of saving your file.
- 🕒 Use short-cuts to enable commands.
- 🕒 Enter, edit and format data through the menu and icons.
- 🕒 Apply the use of margins.
- 🕒 Understand and effectively use the ruler to enhance your document.
- 🕒 Create, format and edit paragraphs, bullets and basic tables within your document.
- 🕒 Find and replace functions.
- 🕒 Confidently print your document, with various settings.

### Prerequisites for attending:

- 🕒 No prior knowledge of MS Word is required.

## MICROSOFT WORD – INTERMEDIATE (HALF-DAY)

### About this course:

This intermediate-level Word workshop is designed to help you expand your knowledge and skills in Microsoft Word. You will learn how to insert, edit, format and position pictures, objects, shapes, and much more.

### Target Audience:

Anyone looking to improve their knowledge and skills in Microsoft Word while already understanding the basics.

### Attending this course will help you to:

- 🕒 Insert, edit, format and position:
- 🕒 pictures
- 🕒 objects
- 🕒 shapes
- 🕒 text boxes and quick parts
- 🕒 headers and footers within your document.
- 🕒 Understand background options settings.
- 🕒 Explain and use page vs section breaks.
- 🕒 Apply styles, word art, signature lines, watermarks and page borders within your document.
- 🕒 Insert comments.

### Prerequisites for attending:

- 🕒 Basic understanding of Microsoft Word

**Note:** Less time is spent in exercises and applied learning when a half-day session is conducted.

## MICROSOFT WORD – INTERMEDIATE (1-DAY)

### About this course:

This intermediate-level Word workshop is designed to help you further expand your knowledge and skills in Microsoft Word. You will learn how to insert, edit, format and position pictures, screenshots, objects, shapes, text boxes, quick parts, headers and footers within your document, along with much more.

### Target Audience:

Anyone looking to expand their existing knowledge and skills in Microsoft Word beyond the basics

### Attending this course will help you to:

- 🕒 Insert, edit, format and position:
  - ✓ pictures
  - ✓ screenshots
  - ✓ objects
  - ✓ shapes
  - ✓ text boxes and quick parts
  - ✓ headers and footers within your document.
- 🕒 Understand background options settings.
- 🕒 Explain and use page vs section breaks.
- 🕒 Create links within your document to external websites.
- 🕒 Apply styles, wordart, signature lines, watermarks and page borders within your document.
- 🕒 Insert comments.
- 🕒 Create an automatically linked and updateable contents page.
- 🕒 Create a professional looking cover page.
- 🕒 Print envelopes and labels.

### Prerequisites for attending:

- 🕒 Basic understanding of Microsoft Word

## MICROSOFT WORD – ADVANCED (HALF-DAY)

### About this course:

This workshop is designed to help advanced Microsoft Word users take their skills to the next level. Participants will learn various new skills and features within Microsoft Word. This workshop is focused around working with tables, security and formatting.

### Target Audience:

Users who are already proficient in Microsoft Word and want to expand their knowledge and skills.

### Attending this course will help you to:

- 🕒 Insert, edit, format, and position tables:
  - ✓ Apply advanced table styles and formats.
  - ✓ Convert text into tables.
  - ✓ Convert tables into text.
  - ✓ Sort tables
- 🕒 Customize the menu, including adding favorite functions to a custom menu name.
- 🕒 Protect the document.
- 🕒 Compare documents functionality.
- 🕒 Insert, edit, format, and position:
  - ✓ Videos
  - ✓ Charts
  - ✓ Embedded files

### Prerequisites for attending:

- 🕒 Participants should have a working knowledge of Microsoft Word prior to attending this workshop.

**Note:** Less time is spent in exercises and applied learning when a half-day session is conducted.

## MICROSOFT WORD – ADVANCED (FULL DAY)

### About this course:

This workshop is designed to help advanced Microsoft Word users take their skills to the next level. Participants will learn various new skills and features within Microsoft Word. This workshop is focused around working with tables, security, and formatting.

**Note:** Our advanced courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

Individuals who are comfortable with the basics of Microsoft Word and want to enhance their skills and become more efficient in their daily tasks.

### Attending this course will help you to:

- 🕒 Understand and apply advanced table styles and formats in Word.
- 🕒 Convert text into tables and vice versa.
- 🕒 Sort tables and use formulas in tables.
- 🕒 Customize the menu by adding your favorite functions under your own menu name.
- 🕒 Protect your document for confidentiality and security.
- 🕒 Use the track changes feature to track and review edits in the document.
- 🕒 Compare two documents to identify changes and differences.
- 🕒 Insert and format videos, charts, and embedded files.
- 🕒 Perform mail merging with external data sources.
- 🕒 Apply and use templates to create consistent and professional documents.

### Prerequisites for attending:

- 🕒 A working knowledge of Microsoft Word is required.
- 🕒 Prior attendance of the Microsoft Word - Intermediate course is recommended but not mandatory.

## USING AND PRESENTING WITH POWERPOINT: FROM BEGINNER TO ADVANCED – PROGRAMME (4-DAYS)

### About this programme:

Microsoft PowerPoint is a presentation programme, used to create presentations by adding text, images, art, videos, transitions, animations, and cinematic motion. But it's not just an IT tool to create presentations. It's not just about learning what buttons to push...

The act of creating a PowerPoint deck – putting ideas 'on paper' – forces the presenter to hone their message. By going through this process, they become more familiar with their content. This refinement exercise gives them a better chance of delivering a well-crafted and well-executed presentation. Think of it as a series of practice sessions that solidify a presenter's ideas in their own mind, resulting in a stronger, more focused presentation.

This integrated wholistic approach to PowerPoint will ensure you are noticed not only for your advanced use of PowerPoint – but also your eloquent delivery of your intended message.

### Target Audience:

Anyone whose role requires them to present information.

### This programme will integrate the following learning:

- 🕒 PowerPoint Introduction
- 🕒 PowerPoint Intermediate
- 🕒 PowerPoint Advanced
- 🕒 Creating compelling presentations for public speaking or training
- 🕒 New related AI releases and best practice.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.
- 🕒 A second monitor is recommended but not required.
- 🕒 A stable internet connection is required.
- 🕒 Microsoft 365 license with Microsoft PowerPoint installed.

## MICROSOFT POWERPOINT INTRODUCTION (HALF-DAY)

### About this course:

Microsoft PowerPoint is a widely used presentation software that allows individuals and organizations to create engaging and professional presentations. This course is designed for beginners who are new to the software and aims to provide a solid understanding of the basic principles of using Microsoft PowerPoint.

### Target Audience:

Anyone who is new to Microsoft PowerPoint and wants to learn the basics of creating presentations.

### Attending this course will help you to:

- 🕒 Understand basic, but functional, principles of using MS PowerPoint
- 🕒 Practice various options of saving your file.
- 🕒 Use short-cuts to enable commands.
- 🕒 Enter, edit, and format data through the menu and icons.
- 🕒 Apply the use of text boxes.
- 🕒 Working with slides:
  - ✓ Sorting
  - ✓ Moving/Copying
  - ✓ Deleting
  - ✓ Duplicating
  - ✓ Transitioning to the next slide
- 🕒 Create, format and edit paragraphs, bullets, and basic tables within your slides.
- 🕒 Work with slide options, including:
  - ✓ Normal
  - ✓ Outline
  - ✓ Slide Sorter
- 🕒 Confidently print your document with various settings
- 🕒 Run a basic slide show (excluding the features of presenter view)

### Prerequisites for attending for attending:

- 🕒 No prior knowledge is required.

**Note:** Less time is spent in exercises and applied learning when a half-day session is conducted.

## MICROSOFT POWERPOINT INTRODUCTION (1-DAY)

### About this course:

Microsoft PowerPoint is a widely used presentation software that allows individuals and organizations to create engaging and professional presentations. This course is designed for beginners who are new to the software and aims to provide a solid understanding of the basic principles of using Microsoft PowerPoint.

### Target Audience:

This workshop is designed for beginners who want to learn the basics of Microsoft PowerPoint.

### Attending this course will help you to:

- 🕒 Understand basic, but functional, principles of using MS PowerPoint.
- 🕒 Practice various options of saving your file.
- 🕒 Use short-cuts to enable commands.
- 🕒 Enter, edit, and format data through the menu and icons.
- 🕒 Apply the use of margins and text boxes.
- 🕒 Working with slides:
  - ✓ Sorting
  - ✓ Moving/Copying
  - ✓ Deleting
  - ✓ Duplicating
  - ✓ Formatting background
  - ✓ Transitioning to next slide
  - ✓ Create, format, and edit paragraphs, bullets, and basic tables within your slides.
- 🕒 Work with slide options:
  - ✓ Normal
  - ✓ Outline
  - ✓ Slide sorter
- 🕒 Confidently print your document with various settings
- 🕒 Run a basic slide show.

### Prerequisites for attending:

- 🕒 No prior knowledge is required for this workshop.



## MICROSOFT POWERPOINT – INTERMEDIATE (HALF-DAY)

### About this course:

This workshop is designed to take your Microsoft PowerPoint skills to the next level. The course will cover the intermediate-level techniques and features of PowerPoint, enabling you to create professional presentations that engage your audience and effectively convey your message.

### Target Audience:

Anyone who is familiar with the basics of PowerPoint and wants to enhance their skills.

### Attending this course will help you to:

- 🕒 Insert, edit, format, copy, cut, and position.
- 🕒 Audio
- 🕒 Pictures
- 🕒 Photos
- 🕒 Charts
- 🕒 Objects
- 🕒 shapes, and text boxes within your slides.
- 🕒 Change and re-arrange your menu options, icons, and quick access toolbar.
- 🕒 Create single advanced animations in your slides.

### Prerequisites for attending:

- 🕒 No prior knowledge is required for this workshop.

**Note:** Less time is spent in exercises and applied learning when a half-day session is conducted.

## MICROSOFT POWERPOINT – INTERMEDIATE (1-DAY)

### About this course:

This workshop is designed to take your Microsoft PowerPoint skills to the next level. The course will cover the intermediate-level techniques and features of PowerPoint, enabling you to create professional presentations that engage your audience and effectively convey your message.

### Target Audience:

Anyone who has a basic understanding of Microsoft PowerPoint and wants to improve their skills, or anyone who wants to create more engaging and dynamic presentations.

### Attending this course will help you to:

- 🕒 Insert, edit, format, copy, cut and position videos, audio/music, pictures, photos, charts, screenshots, objects, shapes and text boxes within your slides.
- 🕒 Change and re-arrange your menu options, icons, and quick access toolbar.
- 🕒 Use pre-set themes.
- 🕒 Create links within your presentation to external websites and other slides.
- 🕒 Create single and multiple advanced animations in your slides.
- 🕒 Use and manipulate master views, including the slide master, handout master, and notes master.
- 🕒 Present the slides using key and advanced presentation features.
- 🕒 Use templates.

### Prerequisites for attending:

- 🕒 Learners should have a basic understanding of Microsoft PowerPoint.
- 🕒 No prior knowledge of advanced features is required.

## MICROSOFT POWERPOINT - ADVANCED (1-DAY)

### About this course:

This advanced workshop for Microsoft PowerPoint is designed for individuals who want to take their presentation skills to the next level. During this 1-Day workshop, you'll learn how to create master slides, add slide layouts, and use smart art to create stunning presentations that will engage your audience. Additionally, you'll learn how to use the Morph Transition, the Zoom feature, recording options, and how to compress your file without losing quality.

**Note:** Our advanced courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

Individuals who want to improve their presentation skills and create effective, professional presentations.

### Attending this course will help you to:

- 🕒 Create your own master slides in Slide Master
- 🕒 Change Slide Master colours to match your corporate identity colours.
- 🕒 Add Slide Layouts to Slide Master
- 🕒 Use and animate Smart Art
- 🕒 Understand why and how to use a roadmap throughout your presentation.
- 🕒 Understand and effectively use the Morph Transition.
- 🕒 Use Zoom for professional navigation and transition.
- 🕒 Understand and use recording options.
- 🕒 Compress your file without losing quality.
- 🕒 Create simple yet amazing presentations that absolutely wow your target audience.

### Prerequisites for attending:

- 🕒 A working knowledge of Microsoft PowerPoint is recommended for this advanced workshop.

## EXCEL: FROM BEGINNER TO EXPERT USER – PROGRAMME (3.5-DAYS)

### About this programme:

Microsoft Excel is essential software that helps in solving business problems. Excel is widely used by many professionals from various professions including Data Analyst, Accounting and Management, Data Entry and even strategizing financial models for the company.

### Excel dominates the business world... and that's not about to change.

This programme will fast-track your Excel knowledge, skills, and competence to an Expert level. It will give you the confidence to challenge process and procedure in the workplace; to increase productivity through automation and to stand-out in analysing and presenting data.

Some features include calculation or computation capabilities, graphing tools, pivot tables and macros. It has the basic features to organize data manipulations like arithmetic operations. It has a battery of supplied functions to answer statistical, engineering, and financial needs. In addition, it can display data as line graphs, histograms and charts.

### Target Audience:

- 🕒 Anyone whose role requires them to work with data.

### This programme will integrate the following learning:

- 🕒 Excel Introduction
- 🕒 Excel Intermediate
- 🕒 Excel Advanced
- 🕒 Excel Expert.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.
- 🕒 A second monitor is recommended but not required.
- 🕒 A stable internet connection is required.
- 🕒 Microsoft 365 license with Microsoft Excel installed.

## EXCEL: FROM INTERMEDIATE TO SUPER-USER – PROGRAMME (5-DAYS)

### About this programme:

Microsoft Excel is essential software that helps in solving business problems. Excel is widely used by many professionals from various professions including Data Analyst, Accounting and Management, Data Entry and even strategizing financial models for the company.

**This program fast-tracks learners who are currently using Excel on a day-to-day basis at an intermediate level to that of a Super-User.**

Starting at an advanced level, it will take deep-dives into various aspects of Excel to create, automate and proficiently analyse, revise and synergise many business processes and functions – including large data.

This is also a natural progression from the 3.5-day 'Excel: From Beginner to Expert User – Programme.'

### Target Audience:

- 🕒 Anyone whose role requires them to work with large data using Excel to an advanced level.

### This programme will integrate the following learning:

- 🕒 Excel Advanced & Expert
- 🕒 Deep-Dives into:
  - ✓ Cleaning and analysing large data-sets
  - ✓ Pivot tables
  - ✓ Creating compelling interactive dashboards and graphs
  - ✓ Automation through Macro's.

### Prerequisites for attending:

- 🕒 A working knowledge of Excel at an Intermediate Level.
- 🕒 A second monitor is recommended but not required.
- 🕒 A stable internet connection is required.
- 🕒 Microsoft 365 license with Microsoft Excel installed.

## MICROSOFT EXCEL – INTRODUCTION (HALF-DAY)

### About this course:

Microsoft Excel is a spreadsheet application developed by Microsoft that is widely used for data analysis, calculation, and visual representation. This introductory course will cover the basics of Microsoft Excel and help you to get started with the programme.

### Target Audience:

Anyone who wants to learn Microsoft Excel, especially beginners.

### Attending this course will help you to:

- 🕒 Learn valuable shortcuts of navigation, selection, and commands (with and without a mouse)
- 🕒 Confidently enter and manipulate data into a spreadsheet.
- 🕒 Become confident in formatting a spreadsheet.
- 🕒 Change the structure of a spreadsheet.
- 🕒 Apply basic formula to your spreadsheet.
- 🕒 Apply various print-options.
- 🕒 Develop a fully functioning spreadsheet from scratch.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.

**Note:** Less time is spent in exercises and applied learning when a half-day session is conducted.

## MICROSOFT EXCEL – INTRODUCTION (1-DAY)

### About this course:

Microsoft Excel is a spreadsheet application developed by Microsoft that is widely used for data analysis, calculation, and visual representation. This introductory course will cover the basics of Microsoft Excel and help you to get started with the programme.

### Target Audience:

Anyone who wants to gain a comprehensive understanding of Microsoft Excel and its features.

### Attending this course will help you to:

- 🕒 Learn valuable shortcuts of navigation, selection, and commands (with and without a mouse)
- 🕒 Confidently enter and manipulate data into a spreadsheet.
- 🕒 Become confident in formatting a spreadsheet.
- 🕒 Change the structure of a spreadsheet.
- 🕒 Apply basic formulas to your spreadsheet.
- 🕒 Understand the principle of absolute vs relative referencing.
- 🕒 Apply various print options.
- 🕒 Insert and format graphs/charts.
- 🕒 Develop a fully functioning spreadsheet from scratch.

### Prerequisites for attending for attending:

- 🕒 No prior knowledge is required.

## MICROSOFT EXCEL – INTERMEDIATE (HALF-DAY)

### About this course:

This intermediate-level workshop is designed to help participants take their Excel skills to the next level. The course will focus on shortcuts for navigation, selection, and commands, as well as the application of exciting formulas to save time and improve efficiency. Participants will also learn how to protect their worksheets and workbooks, apply data validation techniques, manipulate text data through formula, and link cells, worksheets, and workbooks for dynamic automatic reporting.

### Target Audience:

Individuals with a basic knowledge of Excel who want to improve their skills and increase efficiency.

### Attending this course will help you to:

- 🕒 Learn great shortcuts of navigation, selection, and commands.
- 🕒 Apply exciting formulas to save time, such as if statements, sum-if, and count-if
- 🕒 Protect your worksheets and workbooks.
- 🕒 Apply data validation techniques to automate functions.
- 🕒 Manipulate text data through formula.
- 🕒 Work efficiently with relative and absolute referencing.
- 🕒 Link cells, worksheets, and workbooks to create dynamic automatic reports.

### Prerequisites for attending:

- 🕒 A basic understanding of Excel is recommended.

**Note:** Less time is spent in exercises and applied learning when a half-day session is conducted.



## MICROSOFT EXCEL – INTERMEDIATE (1-DAY)

### About this course:

This intermediate-level workshop is designed to help participants take their Excel skills to the next level. The course will focus on shortcuts for navigation, selection, and commands, as well as the application of exciting formulas to save time and improve efficiency. Participants will also learn how to protect their worksheets and workbooks, apply data validation techniques, manipulate text data through formula, and link cells, worksheets, and workbooks for dynamic automatic reporting.

### Target Audience:

Individuals with a basic knowledge of Excel who want to improve their skills and increase efficiency.

### Attending this course will help you to:

- 🕒 Learn great shortcuts of navigation, selection, and commands.
- 🕒 Apply exciting formulas to save time, such as if statements, sum-if, and count-if
- 🕒 Protect your worksheets and workbooks.
- 🕒 Apply data validation techniques to automate functions.
- 🕒 Manipulate text data through formula.
- 🕒 Work efficiently with relative and absolute referencing.
- 🕒 Link cells, worksheets, and workbooks to create dynamic automatic reports.

### Prerequisites for attending:

- 🕒 A basic understanding of Excel is recommended.

## MICROSOFT EXCEL – ADVANCED (HALF-DAY)

### About this course:

This advanced-level Excel workshop is designed for individuals who are already proficient in the basics of Microsoft Excel and want to take their skills to the next level. You will learn how to apply advanced formulas, customise the menu and automate the analysis of data. This workshop is ideal for anyone who uses Excel in their daily work or who wants to improve their data analysis skills.

### Target Audience:

Individuals who have a working knowledge of Microsoft Excel and want to enhance their skills.

### Attending this course will help you to:

- 🕒 Effectively apply v-lookups in your spreadsheets.
- 🕒 Use multiple nested formula within a single cell.
- 🕒 Customise the menu, even including your favorite functions under your own menu-name.
- 🕒 Create your own customised auto-fill lists.
- 🕒 Automate the analysis of data through advanced custom conditional-formatting rules.
- 🕒 Apply and define names to cells and ranges.

### Prerequisites for attending:

- 🕒 Learners should have attended a beginner or intermediate level course in Microsoft Excel.
- 🕒 Working knowledge of Microsoft Excel is required.

**Note:** Less time is spent in exercises and applied learning when a half-day session is conducted.

## MICROSOFT EXCEL – ADVANCED (1-DAY)

### About this course:

This advanced-level Excel workshop is designed for individuals who are already proficient in the basics of Microsoft Excel and want to take their skills to the next level. You will learn how to apply advanced formulas, customise the menu and automate the analysis of data. This workshop is ideal for anyone who uses Excel in their daily work or who wants to improve their data analysis skills.

**Note:** Our advanced courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

Individuals who have a working knowledge of Microsoft Excel and want to enhance their skills.

### Attending this course will help you to:

- 🕒 Effectively apply v-lookups and x-lookups in your spreadsheets.
- 🕒 Work confidently with pivot tables, creating dynamic reports and graphs in minutes.
- 🕒 Record macros to automate repetitive tasks.
- 🕒 Use multiple nested formula within a single cell.
- 🕒 Customise the menu, even including your favourite functions under your own menu-name.
- 🕒 Create your own customised auto-fill lists.
- 🕒 Automate the analysis of data through advanced custom conditional-formatting rules.
- 🕒 Apply and define names to cells and ranges.
- 🕒 Data forecasting: what-if and scenario manager.
- 🕒 Use formula auditing tools for problem solving.

### Prerequisites for attending:

- 🕒 Learners should have attended a beginner or intermediate level course in Microsoft Excel.
- 🕒 Working knowledge of Microsoft Excel is required.

## MICROSOFT EXCEL – EXPERT (1-DAY)

### About this course:

This expert-level Excel workshop is designed for advanced users who want to take their Excel skills to the next level. In this 1-Day course, participants will learn how to write custom functions, perform advanced lookups and filters, manage workbook versions, create custom number formats, and much more. An introduction to the Visual Basic editor for coding macros will also be included.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

Individuals who have a solid understanding of Microsoft Excel and want to expand their knowledge and skills.

### Attending this course will help you to:

- 🕒 Write and use custom functions using Lambda and Let
- 🕒 Perform advanced lookups and filters using the Filter function.
- 🕒 Copy macros between workbooks.
- 🕒 Manage workbook versions.
- 🕒 Configure formula calculation options.
- 🕒 Configure editing and display languages.
- 🕒 Create custom number formats.
- 🕒 Group and ungroup data.
- 🕒 Use advanced date and time functions.
- 🕒 Use advanced data analyses functions like AND(), OR(), NPER(), PMT()
- 🕒 Monitor cells and formulas using the Watch Window.
- 🕒 Get an introduction to the Visual Basic editor.
- 🕒 Create and modify advanced charts including Box & Whisker, Combo, Funnel, Histogram, Map, Sunburst, and Waterfall charts.

### Prerequisites for attending:

- 🕒 Participants should have an advanced understanding of Microsoft Excel
- 🕒 A stable internet connection is required.
- 🕒 Having a second display is recommended but not required.

## USING EXCEL TO CLEAN DATA PRIOR TO ANALYSIS (1-DAY)

### About this course:

Learn amazing tips and tricks to help you clean data in Excel with the help of this 1-Day workshop. This course covers various functions such as TRIM, PROPER, and CLEAN functions to trim text, resizing and formatting data, and using Paste Values in Paste Special. You will also learn how to remove blank rows, use Find and Replace and SUBSTITUTE formulas, fix date problems, and format dates properly. The course also covers how to import data from external sources and use delimiters.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

Anyone who is working with data in Excel and wants to clean it for analysis purposes.

### Attending this workshop will help you to:

- 🕒 Understand the importance of working with a clean dataset.
- 🕒 Know the basics of cleaning data.
- 🕒 Spell check your data.
- 🕒 Remove duplicate rows.
- 🕒 Find and replace text.
- 🕒 Change the case of text.
- 🕒 Remove spaces and non-printing characters from text.
- 🕒 Fix numbers and number signs
- 🕒 Fix dates and times
- 🕒 Merge and split columns
- 🕒 Transform and rearrange columns and rows.
- 🕒 Reconcile table data by joining or matching.

### Prerequisites for attending:

- 🕒 An intermediate working knowledge of Excel is recommended

## MICROSOFT EXCEL MACROS DEEP DIVE (1-DAY)

### About this course:

In this course, participants will be introduced to Excel macros and then develop a deeper understanding of advanced and custom macros including an introduction to VB coding for macros. Excel macros allow you to automate repetitive tasks and streamline your work processes.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 Anyone who wants to take their Microsoft Excel skills to the next level, automate tasks and streamline their work processes.

### Attending this course will help you to:

- 🕒 Introduction to macros.
- 🕒 How to use the macro recorder.
- 🕒 Save your file with support for macros.
- 🕒 Using absolute versus relative cell referencing when recording.
- 🕒 Using absolute AND relative cell referencing when recording.
- 🕒 Run a macro from a button you create.
- 🕒 Use keyboard shortcuts to navigate during recording to get the correct result.
- 🕒 Apply macros to different sized data sets.
- 🕒 Add macro to Excel menu tabs.
- 🕒 Introduction to the VBA Editor.
- 🕒 Add IF condition to macro-VBA code.
- 🕒 Add Loop to macro-VBA code.
- 🕒 Introduction to debugging VBA code.
- 🕒 Copy macros between workbooks.

### Prerequisites for attending:

- 🕒 basic understanding of Microsoft Excel.
- 🕒 Stable internet connection.
- 🕒 No previous understanding of macros is required.
- 🕒 Having a second display is beneficial but not required.

## MICROSOFT EXCEL CHARTS DEEP DIVE (1-DAY)

### About this course:

The goal of this course is to teach participants how to build advanced charts in Microsoft Excel that are easy to read, interactive, and dynamic. The focus will be on creating charts that effectively tell a story about the data and provide additional insights to the reader.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 Individuals with an intermediate understanding of Microsoft Excel who want to enhance their chart building skills and create more advanced and interactive charts.

### Attending this course will help you to:

- 🕒 Build column charts with percentage change.
- 🕒 Construct a conditional doughnut progress chart.
- 🕒 Create an interactive histogram with details.
- 🕒 Develop a dynamic histogram or frequency distribution chart.
- 🕒 Build an annual trend with monthly details.
- 🕒 Create an interactive waterfall chart.
- 🕒 Add variance to clustered charts.
- 🕒 Build an actual vs. multiple targets chart.
- 🕒 Create a stacked bar with dynamic data labels.
- 🕒 Build a comparative distribution chart.
- 🕒 Implement a zoom on charts macro.

### Prerequisites for attending:

- 🕒 An intermediate understanding of Microsoft Excel is required.
- 🕒 A stable internet connection is required.
- 🕒 Having a second display is beneficial but not required.

## MICROSOFT EXCEL PIVOT TABLES DEEP DIVE (1-DAY)

### About this course:

In this course, participants will delve into the powerful features of Microsoft Excel pivot tables. From the basics of pivot tables to advanced features such as custom groupings and calculated fields, participants will learn how to effectively analyse and visualize their data. The course will also introduce Microsoft Power Pivot, offering even more options for data analysis.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 Anyone who works with data and wants to improve their data analysis skills or wants to take their pivot table skills to the next level.

### Attending this course will help you to:

- 🕒 Understand the basics of pivot tables.
- 🕒 Convert data to tables.
- 🕒 Adjust field list settings.
- 🕒 Create multiple reports with one click.
- 🕒 Add data bars to pivot tables.
- 🕒 Master pivot table settings
- 🕒 Add and remove calculated fields to pivot tables.
- 🕒 Calculate the difference between columns.
- 🕒 Add smart custom number formatting.
- 🕒 Create custom groupings for pivot tables.
- 🕒 Group dates as unique.
- 🕒 Add slicers to easily filter data.
- 🕒 Add dynamic charts.
- 🕒 Add a timeline to pivot tables.
- 🕒 Gain an understanding of Microsoft Power Pivot.

### Prerequisites for attending:

- 🕒 Intermediate understanding of Microsoft Excel
- 🕒 Stable internet connection.
- 🕒 No previous understanding of pivot tables is required.
- 🕒 Having a second display is beneficial but not required.



## MICROSOFT EXCEL FOR DATA ANALYTICS (1-DAY)

### About this course:

Microsoft Excel is a powerful tool for data analysis that is widely used in many industries. In this course, you will learn how to use Excel to organize and analyse data, create reports, design charts, and make data-driven decisions. You will also learn how to use Excel's built-in features to manipulate data in Power Query.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 Business professionals who want to improve their data analysis skills or anyone who wants to learn how to use Excel for data analysis.

### Attending this course will help you to:

- 🕒 Leverage the Power Query tool to connect with a wide range of data sources.
- 🕒 Use Excel's built-in functions and formulas to manipulate data.
- 🕒 Interact with a variety of table types (Simple, Table and PivotTable)
- 🕒 Use various excel tools such as Aggregate, filter, and sorting.
- 🕒 Create charts and graphs to visualize data.
- 🕒 Create live interactable dashboards.
- 🕒 Apply conditional formatting and data validation to improve data accuracy.
- 🕒 Perform statistical analysis and make data-driven decisions.

### Prerequisites for attending:

- 🕒 Learners should have a basic understanding of Excel and its functions or have completed an intermediate Excel course.
- 🕒 Access to a licensed version of Microsoft Excel is required for this course.
- 🕒 A stable internet is required.
- 🕒 A second monitor is recommended but not required.

## DATA ANALYTICS THEORY IN MICROSOFT EXCEL (1-DAY)

### About this course:

Data Analytics is a critical skill in today's data-driven world. In this course, we will explore the fundamental concepts of Data Analytics. By the end of this course, you'll have a solid understanding of the theory behind Data Analytics and how to apply it in practical situations using Microsoft Excel.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 Business analysts, data analysts, project managers, and anyone interested in learning the basics of data analysis in Microsoft Excel.

### Attending this course will help you to:

- 🕒 Learn the meaning of statistical terms like mean, median, mode, variance & standard deviation
- 🕒 Grasp Statistical Theory such as descriptive, diagnostic, and predictive statistics.
- 🕒 Apply data visualization best practices.
- 🕒 Understand data modelling Theory.
- 🕒 Exploit core Excel tools for data analysis and investigation.
- 🕒 Calculate mathematical formula for analytics.

### Prerequisites for attending:

- 🕒 Existing Microsoft Excel skills (Intermediate).
- 🕒 Access to Microsoft Excel (versions 2016 or later)
- 🕒 A stable internet connection
- 🕒 A second monitor is recommended but not required.

## CREATE COMPELLING INTERACTIVE DASHBOARDS WITH MICROSOFT EXCEL (1-DAY)

### About this course:

In this 1-Day Excel course, you will learn the skills and techniques needed to create impressive and interactive Microsoft Excel dashboards. This workshop will guide you through the process of combining Pivot Tables, Pivot Charts, Slicers, and a beautiful design concept to create dashboards that empower users to make informed decisions quickly and easily. Get ready to wow your dashboard users!

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 Users who have an advanced working knowledge of Excel, data, and Pivot Tables and want to create interactive and beautiful dashboards for their users.

### Attending this workshop will help you to:

- 🕒 Create a basic dashboard.
- 🕒 Apply advanced design principles.
- 🕒 Automate and integrate advanced features like fully functional info buttons, in-tile tab functionality, collapsible settings area, state-of-the-art radio buttons, dashboard color theme selection, and modern toggle buttons to control the visibility of specific dashboard elements.
- 🕒 Create a beautiful background and gradient tile design for an Excel dashboard.
- 🕒 Utilize PowerPoint for quick and effective design preparations.
- 🕒 Integrate your designs in an Excel dashboard file with only a few clicks.
- 🕒 Create a modern and minimalistic Pivot Table Slicer design.
- 🕒 Make the Pivot Tables and Pivot Charts in Excel automatically refresh when the source data changes.

### Prerequisites for attending:

- 🕒 Advanced working knowledge of Excel, data, and Pivot Tables is recommended.

## ANALYSING AND VISUALISING DATA WITH EXCEL (2-DAYS)

### About this course:

In this advanced Excel course, we dive into the world of data analysis and visualization. Participants will learn how to create stunning, interactive dashboards in Excel, perfect for visualizing data in a meaningful way. Through this in-depth course, attendees will gain knowledge of data preparation, essential formulas, Pivot Tables, Pivot Charts, Form Controls, and advanced chart techniques in Excel. By the end of the workshop, attendees will have the skills to create a Sales Dashboard and HR Dashboard from scratch.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 This course is suitable for individuals who have an intermediate understanding of Microsoft Excel and are looking to enhance their data analysis and visualization skills.

### Attending this course will help you to:

- 🕒 Gain a deep understanding of dashboard architecture and inspiration.
- 🕒 Learn how to prepare data for analysis and clean data.
- 🕒 Understand useful formulas for creating dashboards in Excel.
- 🕒 Create and edit Pivot Tables in Excel.
- 🕒 Create Pivot Charts from Pivot Tables.
- 🕒 Learn advanced chart techniques in Excel.
- 🕒 Add interactive elements (form controls) into dashboards.
- 🕒 Create a Sales Dashboard and HR Dashboard from scratch.

### Prerequisites for attending:

- 🕒 An intermediate understanding of Microsoft Excel is required.
- 🕒 A stable internet connection is required.
- 🕒 Having a second display is beneficial but not required.

## LARGE DATA SET ANALYTICS (EXCEL) (1-DAY)

### About this course:

What is big data? High volume, high velocity, and high variety. In this course, you will learn how to effectively and efficiently work with big data in Excel. From data analytics to metrics, you will see how to organize large data sets, understand PowerPivot, querying big data, transforming data, handling large data sources, handling large volumes of data in Excel, and working with unstructured data.

**Note:** Our advanced Excel courses are regularly updated to include the latest AI releases and best practice.

### Target Audience:

- 🕒 Anyone who works with large data sets and wants to improve their ability to analyze and work with the data in Excel.

### Attending this course will help you to:

- 🕒 Understand PowerPivot.
- 🕒 Querying big data.
- 🕒 Transforming data.
- 🕒 Handling large data sources.
- 🕒 Handling large volumes of data in Excel.
- 🕒 Work with unstructured data.

### Prerequisites for attending:

- 🕒 Intermediate knowledge of Excel is recommended.

## MICROSOFT POWER QUERY AND POWER PIVOT (1-DAY)

### About this course:

With Power Query and Power Pivot in Excel, you'll spend less time manipulating data, and more time driving impact. Whether it's small data sets or large ones with up to millions of rows, in this course you will learn how you can connect, clean, analyse, and share your data faster using Power Query and Power Pivot.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

- 🕒 Business Analysts or Data Analysts who want to enhance their data analysis skills; or Anyone who works with data and wants to increase their efficiency in Excel.

### Attending this workshop will help you to:

- 🕒 Gain an overview of Pivot Tables
- 🕒 Understand where you can find Power Query and Power Pivot
- 🕒 Learn about basic business analytics features.
- 🕒 Learn about advanced business analytics features.
- 🕒 Discover fast, easy data gathering and shaping capabilities.
- 🕒 Learn how to connect, transform, combine, and refine data sources.
- 🕒 Understand the Data Model and how to create relationships stored as part of the workbook.
- 🕒 Mash up large volumes of data from various sources.
- 🕒 Use PivotTables, slicers, charts, and basic import capabilities.
- 🕒 Perform powerful data analysis and create sophisticated data models.
- 🕒 Perform information analysis rapidly, and share insights easily.

### Prerequisites for attending:

- 🕒 An advanced working knowledge of Excel and Pivot Tables is recommended

## OTHER MICROSOFT APPLICATIONS

### OUTLOOK DEEP DIVE (1-DAY)

#### About this course:

Outlook is a widely used email and personal information management software developed by Microsoft. It is designed to help individuals and organizations manage their emails, calendars, and contacts efficiently. In this course, you will learn how to maximize the potential of Outlook to manage your emails, schedule appointments, and organize your contacts.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

#### Target Audience:

This course is designed for individuals who use Outlook in their daily work, including professionals, business owners, and administrative staff.

#### Attending this course will help you to:

- 🕒 Learn and understand the important features of Outlook.
- 🕒 Manage emails, calendars, and contacts effectively.
- 🕒 Automate repetitive tasks to save time.
- 🕒 Organize emails and set up filters to manage your inbox.
- 🕒 Create and manage appointments and meetings.
- 🕒 Customize and configure Outlook to meet your specific needs.
- 🕒 Work with Outlook tasks and notes.
- 🕒 Utilize Outlook search and social features.
- 🕒 Integrate Outlook with other applications.

#### Prerequisites for attending:

- 🕒 Participants are expected to have a basic knowledge of Microsoft 365.
- 🕒 A stable connection.
- 🕒 A second monitor is recommended but not required.

## MICROSOFT OUTLOOK CALENDAR DEEP DIVE (HALF-DAY)

### About this course:

Microsoft Outlook Calendar is a popular calendar app that can be used to schedule appointments, meetings, and events. It also allows you to send invitations and track who is attending. In this course, you will learn how to use the advanced features of the calendar, including adding additional calendars and sharing them with others.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

Anyone who wants to learn how to use the Microsoft Outlook Calendar for scheduling and organizing their workday.

### Attending this workshop will help you to:

- 🕒 Navigate your calendars.
- 🕒 Use the Date Picker.
- 🕒 Select the best views.
- 🕒 Search for appointments.
- 🕒 Add weather.
- 🕒 Create events.
- 🕒 Using Show As.
- 🕒 Add reminders.
- 🕒 Assign a resource like Rooms.
- 🕒 Understand and use Response Options.
- 🕒 Use Scheduling Assistant.
- 🕒 Send meeting invitations and track responses.
- 🕒 View other people's calendars.
- 🕒 Create additional calendars.
- 🕒 Change calendar views.
- 🕒 Share your calendars with others.

### Prerequisites for attending:

- 🕒 You will require an existing Microsoft Office 365 for Work account.



## ONEDRIVE DEEP DIVE (1-DAY)

### About this course:

OneDrive is a cloud-based file storage and sharing service offered by Microsoft. It enables users to store and access files from anywhere, collaborate with others, and share files securely. In this course, you will learn how to utilize OneDrive to optimize file management, improve team collaboration, and increase productivity.

### Target Audience:

This course is intended for individuals who are responsible for managing files using OneDrive, including administrators, power users, and anyone who wants to improve their file management skills.

### Attending this course will help you to:

- 🕒 Gain a comprehensive understanding of OneDrive features and functionalities.
- 🕒 Effectively manage and organize files on OneDrive.
- 🕒 Securely share files and folders.
- 🕒 Collaborate with others using OneDrive's co-authoring features.
- 🕒 Configure OneDrive settings to fit your organization's needs.
- 🕒 Implement OneDrive security and permissions.
- 🕒 Utilize OneDrive search and filter features.
- 🕒 Integrate OneDrive with other Microsoft applications.
- 🕒 Download OneDrive for Windows
- 🕒 Share files in OneDrive.

### Prerequisites for attending:

- 🕒 Participants should have a basic understanding of Microsoft 365.
- 🕒 A stable internet connection.
- 🕒 A second monitor is recommended but not required.

## MICROSOFT 365 – INTRODUCTORY OVERVIEW (1-DAY)

### About this course:

This workshop provides a basic overview of the more common O365 apps, including OneDrive, OneNote, Teams, Yammer, Sway, Delve, and SharePoint.

### Target Audience:

Anyone who is new to or wants a refresher on Microsoft 365.

### Attending this course will help you to:

- 🕒 Gain a basic understanding of the key features of Microsoft 365 apps.
- 🕒 Learn how to navigate through OneDrive, OneNote, Teams, Yammer, Sway, Delve, and SharePoint.
- 🕒 Understand how to use these apps to improve productivity.
- 🕒 Discover ways to collaborate and communicate with team members.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.

## MICROSOFT 365 INTERMEDIATE (1-DAY)

### About this course:

This 1-Day course focuses on the more advanced features of various Microsoft 365 apps, with a specific emphasis on how to leverage the collaboration features that result from the powerful integration of Microsoft 365 apps.

### Target Audience:

Anyone who wants to learn more advanced features of various Microsoft 365 apps and how to leverage the collaboration features.

### Attending this workshop will help you to learn:

- 🕒 Apply best practice configurations with Microsoft Outlook
- 🕒 Easily and efficiently manage large quantities of email, appointments, and shared calendars.
- 🕒 Use OneDrive to securely store and access any type of files, images, or presentations anywhere you have Internet access.
- 🕒 Apply SharePoint to collaborate with your colleagues, taking advantage of real-time updating to the same version of a document, spreadsheet, or presentation.
- 🕒 Collaborate inside and outside your organization via chat and voice or video calls using Microsoft Teams.

### Prerequisites for attending:

- 🕒 A basic understanding of Microsoft 365 and productivity applications is required.

## MICROSOFT OFFICE 365 ADVANCED (1-DAY)

### About this course:

This masterclass Advanced Microsoft 365 training course provides you with the in-depth knowledge needed to start working proficiently within the Microsoft 365 environment and includes topics such as Automation, Task management, AI, and much more.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

Organisations that are looking to get the most from the Office environment.

### Attending this course will help you to:

- 🕒 Understanding groups for effective authorization in your organisation
- 🕒 Channel appointments with Bookings
- 🕒 Introduction to automation in Office 365
- 🕒 Introduction to Open AI in Office 365
- 🕒 Effective team management with Planner
- 🕒 Managing document authorization rights

### Prerequisites for attending:

- 🕒 Office 365 Account
- 🕒 Access to a browser
- 🕒 High level authorisation in the Office environment

## USING MS TEAMS- INTRODUCTION (HALF-DAY)

### About this course:

Microsoft Teams is a powerful collaboration tool designed for teams to work together remotely. It offers features for chats, meetings, file sharing, and many other collaboration functions. In this course, you will learn how to use the basics of Teams for a productive remote work environment.

### Target Audience:

Managers, Team Leaders, or anyone who wants to learn how to use Microsoft Teams for their team's remote work environment.

### Attending this workshop will help you to:

- 🕒 Learn how to navigate Teams
- 🕒 Effectively use features of Teams for chats, meetings, and collaboration
- 🕒 Working with files in Teams
- 🕒 Understand how to set up and schedule a meeting / class
- 🕒 Confidently run a virtual class in Teams

### Prerequisites for attending:

- 🕒 No prior knowledge of Microsoft Teams is required.

## USING MS TEAMS- INTERMEDIATE / ADVANCED (1-DAY)

### About this course:

Microsoft Teams is a powerful collaboration tool designed for teams to work together remotely. It offers features for chats, meetings, file sharing, and many other collaboration functions. In this course, you will learn how to use Teams to its full potential for a productive remote work environment.

### Target Audience:

Managers, Team Leaders, or anyone who wants to learn how to use Microsoft Teams for their team's remote work environment.

### Attending this workshop will help you to:

- 🕒 Work with the advanced features of Teams
- 🕒 Integrate add-ons like Planner, To Do, Lists
- 🕒 Understand how Teams fits in with SharePoint and Outlook
- 🕒 Setup effective channels and tabs

### Prerequisites for attending:

- 🕒 A basic working knowledge of Microsoft Teams is required.

## MICROSOFT OFFICE - SHAREPOINT INTRODUCTION (1-DAY)

### About this course:


Attending this course will give learners a foundational understanding of SharePoint.

Learners also be taught important terminology like Office Groups, Organisations, etc..




### Target Audience:

Organisations that would like to collaborate effectively/

### Attending this course will help you to:

-  Navigating SharePoint
-  Creating a Team Site
-  Creating a Communication Site
-  Building Site Content
-  Basic File Management
-  Setting up a News Feed
-  Working effectively with Links
-  Basic Integration

### Prerequisites for attending:

-  Office 365 Account
-  Access to a browser
-  Authorisation to work in SharePoint

## MICROSOFT OFFICE - SHAREPOINT INTERMEDIATE / ADVANCED (1-DAY)

### About this course:

Attending this course will give learners an advanced deep dive into SharePoint's most useful features. This course covered how to set up and optimize a SharePoint site. We also look at integration with other Office products like Teams, Outlook and Planner.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

Organisations that are looking for utilise the most effective and advanced collaborative features in Microsoft.

### Attending this course will help you to:

- 🕒 Creating and optimizing a Team Site
- 🕒 User Authorization and Management
- 🕒 Advanced File Management
- 🕒 Tips and Tricks for building a professional Site Page
- 🕒 Working with Lists in SharePoint
- 🕒 Brand a SharePoint Site
- 🕒 Advanced Office Integration methods
- 🕒 Setting up Notification Settings
- 🕒 Working with OneNote

### Prerequisites for attending:

- 🕒 Office 365 Account
- 🕒 Access to a browser
- 🕒 Authorisation to work in SharePoint



## MICROSOFT 365 - MANAGE FILES & FOLDERS VIA ONEDRIVE & SHAREPOINT (HALF-DAY)

### About this course:

Organizing OneDrive and SharePoint documents and sites can be a major workday challenge. This course is designed to help learners master ways they can efficiently organize documents and sites in OneDrive and SharePoint.

### Target Audience:

Anyone who uses OneDrive or SharePoint for file management.

### Attending this workshop will help you to:

- 🕒 Store documents in OneDrive or in your Team Site library.
- 🕒 Find documents.
- 🕒 Follow documents to make them easy to find later.
- 🕒 See a list of documents you've recently opened.
- 🕒 See documents people have shared with you.
- 🕒 Set alerts on documents to track changes.
- 🕒 Follow sites to make them easy to find later.
- 🕒 Go to document libraries in team sites you're following.
- 🕒 Store many documents in one library.
- 🕒 Create multiple libraries.
- 🕒 Add a column to a library.
- 🕒 Create a view.
- 🕒 Create a folder in a library.

### Prerequisites for attending:

- 🕒 No previous Prerequisites for attending are required.
- 🕒 You will require an existing Microsoft Office 365 for Work account.

## MICROSOFT 365 ADMINISTRATION INTERMEDIATE (1-DAY)

### About this course:

More organizations are moving resources to the cloud—and for many of those organizations, Microsoft 365 is the solution of choice. It's a one-stop shop for user management, email services, real-time collaboration, and secure file storage. From managing global settings to configuring advanced security, this course details the process of successfully managing an enterprise implementation of Microsoft 365.

You will be guided through key factors that you need to manage in an Office 365 deployment competently and confidently at your organization.

### Target Audience:

IT professionals, administrators, and others who want to learn intermediate-level Microsoft 365 administration skills.

### Attending this workshop will help you to learn:

- 🕒 Managing global subscribing settings.
- 🕒 Creating new Office 365 users.
- 🕒 Managing Exchange Online mailboxes.
- 🕒 Creating groups and dynamic distribution lists.
- 🕒 Managing mail flow.
- 🕒 Configuring SharePoint sites.
- 🕒 Managing Microsoft Teams policies and users.
- 🕒 Advanced Office 365 configurations.

### Prerequisites for attending:

- 🕒 A basic understanding of computers and productivity applications is required.

## MICROSOFT 365 ESSENTIAL TRAINING FOR ADMINISTRATORS (1-DAY)

### About this course:

Microsoft 365 can help enhance enterprise security and productivity while also meeting compliance requirements when configured properly. In this course, we will explore key scenarios to learn all about the features, capabilities, and opportunities within Microsoft 365. You will learn how to administrate Microsoft 365 and how the technology within the suite fits together.

### Target Audience:

Administrators who want to learn how to manage and utilize Microsoft 365; or Anyone who wants to understand the capabilities of Microsoft 365.

### Attending this workshop will help you to:

- 🕒 How to set up your own organization, personal, or business.
- 🕒 Choosing the right package for you.
- 🕒 Which Microsoft products are suitable for various business roles.
- 🕒 Main Microsoft products and their features.
- 🕒 Collaboration use cases and scenarios that suit you best.
- 🕒 Improving communication using Microsoft.
- 🕒 Setting up predictable spending within Microsoft.
- 🕒 Mobile Device Management using Microsoft Intune.
- 🕒 Obtaining Microsoft 365 support.

### Prerequisites for attending:

- 🕒 A basic understanding of computers and productivity applications is required.

## MICROSOFT 365 NEWER / LESSER-KNOWN FEATURES (HALF-DAY)

### About this course:

This course covers the latest features added to Microsoft 365 including Word, Excel, Outlook, and PowerPoint, and new apps added to the Office suite. Find out how to use the new natural language query feature in Excel, get writing and research assistance, get someone's attention in Outlook, create better lists in PowerPoint, and visualize maths concepts using the maths assistant in OneNote. Plus, learn about new apps in the Office 365 suite including To-Do and Forms.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

This course is ideal for anyone who uses Microsoft 365 and wants to stay up to date with the latest features and apps.

### Attending this workshop will help you to learn about:

- 🕒 Using natural language queries in Excel.
- 🕒 Getting writing assistance from Editor.
- 🕒 Using the Resume Assistant in Word.
- 🕒 Turning data into maps in Excel.
- 🕒 Setting access to linked files right within Outlook.
- 🕒 Creating better PowerPoint lists with Designer.
- 🕒 Using the math assistant in OneNote.
- 🕒 Working with Microsoft To-Do and Forms.

### Prerequisites for attending:

- 🕒 A basic understanding of computers and productivity applications is required.

## MICROSOFT ONENOTE DEEP DIVE (1-DAY)

### About this course:

This course will help you maximize your productivity with OneNote, a versatile note-taking app that enables users to easily record, organize, and recall their ideas. Learn how to use powerful shortcuts, effectively structure, and manage notebooks, improve note-taking skills, enhance note aesthetics, and integrate external content.

### Target Audience:

Anyone who wants to improve their productivity, stay organized and reduce the time spent on manual notetaking.

### Attending this workshop will help you with the following:

- 🕒 Understand the purpose of OneNote.
- 🕒 Get familiar with the user interface.
- 🕒 Using shortcuts.
- 🕒 Customizing the canvas view.
- 🕒 Merging content containers to consolidate ideas.
- 🕒 Password protecting notebook sections.
- 🕒 Taking meeting notes directly in an Outlook meeting.
- 🕒 Converting handwritten text to typed text.
- 🕒 Converting hand-drawn shapes to polished symmetrical shapes.
- 🕒 Importing content from other apps.
- 🕒 Sharing notes in a Skype for Business meeting.
- 🕒 Marking up web pages and saving to a notebook.

### Prerequisites for attending:

- 🕒 No previous Prerequisites for attending are required.

## MICROSOFT SWAY (HALF-DAY)

### About this course:

Learn how to create and share interactive presentations, reports, and stories with Sway, the popular presentation app included in Microsoft 365.

Learn how to get started using Sway, whether you're creating Sways from existing documents or from scratch. Discover how to add titles, use cards to lay out a storyline, choose a design, and determine navigation. Master how to embed rich content including audio and video, as well as how to remix Sways and share them with others.

### Target Audience:

This course is designed for those who want to make powerful presentations easily and be able to share their presentations seamlessly.

### Attending this course will help you to:

- 🕒 Learn how to easily compile text, images, videos, and other content in an interactive online format (a Sway).
- 🕒 Understand the Sway user interface
- 🕒 Apply designer-created layouts and colour schemes
- 🕒 Formulate Sways from existing documents or from scratch
- 🕒 Search and import relevant content from other sources
- 🕒 Integrate heading cards and backgrounds into a Sway.
- 🕒 Plan a design and navigation strategy for a Sway
- 🕒 Summarize ways to share a Sway.

### Prerequisites for attending:

- 🕒 A second monitor is recommended but not required.
- 🕒 A stable internet connection is required.
- 🕒 You will require an existing Microsoft 365 Account.

## MICROSOFT YAMMER DEEP DIVE (HALF-DAY)

### About this course:

The new Yammer is an enterprise social network that helps businesses work smarter and faster. In this course, you will learn all the essential features of Yammer, including how to join or create a Yammer network, communicate with colleagues, collaborate on files, and create and administer Yammer communities. You will also learn how to get and give feedback with polls and praise.

### Target Audience:

Anyone who wants to learn how to use Yammer or improve their skills using it.

### Attending this workshop will help you to:

- 🕒 Master the Yammer user interface.
- 🕒 Learn the essential features of Yammer.
- 🕒 Learn how the new Yammer works.
- 🕒 Find out how to join or create a Yammer network at your organization.
- 🕒 Communicate with colleagues using posts, messages, and chat.
- 🕒 Collaborate on files.
- 🕒 Create and administer Yammer communities.
- 🕒 Get and give feedback with polls and praise.

### Prerequisites for attending:

- 🕒 You will require an existing Microsoft 365 Account.

## MICROSOFT POWER BI – INTRODUCTION (1-DAY)

### About this course:

Microsoft Power BI is a data analytics and visualization tool that allows you to easily build reports and dashboards with interactive visualizations. Connect to and visualize any data using the unified, scalable platform for self-service and enterprise business intelligence (BI) that's easy to use and helps you gain deeper data insight.

### Target Audience:

Anyone who wants to understand the basics of data analytics and visualization using Microsoft Power BI.

### Attending this workshop will help you to:

- 🕒 Get to know the Microsoft Power BI interface.
- 🕒 Understand the purpose of Microsoft Power BI for data analytics.
- 🕒 Understand the basics regarding capacities, workspaces, datasets, shared datasets, reports, and dashboards.
- 🕒 Get to know data modelling and visualizations using different kinds of visuals like charts and tables.
- 🕒 Learn how to filter, clean, and transform data with services like Power Query.
- 🕒 Understand aggregates and when to use them.
- 🕒 Learn how to secure your data.
- 🕒 Perform exercises to secure your knowledge and understanding.
- 🕒 Create and share your first Power BI report.

### Prerequisites for attending:

- 🕒 A basic understanding of Microsoft Office 365 is recommended.
- 🕒 Microsoft Power BI requires a separate license in addition to Microsoft Office. Learners will require this additional license to perform the exercises on their own computers.
- 🕒 A stable Internet connection is required.
- 🕒 Having a second display is beneficial but not required.

**Please note the following:** In this course, participants will perform practical use-case learning exercises to prepare them to be able to confidently develop and style their own Power BI dashboards.



## MICROSOFT POWER BI – INTERMEDIATE (1-DAY)

### About this course:

Microsoft Power BI is a powerful data visualization tool that allows users to connect to, visualize and share any data, gaining deeper insights. This 1-Day course is designed to help attendees understand and use Microsoft Power BI in a practical and hands-on way, performing learning exercises to help prepare them to develop and style their own Power BI dashboards.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

This course is suitable for anyone who has a basic understanding of Microsoft Power BI and wants to develop their skills further. A basic understanding of Microsoft Office 365 is recommended.

### Attending this course will help you to:

- 🕒 Design a data model.
- 🕒 Understand the basics of developing with the Microsoft Power Platform.
- 🕒 Use DAX in Power BI Desktop.
- 🕒 Publish and share your Power BI reports.
- 🕒 Build a Power BI dashboard.
- 🕒 Model and visualize data in Power BI.
- 🕒 Perform data analysis in Power BI.
- 🕒 Manage workspaces and datasets in Power BI.
- 🕒 Optimize your model for better performance.

### Prerequisites for attending:

- 🕒 A basic understanding of Microsoft Power BI is required.
- 🕒 A basic understanding of Microsoft Office 365 is recommended.
- 🕒 Microsoft Power BI requires a separate license in addition to Microsoft Office. Attendees will need this additional license to perform exercises on their own computers.
- 🕒 A stable Internet connection is required.
- 🕒 Having a second display is beneficial but not required.

## MICROSOFT POWER BI – ADVANCED (2-DAY)

**Premium Pricing**

### About this course:

Microsoft Power BI is a powerful data visualization tool that allows users to connect to, visualize and share any data, gaining deeper insights. This 2-day advanced course is designed to help attendees become expert users in Power BI.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

This course is suitable for anyone who has a good understanding of Microsoft Power BI and wants to develop their skills further.

### What will be covered?

Day 1	Day 2
<b>Connect to Power BI Connections and Data Sources</b> Introduction to Power BI Data Connections and Sources Loading Data from SQL Server Loading Data from CSV and TXT Practical Activity - Load Data from a CSV file Loading Data from the Web Practical Activity - Connect to Data on the Web Loading Excel Data from One Drive for Business Loading Data from XML files Loading Data from JSON Loading Data from the Power BI Service	<b>The Power BI Query Editor</b> Overview and Introduction to The Query Editor Perform Data Transformations Introduction to Transformations Data Transformations Conditional IF
<b>Build a Relational Data Model</b> Intro to Database Normalization Data ("Fact") Tables vs. Lookup ("Dimension") Tables Creating Power BI Table Relationships "Star" vs. "Snowflake" Schemas Active vs. Inactive Relationships Relationship Cardinality Connecting Multiple Data Tables Filtering & Cross-Filtering Hiding Fields from the Power BI Report View Data Modeling & Power BI best Practices	<b>Cleanse Data and Parameters</b> Introduction to Cleanse Data Query Editor Diagnostics Cleansing Data Files Parameters
<b>Working with DataMarts</b>	<b>Add Calculated Fields with DAX</b> Introduction to cover areas such as:  Meet Data Analysis Expressions (DAX) Intro to DAX Calculated Columns Intro to DAX Measures Adding Columns & DAX Measures in Power BI Desktop Implicit vs. Explicit DAX Measures Filter Context Examples in Power BI Step-by-Step DAX Measure Calculation Understanding DAX Syntax & Operators Common DAX Function Categories Basic Date & Time Functions Conditional & Logical Functions (IF/AND/OR) Common Text Functions Joining Data with RELATED Basic Math & Stats Functions COUNT Functions (COUNTA, DISTINCTCOUNT, COUNTROWS) CALCULATE CALCULATE & ALL CALCULATE & FILTER Iterator Functions (SUMX, RANKX) Time Intelligence Formulas DAX Best Practices in Power BI Desktop

**Prerequisites for attending:**

- 🕒 A good understanding of Microsoft Power BI is required.
- 🕒 A basic understanding of Microsoft Office 365 is recommended.
- 🕒 Microsoft Power BI requires a separate license in addition to Microsoft Office. Attendees will need this additional license to perform exercises on their own computers.
- 🕒 A stable Internet connection is required.
- 🕒 Having a second display is beneficial but not required.

## MICROSOFT POWER APPS CANVAS APPS (2-DAYS)

### About this course:

In this course, you will learn how to design and build a business app from a canvas in Microsoft Power Apps without writing code in a traditional programming language such as C#. The course will take you through the process of designing the app by dragging and dropping elements onto a canvas, just as you would design a slide in PowerPoint.

You will also create Excel-like expressions for specifying logic and working with data and build apps that integrate business data from a wide variety of Microsoft and third-party sources. At the end of the course, you will be able to share your app with users to run in a browser or on a mobile device and even embed it in SharePoint, Power BI, or Teams.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

Anyone looking to create business apps without writing code, including business owners, managers, and individuals who want to enhance their app development skills.

### Attending this course will help you to:

- 🕒 Understand what Power Apps are and the difference between canvas and model-driven and portal apps.
- 🕒 Plan and prepare a data model for your app project using Microsoft Lists.
- 🕒 Create a canvas app from data, add pages, and controls.
- 🕒 Create calculated controls, input forms, and data lists.
- 🕒 Add filters, modify the app appearance, and add a trigger to a Power Automate flow.
- 🕒 Publish, share, and test your app, and integrate it into SharePoint sites and Teams channels.

### Prerequisites for attending:

- 🕒 A stable internet connection is required.
- 🕒 A second display is beneficial but not required.
- 🕒 No prior understanding of app development is required.

**Please note:** This course is recommended for two days but can be completed in one day with fewer exercises.

## MICROSOFT POWER AUTOMATE - INTRODUCTION (1-DAY)

### About this course:

Power Automate is a new enterprise system from Microsoft that allows you to integrate and synchronize all your data analysis and applications in an automated way, with the aim of increasing productivity and business efficiency. Build automated processes with flows in Power Automate.

Use low-code, drag-and-drop tools and hundreds of prebuilt connectors that automate repetitive, mundane tasks with ease.

### Target Audience:

This course is recommended for individuals and organizations looking to automate their work processes and increase efficiency.

### Attending this course will help you to:

- 🕒 Understand what Power Automate is and what it does.
- 🕒 Set up the environment.
- 🕒 Explore Power Automate desktop.
- 🕒 Create a flow.
- 🕒 Run a flow.
- 🕒 Learn how to use the Power Automate mobile app.
- 🕒 Receive text and email notifications from flows.
- 🕒 Integrate various Microsoft apps like SharePoint sites with flows.
- 🕒 Record Power Automate Desktop actions.
- 🕒 Edit and test recorded actions.

### Prerequisites for attending:

- 🕒 A stable internet connection is required.
- 🕒 Having a second display is beneficial but not required.
- 🕒 No prior knowledge of Microsoft Power Automate is required.

## MICROSOFT POWER AUTOMATE INTERMEDIATE (1-DAY)

### About this course:

Power Automate is a new enterprise system from Microsoft that allows you to integrate and synchronize all your data analysis and applications in an automated way, with the aim of increasing productivity and business efficiency.

In this course, we will delve into the intermediate functionality of Power Automate, using low-code, drag-and-drop tools and hundreds of prebuilt connectors to automate repetitive, mundane tasks with ease.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

Anyone who has a basic understanding of Microsoft Power Automate and is looking to enhance their skills and automate business processes with more complexity.

### Attending this workshop will help you to:

- 🕒 Learn the difference between a business process flow and a regular flow.
- 🕒 Develop more complex flows.
- 🕒 Create approval request process flows.
- 🕒 Use a flow to store documents as part of a process.
- 🕒 Create multiple flow branches based on conditions.
- 🕒 Create recurring flows.
- 🕒 Add user input dialogues.
- 🕒 Use data from apps in flows.
- 🕒 Introduction to expressions.
- 🕒 Learn how to monitor flows.
- 🕒 Introduction to Process Advisor.

### Prerequisites for attending:

- 🕒 Attending this course requires a basic understanding of Microsoft Power Automate.
- 🕒 A stable internet connection is required.
- 🕒 Having a second display is beneficial but not required.

## COLLABORATE AND IDEATE USING MICROSOFT WHITEBOARD (HALF-DAY)

### About this course:

Sometimes you just need to draw to convey to others what is on your mind. Microsoft Whiteboard is a very effective whiteboarding tool with a rich set of tools to let you do this effectively. This course will help you master all these tools and learn how you can effectively share your thoughts securely and collaboratively with others.

### Target Audience:

Individuals who want to communicate their ideas and thoughts effectively through drawings.

### Attending this course will help you to:

- 🕒 Understand why drawing is sometimes better to convey thoughts.
- 🕒 Confidently use the Microsoft Whiteboard user interface.
- 🕒 Compare web version to installed version.
- 🕒 How to draw good diagrams using a stylus instead of a mouse.
- 🕒 Collaborate with others.
- 🕒 Share your whiteboard.
- 🕒 Add your whiteboard to a Teams channel.
- 🕒 Change editing permissions during a call.
- 🕒 Use tools like ruler, sticky notes, pens, etc.

### Prerequisites for attending:

- 🕒 An existing Microsoft Account is required to attend this course.

## MICROSOFT VISIO - INTRODUCTION (1-DAY)

### About this course:

Transform the way you use and visualize data with Microsoft Visio. This powerful tool allows you to bring your best ideas to life with its dozens of ready-to-use templates and thousands of customizable shapes. With Visio, you can easily and creatively organize complex ideas and data.

### Target Audience:

Anyone who wants to organize complex ideas visually or anyone who wants to bring their best ideas to life. A basic understanding of Microsoft Office 365 is recommended.

### Attending this course will help you to:

- 🕒 Organize complex ideas visually.
- 🕒 Start using templates.
- 🕒 Add & connect shape, text and pictures and tables with dynamic relationships.
- 🕒 Learn how to use the ruler, guides, and grid to arrange and position shapes neatly in your drawings.
- 🕒 Add a drawing scale to represent real-world objects and scale.
- 🕒 Link diagrams to data from other Microsoft Office apps.
- 🕒 Collaborate with others.

### Prerequisites for attending:

- 🕒 A stable Internet connection is required.
- 🕒 Having a second display is beneficial but not required.
- 🕒 Microsoft Visio requires a separate license in addition to Microsoft Office. Learners will require this additional license to perform the exercises on their own computers.
- 🕒 Attending this course will require no previous experience using Microsoft Visio but a basic understanding of Microsoft Office 365 is recommended.

**Please note:** In this course, participants will perform practical use-case learning exercises to prepare them to be able to confidently develop and style their own Microsoft Visio diagrams.



## MICROSOFT VISIO – INTERMEDIATE (1-DAY)

### About this course:

Microsoft Visio is a powerful data visualization tool that can help you bring your ideas to life. With a wide range of templates and customizable shapes, Visio makes it easy to create professional and impactful visuals.

### Target Audience:

Individuals who want to enhance their data visualization skills, or anyone whose role requires them to create diagrams and flowcharts.

### Attending this course will help you to:

- 🕒 Align and position shapes accurately.
- 🕒 Apply themes to your diagrams for a polished look.
- 🕒 Organize shapes into containers for improved organization.
- 🕒 Organize flowchart shapes in swim lanes for clarity.
- 🕒 Add or delete pages for flexibility.
- 🕒 Add backgrounds to your drawing pages for visual interest.
- 🕒 Add headers and footers for a professional touch.
- 🕒 Use layers to manage objects effectively.
- 🕒 Share and protect your diagrams.
- 🕒 Customize shapes and stencils to meet your specific needs.

### Prerequisites for attending:

- 🕒 A basic knowledge of Microsoft Visio is required.
- 🕒 A basic understanding of Microsoft Office 365 is recommended.
- 🕒 Microsoft Visio requires a separate license in addition to Microsoft Office. Learners will need to purchase this license to perform exercises on their own computers.
- 🕒 A stable Internet connection is necessary.
- 🕒 Having a second display is beneficial, but not required.

**Please note:** Participants will engage in practical learning exercises to master the skills covered in the course.

## MICROSOFT PROJECT 2019 - INTRODUCTION (2-DAYS)

### About this course:

Microsoft Project 2019 is a project management and scheduling tool that helps you organize, manage, and control defined variables. From everyday tasks to complex projects and programmes, Microsoft Project combines powerful planning capabilities with advanced collaboration tools to help you set realistic expectations, manage time, personnel, and resources to stay on time and budget.

### Target Audience:

Individual users who are responsible for managing projects and need to create and manage project schedules.

### Attending this course will help you to:

- 🕒 Learn the purpose of Microsoft Project.
- 🕒 Confidently navigate the MS Project Workspace, The Ribbon, Help, and Project Options.
- 🕒 Confidently navigate project calendars, timelines, and critical paths.
- 🕒 Set up tasks and dependencies between them, including lag and lead times.
- 🕒 Manage project costs, levelling, and resolve resource over-allocations.
- 🕒 Understand project security, saving, and protecting Project files.
- 🕒 Use techniques for tracing task paths to simplify unruly Gantt charts.
- 🕒 Set up baselines and interim plans.
- 🕒 Work with costs, deadlines, and overcome scheduling issues.
- 🕒 Save your project as a template for future projects.

### Prerequisites for attending:

- 🕒 A stable internet connection is required.
- 🕒 Having a second display is beneficial but not required.
- 🕒 Please ensure learners have the application installed.
- 🕒 No previous understanding of Microsoft Project is required.

## MICROSOFT PROJECT 2019 - INTERMEDIATE (2-DAYS)

### About this course:

Microsoft Project 2019 is a project management and scheduling tool that helps individuals and teams manage time, personnel, and resources to stay on track and within budget. It provides an intuitive user interface and powerful planning capabilities, combined with advanced collaboration tools to make project management easier and more efficient.

### Target Audience:

Individuals working in a project environment who want to understand more advanced aspects of Microsoft Project 2019 and have knowledge of project management processes, planning, and PC use.

### Attending this workshop will help you to:

- 🕒 Understand more advanced aspects of the user interface and how to create projects.
- 🕒 Schedule projects without resources.
- 🕒 Confidently use filters, layouts, printing, and baselines.
- 🕒 Update an un-resourced project.
- 🕒 Create and assign roles and resources.
- 🕒 Control projects with resources and costs.

### Prerequisites for attending:

- 🕒 Students should have knowledge of project management processes, how to plan a project including the development of a Work Breakdown Structure, and experience in the use of PCs and operating systems.
- 🕒 A stable internet connection is required and having a second display is beneficial but not required.
- 🕒 Please ensure learners have the Microsoft Project 2019 application installed.

## MICROSOFT FORMS (FULL DAY)

### About this course:

Microsoft Forms is a cloud-based tool that allows users to create custom surveys, quizzes, polls, and questionnaires. It provides a platform for collecting and analysing data from participants, which can be viewed in real-time. This 1-Day course is designed to help participants understand the features of Microsoft Forms and learn how to create and share forms with others.

### Target Audience:

This course is designed for individuals who are looking to gain a better understanding of Microsoft Forms. This may include anyone who needs to create custom surveys, quizzes, polls, or questionnaires.

### Attending this course will help you to:

- 🕒 Create your first form by adding questions.
- 🕒 Use themes and styles for your form.
- 🕒 Share your form to known and anonymous users.
- 🕒 See what recipients of forms experience.
- 🕒 Preview the results of your form and save them.
- 🕒 Explore the different kinds of forms like surveys, polls, questionnaires, and more.
- 🕒 Build reports from form results.
- 🕒 Explore form results in Excel and chart form results.
- 🕒 Explore mobile and offline form experiences.
- 🕒 Integrate forms with other Microsoft Office applications like Teams and SharePoint.

### Prerequisites for attending:

- 🕒 This course is designed for individuals who have a basic understanding of Microsoft Office 365.
- 🕒 A stable Internet connection is required.
- 🕒 Having a second display is beneficial but not required.
- 🕒 No prior experience using Microsoft Forms is required.

## MICROSOFT BOOKINGS (2-DAYS)

### About this course:

Microsoft Bookings is a web-based booking calendar that streamlines scheduling and managing appointments. It integrates with Outlook to optimize your staff's calendar and give your customers flexibility to book a time that works best for them. With email and SMS text notifications, it reduces no-shows and enhances customer satisfaction, saving your organization time with a reduction in repetitive scheduling tasks.

### Target Audience:

Business owners and managers who want to optimize their scheduling process and enhance customer satisfaction, or anyone whose role requires them to manage appointments and schedules.

### Attending this workshop will help you to:

- 🕒 Streamline your business with online booking.
- 🕒 Launch and set up Bookings.
- 🕒 Add your business information and define your business offerings.
- 🕒 Add a service for groups.
- 🕒 Set reminder emails and scheduling policies.
- 🕒 Customize, publish, and preview your Bookings page.
- 🕒 Create and manage your staff list and schedule time off.
- 🕒 Share a link to your bookings page.
- 🕒 Schedule a new booking for a customer.
- 🕒 Modify staff availability.
- 🕒 Manage your customer list.
- 🕒 Create a group booking.
- 🕒 Re-assign staff to a booking.
- 🕒 Book an appointment as a customer.
- 🕒 Access Bookings on a mobile device.
- 🕒 Reschedule a booking on a mobile device.
- 🕒 Cancel a booking on a mobile device.

### Prerequisites for attending:

- 🕒 No prior understanding of Microsoft Bookings is required.
- 🕒 A stable internet connection is required.
- 🕒 Having a second display is beneficial but not required.

## MICROSOFT KAIZALA (HALF-DAY)

### About this workshop:

Microsoft Kaizala is a secure messaging and work management app that enables teams to collaborate seamlessly, both within and outside of the organization. With features like instant messaging, task coordination, invoicing, and special tools, Microsoft Kaizala empowers teams to stay connected and productive no matter where they are.

### Target Audience:

Anyone who needs to collaborate with others in their organization, or outside of it.

### Attending this workshop will help you to:

- 🕒 Download and install Microsoft Kaizala on your mobile device.
- 🕒 Set up your profile and start using the app.
- 🕒 Start a chat and view pending actions.
- 🕒 Use Microsoft Kaizala actions, such as quiz, announcement, send location, create meeting, etc.
- 🕒 Explore Microsoft Kaizala groups and hierarchical groups.
- 🕒 Get an introduction to the Microsoft Kaizala Management Portal.

### Prerequisites for attending:

- 🕒 No prior knowledge of Microsoft Kaizala is required.
- 🕒 A stable internet connection is necessary.
- 🕒 having a second display is beneficial but not mandatory.

## MICROSOFT STREAM (HALF-DAY)

### About this course:

Microsoft Stream is an Enterprise Video service that enables organizations to upload, view, and share videos securely. It is a tool that can aid team collaboration by allowing them to share recordings of classes, meetings, presentations, training sessions, or other videos.

With Microsoft Stream, you can also share comments on a video, tag timecodes in comments and descriptions to refer to specific points in a video and discuss with colleagues.

### Target Audience:

This workshop is recommended for individuals who are interested in learning how to use Microsoft Stream to share great content with co-workers, categorize and organize videos, create groups and channels, manage settings, understand and manage security, and collaborate with other Microsoft 365 apps.

### Attending this workshop will help you to:

- 🕒 Become familiar with the Stream interface.
- 🕒 Share great content with co-workers.
- 🕒 Categorize and organize your videos.
- 🕒 Create groups and channels and manage settings.
- 🕒 Understand and manage Stream security.
- 🕒 Add videos to groups and channels.
- 🕒 Collaborate with other Microsoft 365 apps like Teams, Yammer, SharePoint, and Sway.
- 🕒 Use Stream transcripts.

### Prerequisites for attending:

- 🕒 No prior knowledge of Microsoft Stream is required.
- 🕒 A stable internet connection is necessary.
- 🕒 A second display is beneficial but not required.

## TAKE SMARTER NOTES WITH MICROSOFT 365 APPS (HALF-DAY)

### About this course:

In this course, participants will learn how to take more efficient notes using the apps in Microsoft 365 (formerly Office 365). Learn which is the best tool for the job, whether it's taking notes for yourself, note-taking as a team, taking meeting minutes, or note-taking on a mobile device.

### Target Audience:

Anyone who wants to improve their note-taking efficiency and productivity.

### Attending this workshop will help you to learn:

- 🕒 How to take more efficient notes using the apps in Microsoft 365.
- 🕒 Which is the best tool for the job, whether it's taking notes for yourself, note-taking as a team, taking meeting minutes, or note-taking on a mobile device.
- 🕒 How to take handwritten notes with digital pens in OneNote.
- 🕒 How to create OneNote notes from Outlook emails.
- 🕒 How to capture and save images with the Office Lens and OneDrive mobile apps.
- 🕒 How to take a quick note with a keyboard shortcut.
- 🕒 How to automatically create a notebook page from Outlook meeting details.
- 🕒 How to ideate with others using the Microsoft Whiteboard app. In conclusion.
- 🕒 How to add a notebook to a team channel for group collaboration.

### Prerequisites for attending:

- 🕒 No previous prerequisites for attending are required.



## MICROSOFT 365 CoPILOT (HALF-DAY)

### About this course:

This course provides an overview of Microsoft 365 CoPilot and its integration with other apps and services.

### Target Audience:

This course is designed for users who want to learn how to use Microsoft 365 CoPilot to improve their productivity and collaboration.

### Attending this course will help you to:

- 🕒 Understand the features and capabilities of Microsoft 365 CoPilot
- 🕒 Learn how to integrate CoPilot with other apps and services such as Outlook, Teams, OneDrive, SharePoint, and Power Automate
- 🕒 Discover best practices for using CoPilot to improve productivity and collaboration.

### Prerequisites for attending:

- 🕒 Basic knowledge of Microsoft 365 apps and services
- 🕒 Familiarity with the Windows operating system

## MICROSOFT 365 PLANNER - INTRODUCTION (HALF-DAY)

### About this course:

Microsoft Planner is a planning and project management application for Microsoft 365 that helps you stay organized and manage projects more efficiently. In this half-day workshop, you will learn how to create and manage plans, tasks, and files, as well as view progress and communicate with team members. Stay focused on what's important and get things done with Microsoft Planner.

### Target Audience:

Individuals who want to learn how to use Microsoft Planner for project management.

### Attending this workshop will help you to learn:

- 🕒 Create a new plan.
- 🕒 Add and assign tasks.
- 🕒 Sort tasks into buckets.
- 🕒 Attach files to tasks.
- 🕒 Flag tasks with labels.
- 🕒 Update task status.
- 🕒 View progress on a plan.
- 🕒 Use charts to view progress.

### Prerequisites for attending:

- 🕒 A basic understanding of computers and productivity applications is required.

## MICROSOFT 365 PLANNER DEEP DIVE (HALF-DAY)

### About this course:

Microsoft 365 Planner is a powerful tool for team collaboration and project management. In this course, you'll learn how to use Planner to its fullest potential by applying best practices for planning and building boards, integrating with other apps for notifications and effective collaboration, and more.

**Note:** This course is regularly updated to include the latest relevant AI releases and best practice.

### Target Audience:

This course is designed for anyone who wants to become proficient in using Microsoft 365 Planner for project management and team collaboration.

### Attending this workshop will help you to:

- 🕒 Filter and group tasks.
- 🕒 Learn best practices for building a planner board.
- 🕒 Use Planner on mobile.
- 🕒 Use checklists.
- 🕒 Copy Plans.
- 🕒 Export plans to Microsoft Excel.
- 🕒 Get Planner tasks in Microsoft To-Do.
- 🕒 Get task assignment notifications in Microsoft Teams.
- 🕒 Modify and use labels to categorise tasks.
- 🕒 Use Board, Charts and Calendar views.
- 🕒 Integrate Planner with SharePoint, Outlook, OneNote, etc.
- 🕒 Manage group notification settings.

### Prerequisites for attending:

- 🕒 A basic working knowledge of Microsoft Planner is required.
- 🕒 You will require an existing Microsoft Office 365 for Work account.

## MANAGE PROJECT COMMUNICATION WITH MICROSOFT 365 (1-DAY)

### About this course:

Efficient project management requires one to stay up to date with multiple applications. The use of several different applications can make it challenging to keep yourself and stakeholders informed. In this course, participants will learn about the Microsoft 365 tools and services such as Outlook, Planner, and Teams, that can help them streamline their project management process, enabling them to work more efficiently.

### Target Audience:

Project managers and individuals who want to manage their projects more efficiently.

### Attending this workshop will help you to:

- 🕒 Learn about the Microsoft 365 tools and services—including Outlook, Planner, Teams, and more.
- 🕒 Manage your projects more efficiently.
- 🕒 Leverage several different applications in your workflow.
- 🕒 Keep yourself and your stakeholders up to date.
- 🕒 Create templates, leverage reusable content, and automate emails in Outlook.
- 🕒 Keep the right stakeholders informed by creating threaded conversations and private chats in Teams.
- 🕒 Create and manage tasks in Planner, including how to update a Planner task from the Teams app.
- 🕒 Manage cloud-based files in OneDrive, SharePoint, or Teams.
- 🕒 Collect feedback using Forms.
- 🕒 Use SharePoint lists to organize projects.

### Prerequisites for attending:

- 🕒 A basic understanding of computers and productivity applications is required.

**Please note:** This course is full day but can be adapted for half day with fewer exercises.

## MICROSOFT 365 - IMPROVE PRODUCTIVITY THROUGH COLLABORATION (1-DAY)

### About this course:

Microsoft 365 offers the latest Office apps and features for communication, file sharing, and project planning. The apps in Microsoft 365—Word, Excel, PowerPoint, Outlook, Teams, and more—are designed with collaboration in mind, yet many users aren't leveraging all that these tools have to offer. In this course, you will learn tips for maximizing team productivity in Microsoft 365.

### Target Audience:

Managers, team leads, or anyone who needs to collaborate and communicate more efficiently in Microsoft 365.

### Attending this workshop will help you to:

- 🕒 Learn about the latest Office apps and features for communication, file sharing, and project planning.
- 🕒 Maximize team productivity in Microsoft 365.
- 🕒 Work with shared calendars in Outlook.
- 🕒 Connect with your colleagues in Teams.
- 🕒 Manage files that have been shared in Teams (as well as accessing those shared files in tools like SharePoint and Outlook)
- 🕒 Communicate more efficiently using Groups.
- 🕒 Use file libraries in SharePoint.
- 🕒 Share notes and files via OneDrive.
- 🕒 Create shared tasks and projects in Planner.

### Prerequisites for attending:

- 🕒 A basic understanding of computers and productivity applications is required.

**Please note:** This course is full day but can be adapted for half day with fewer exercises.

## MS ACCESS DEEP DIVE (1-DAY)







### About this course:

Microsoft Access is a database management system from Microsoft that combines the relational Microsoft Jet Database Engine with a graphical user interface and software-development tools. In this course you will learn about the Access screen, table and report objects, query objects and properties, form objects and advanced tables, advanced queries and reports, advanced forms and automating things in your forms, more form automations like buttons and macros.


### Target Audience:

Data Analysts, IT Professionals or anyone who wants to improve their understanding of Microsoft Access.

### Attending this workshop will help you to:

-  Create Effective Database Tables.
-  Understand Table Relationships.
-  Build Dynamic User Data Forms.
-  Effectively Retrieve Data Using Access Queries.
-  Build Effective Reports.
-  Automate Access Database Tasks with Macros.

### Prerequisites for attending:

-  Intermediate data knowledge is required.

## MICROSOFT LISTS (1-DAY)






### About this course:

Microsoft Lists is a Microsoft 365 application that allows you to create simple, intelligent, and flexible lists to help you keep up to date with your team and have all the information at hand so that you can organize your work much more effectively. In this course, we are going to cover use case scenarios by creating lists to improve workflow. We will also be integrating with Excel, Teams, and SharePoint to show you the full functionality of Lists.

### Target Audience:

Anybody who wants to improve their ability to track information and organize work.

### Attending this workshop will help you to:

-  Make a list from scratch.
-  Import Excel sheets into Lists.
-  Use List templates.
-  Customize your layout.
-  Use List in Teams and SharePoint.

### Prerequisites for attending:

-  You will require an existing Microsoft 365 Account.

## DATA ANALYTICS, AI AND OTHER APPLICATIONS

**Note:** Our courses are regularly updated to include the latest relevant AI releases and best practice.

### DATA ANALYTICS – PROGRAMME (6 DAYS)

#### About this programme:

Data analytics is the science of taking raw data and analysing it to find trends and uncover patterns. In today's modern analytics, AI can process large quantities of data and generate insights beyond what human analysts can do. Data analytics has become an indispensable tool for decision making in the 21st century.

The vast amounts of data generated by modern businesses and organizations require sophisticated techniques for their analysis. Data analytics converts raw data into actionable insights. It includes a range of tools, technologies, and processes used to find trends and solve problems by using data. Data analytics can shape business processes, improve decision-making, and foster business growth.

This programme is designed to equip you with the skills required to proficiently use Python, Excel and other relevant tools for Data Analytics.







The training spans a full 6 days and covers essential topics. Participants will gain comprehensive knowledge of how to fetch data from a database using SQL, create python scripts, prepare data for analysis, and analyse data using Python's versatile data analysis tools. Upon completion of this course, participants will possess all the necessary skills to analyse and interpret large data sets, draw insights, and make data-driven decisions.

The primary goal of a data analyst is to **increase efficiency and improve performance**.







#### Target Audience:

Anyone who analyses large data, including data scientists, business analysts, researchers, and students.

#### This programme will integrate the following learning:

-  Coding Fundamentals (Python) – Beginner
-  Coding Fundamentals (Python) – Intermediate
-  SQL Programming Introduction
-  Data Analytics Theory in Microsoft Excel
-  Python for Data Analytics
-  Python for Data Analytics: Designing a report

#### Prerequisites for attending:

-  A stable internet connection
-  A second monitor is recommended but not required.
-  A python code editor (Visual Studio Code is recommended)
-  SQL Server Developer Edition installed.
-  SSMS Installed.
-  Data Required for this course will be provided during the course.



## SQL PROGRAMMING INTRODUCTION (1-DAY)

### About this course:

SQL (Structured Query Language) is a programming language designed for managing and manipulating relational databases. It's used by many organizations to manage their data and extract valuable insights. This course provides an introduction to SQL programming and covers the fundamentals of querying relational databases.

### Target Audience:

Anyone who wants to learn the basics of SQL programming.

### Attending this course will help you to:

- 🕒 Understand the basics of SQL syntax.
- 🕒 Understanding the basics of database schemas and models.
- 🕒 Query databases to retrieve data.
- 🕒 Filter, sort, and aggregate data.
- 🕒 Join multiple tables to extract valuable insights.
- 🕒 Understand database normalization.
- 🕒 Understand how to use SQL in various applications.

### Prerequisites for attending:

- 🕒 No prior knowledge of SQL programming is required.
- 🕒 Basic computer skills are necessary.
- 🕒 A second monitor is recommended but not required.
- 🕒 A stable internet connection is required.
- 🕒 SQL Server Developer Edition installed.
- 🕒 SSMS Installed.
- 🕒 Data Required for this course will be provided during the course.

**Note:** Although SQL Server is required for this course, these skills translate almost seamlessly with other SQL databases. This course focuses on the DML subset of SQL.

## SQL PROGRAMMING INTERMEDIATE (1-DAY)

### About this course:

SQL (Structured Query Language) is a programming language designed for managing and manipulating relational databases. It's used by many organizations to manage their data and extract valuable insights. This course is designed to upgrade your SQL skills to an intermediate level, teaching you everything you need to know in being fluent with SQL programming.

### Target Audience:

This course is designed for individuals seeking to enhance their SQL skills. It is particularly suited for those who work with SQL daily and want to optimize their programming skills for maximum efficiency.

### Attending this course will help you to:

- 🕒 Write SQL queries for both OLTP and OLAP databases.
- 🕒 Create complex subqueries.
- 🕒 Understand and create Views, Functions, and procedures.
- 🕒 Apply further filtering techniques such as IF and CASE statements.
- 🕒 Combine these techniques to create complex Queries

### Prerequisites for attending:

- 🕒 A basic knowledge of SQL programming is required.
- 🕒 Basic computer skills are necessary.
- 🕒 A second monitor is recommended but not required.
- 🕒 A stable internet connection is required.
- 🕒 SQL Server Developer Edition installed.
- 🕒 SSMS Installed.
- 🕒 Data Required for this course will be provided during the course.

**Note:** Although SQL Server is required for this course, these skills translate almost seamlessly with other SQL databases. This course focuses on the DML subset of SQL.

## CODING FUNDAMENTALS (PYTHON) – BEGINNER (1-DAY)

### About this course:

Coding Fundamentals (Python) is an introductory course that aims to teach participants the basics of coding and software development. The course will cover the fundamentals of the Python programming language and provide an overview of basic data types and programming concepts.

### Target Audience:

This course is ideal for anyone who wants to get involved in the development process of applications or gain a better understanding of what is involved in software development. It is also suitable for those in management roles who work with development teams or contract development services.

### Attending this course will help you to:

- 🕒 Understand the difference between coding and programming.
- 🕒 Develop a working understanding of software development.
- 🕒 Know when coding is necessary in the development process.
- 🕒 Understand what Python is and what it is used for.
- 🕒 Learn the fundamentals of Python programming, including spacing, commenting, and context.
- 🕒 Become familiar with the Python glossary and its terminology.
- 🕒 Understand basic data types, such as JSON, string, Boolean, list, and dictionary.
- 🕒 Understand basic programming concepts, including variables, assignment statements, print functions, and data navigation.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 A Python code editor
- 🕒 Having a second monitor is beneficial but not required.

## CODING FUNDAMENTALS (PYTHON) – INTERMEDIATE (1-DAY)

### About this course:

This Intermediate Python workshop is designed to help anyone looking to be more involved in the development process of applications. It is also an excellent introduction to application development. Participants will learn about Python exceptions, keywords, loops, and built-in functions, as well as how to create their first function with parameters and return statements.

### Target Audience:

This course is suitable for anyone with a basic working knowledge of Python who wants to further develop their skills. It is also ideal for managers who want to gain a better understanding of what a development role entails to better lead their team. Companies that work with development teams or contract work for development services can also benefit from this course.

### Attending this course will help you to:

- 🕒 Research and troubleshoot Python exceptions.
- 🕒 Use the Python Shell
- 🕒 Understand Python Keywords
- 🕒 Create Python Loops (If, While, For and Try statements)
- 🕒 Understand core Python Built-in Functions
- 🕒 Write your first Function (Parameters and Return statements)

### Prerequisites for attending:

- 🕒 A stable internet connection
- 🕒 A python code editor
- 🕒 A basic working knowledge of Python is required.
- 🕒 Having a second monitor is beneficial but not required.

## CODING FUNDAMENTALS (PYTHON) – ADVANCED (1-DAY)

### About this course:

This advanced Python workshop will help participants to develop a deeper understanding of Python classes, core operators, set methods, libraries, and working with APIs. This course is designed for individuals who want to be involved in the development process of applications or gain an introduction into application development. It is also beneficial for those in management roles who require a greater understanding of what a development role entails to better support their team. Companies that work with development teams or contract work for development services can also gain valuable insights from this course.

### Target Audience:

Individuals who want to deepen their knowledge of Python and become more involved in the development process of applications. This course is also suitable for managers who want to better understand their team's work and for companies that work with development teams or contract development services.

### Attending this course will help you to:

- 🕒 Understand Python classes.
- 🕒 Understand core Python operators.
- 🕒 Use Python set methods.
- 🕒 Understand Python libraries.
- 🕒 Work with Python Request and APIs.

### Prerequisites for attending:

- 🕒 Stable internet connection
- 🕒 Python code editor
- 🕒 Having a second monitor is beneficial but not required.
- 🕒 An intermediate working knowledge of Python is required.

## PYTHON FOR DATA ANALYTICS (1-DAY)

### About this course:

Python is a high-level, interpreted programming language that is used for a wide range of applications. In this course, you will learn how to use Python for data analytics, with a focus on three popular Python packages: NumPy, Pandas, and Matplotlib. These three powerful tools working together are the three musketeers of data analytics for python.

This course is focused on applying data analytics techniques to real-world problems.

### Target Audience:

Anyone who wants to learn how to use Python for data analytics, including data scientists, business analysts, researchers, and students.

### Attending this course will help you to:

- 🕒 Import data into a Python environment.
- 🕒 Multidimensional arrays and aggregates using NumPy.
- 🕒 Manipulate Dataframes and analyse data using Pandas.
- 🕒 Create custom visualisations with Matplotlib.
- 🕒 Build end-to-end data analytics pipelines.
- 🕒 Apply data analytics techniques to real-world problems.

### Prerequisites for attending:

- 🕒 Attendees require an intermediate python skill level before attending this course (See our intermediate python course for details)
- 🕒 Attendees should have access to a stable Python environment.
- 🕒 Attendees should have stable internet access.
- 🕒 A second monitor is recommended but not required.

## PYTHON DATA ANALYTICS: DESIGNING A REPORT (1-DAY)

### About this course:

Data analysis is a fundamental aspect of several businesses and organizations, and the capability to craft professional reports that precisely convey insights is indispensable. This course will enable you to employ Python for data analytics, with a specific emphasis on retrieving data from SQL servers, creating compelling data visualizations, examining data in OLTP databases, and crafting refined reports in Microsoft Word. These reports will showcase valuable insights to your team in a remarkable fashion.

### Target Audience:

Data analysts, business analysts and students who want to refine their skills and become proficient in the complete analytical pipeline.

### Attending this course will help you to:

- 🕒 Investigate data in OLTP databases using SQL Server.
- 🕒 Fetch data from SQL server using Python and pyodbc.
- 🕒 Manipulate and shape the data using Pandas Dataframes.
- 🕒 Design excellent visuals using Python Matplotlib.
- 🕒 Design a professional report in Microsoft Word.
- 🕒 Apply data analytics techniques to real-world problems.
- 🕒 Understand how to effectively communicate insights through data visualizations and reports.

### Prerequisites for attending:

- 🕒 Existing skills: Microsoft word (Intermediate), Python for Data Analytics, SQL Server, SQL Programming (Introduction). See our existing courses in these areas for more detail.
- 🕒 Attendees should have access to a Python environment.
- 🕒 Attendees should have SQL Server installed. The data required for this course will be provided during the course.
- 🕒 Microsoft Word should be installed.

**Note:** This course is designed to help learners put into practice basic but existing Python and analytical skills. Learners should have existing Python, Microsoft word and analytical skills. This course is an opportunity for learners to refine their skills and become familiar with the complete analytical pipeline using Python.

## AI SERVICES: MASTER GENERATIVE PROMPT ENGINEERING (1-DAY)

### About this course:

Generative Prompt Engineering is an artificial intelligence skill where you generate content or code on provided prompts. In this course, you will learn how to use Generative Prompt Engineering proficiently, allowing you to generate high-quality content for various purposes such as creative writing, marketing copy, social media posts, product descriptions, code and more. You will learn how to expertly write prompts in a way that returns the best result and how to fine-tune generated text to meet your specific needs.

### Target Audience:

Writers, content creators, marketers, social media managers, graphic designers, product managers, and anyone who wants to learn more about AI tools.

### Attending this course will help you to:

- 🕒 Setup Generative Prompt Engineering in your preferred environment
- 🕒 Expertly write prompts for generating desired text.
- 🕒 Fine-tune generated text to meet your specific needs.
- 🕒 Use weights to emphasize certain styles, tones, or themes in your text.
- 🕒 Create a consistent series of text outputs.

### Prerequisites for attending:

- 🕒 A stable internet connection.
- 🕒 Familiarity with basic text editing tools such as Microsoft Word or Google Docs.
- 🕒 Understanding of basic programming concepts such as variables, functions, and API calls (optional).



## MASTER ARTIFICIAL INTELLIGENCE FOR PRODUCTIVITY - PROGRAMME (3-DAYS)

### About this programme:

As the prevalence of artificial intelligence continues to expand throughout the internet, these powerful tools are now accessible beyond the world of tech enthusiasts. With the employment of Natural Language Processing (NLP) provided by ChatGPT and stable diffusion-powered text-to-image generation through Midjourney, you can enhance your productivity to unprecedented levels.

Our 3-day programme is designed to educate you comprehensively on the utilization of these cutting-edge tools.



### Target Audience:

Artists, Writers, bloggers, game developers, Graphics designers and anyone who wants to learn more about AI tools.

### This programme will integrate the following learning:

- 🕒 AI Services: Midjourney (Day 1)
- 🕒 AI Services: ChatGPT Intro (Day 2)
- 🕒 AI Services: Generative Prompt Engineering (Day 3)

### Prerequisites for attending:

- 🕒 A stable internet connection.
- 🕒 A paid Midjourney account.
- 🕒 A paid ChatGPT account.

## AI SERVICES: CHATGPT INTRODUCTION (HALF-DAY)

### About this course:

ChatGPT is an Artificial Intelligence (AI) platform that uses advanced Natural Language Processing (NLP) techniques to understand and respond to human language. In this course we will explore the features and capabilities of ChatGPT, when you should leverage this powerful tool, how to write effective prompts and best practices when using an AI platform.

### Target Audience:

Anyone looking to streamline daily workflows, improve work quality and develop new skills.

### Attending this course will help you to:

- 🕒 Understand the capabilities and limitations of ChatGPT.
- 🕒 Write prompts to assist your workflow in many ways.
- 🕒 Use ChatGPT to assist in learning new skills.
- 🕒 Use best practices when articulating your prompts.
- 🕒 Leverage ChatGPT's contextually relevant responses.

### Prerequisites for attending:

- 🕒 Access to a ChatGPT account.
- 🕒 A stable internet connection.
- 🕒 A second monitor is recommended but not required.

## AI SERVICES: GETTING STARTED WITH OPENAI API (1-DAY)

**Premium Pricing**

### About this course:

OpenAI API is a cloud-based platform that allows developers and organizations to integrate cutting-edge artificial intelligence services into their applications. OpenAI API provides access to advanced natural language processing, machine learning, and computer vision models, empowering you to create intelligent applications with ease.

In this course, you will learn how to leverage OpenAI API capabilities to build intelligent applications.

### Target Audience:

Developers who want to integrate AI capabilities into their applications or anyone who wants to learn how to use OpenAI API.

### Attending this course will help you to:

- 🕒 Understand the capabilities of OpenAI API.
- 🕒 Configure your API key and access the service.
- 🕒 Comfortably navigate the OpenAI API documentation.
- 🕒 Write and configure various API requests to the service.
- 🕒 Integrate OpenAI API into your applications or services.
- 🕒 Optimize your AI models for accuracy and efficiency.

### Prerequisites for attending:

- 🕒 Learners should have a working knowledge of programming languages such as Python (Python will be the language used to demonstrate these features)
- 🕒 A paid account to OpenAI is required.
- 🕒 A stable internet connection.
- 🕒 A second monitor is recommended but not required.

## AI SERVICES: MIDJOURNEY (1-DAY)

**Premium Pricing**

### About this course:

Midjourney is an AI powered service that creates images from detailed textual descriptions.

In this course, you will learn how to use this software proficiently, allowing you to create your own thumbnails, cover-art, banners, icons, game assets and more. You will learn how to expertly write prompts in a way that returns the best result.

### Target Audience:

Artists, Writers, bloggers, game developers, Graphics designers and anyone who wants to learn more about AI tools.

### Attending this course will help you to:

- 🕒 Setup Midjourney in your discord client.
- 🕒 Expertly write prompts for a desired image.
- 🕒 Access and upscale your previously generated images.
- 🕒 Use weights to emphasis certain themes in your images.
- 🕒 Create a consistent series of images.

### Prerequisites for attending:

- 🕒 A stable internet connection.
- 🕒 Discord installed and signed in (Free)
- 🕒 A paid Midjourney Account

## COMFYUI TRAINING (1-DAY)

### About this course:

ComfyUI is an AI-powered software that simplifies UI design by creating graphical user interface (GUI) designs based on textual descriptions. In this course, you will learn how to proficiently use ComfyUI to design your own UIs for your website, application, or software. You will learn how to write prompts that yield the best results, customize your designs, and create a consistent design theme.

### Target Audience:

Web and software developers, UI/UX designers, graphic designers, and anyone interested in learning more about AI-powered design tools.

### Attending this course will help you to:

- 🕒 Set up ComfyUI in your web or software development environment
- 🕒 Expertly write prompts for generating UI designs
- 🕒 Customize and refine UI designs based on your requirements
- 🕒 Utilize ComfyUI to generate and upscale your UI designs
- 🕒 Use ComfyUI to create a consistent design theme.

### Prerequisites for attending:

- 🕒 Basic understanding of web or software development
- 🕒 Stable internet connection
- 🕒 A development environment (such as Visual Studio Code or similar) installed and set up
- 🕒 Familiarity with basic design concepts

## AUTOCAD – INTRODUCTION (3-DAYS)

Premium Pricing

### About this course:

AutoCAD is a computer-aided design (CAD) software application used for 2D and 3D design, documentation, and drafting. It is used in a variety of industries such as Architecture, Engineering, Construction, and Manufacturing. AutoCAD allows designers and engineers to create and modify 2D and 3D models of components, assemblies, and architectural plans.

AutoCAD Introduction is a comprehensive 3-day training programme for Beginners. This is a practical course that will teach you how to create 2D CAD drawings for production, technical drawings, and architectural plans.

### Target Audience:

- 🕒 Architecture, engineering, and construction businesses of any size looking to use CAD to help improve their drafting, design quality and lead times.
- 🕒 Individuals who would like to learn the software and become Freelance Designers

### Attending this course will help you to:

- 🕒 Navigate the AutoCAD interface with confidence
- 🕒 Create basic drawings and objects using lines, arcs, polylines, and more
- 🕒 Use object snaps and object snap tracking to accurately place objects
- 🕒 Manipulate objects with precision using commands such as move, copy, rotate, mirror, and scale
- 🕒 Alter objects by trimming and extending them, creating parallel and offset geometry, and joining them
- 🕒 Use layers and object properties to organize drawings and make editing more efficient
- 🕒 Understand the difference between model space and paper space and how to use them effectively.
- 🕒 Create layouts and viewports to better manage drawing space
- 🕒 Add annotations to drawings using text and dimensions
- 🕒 Create reusable content such as blocks and symbols
- 🕒 Use hatch patterns to fill objects with solid or patterned colours
- 🕒 Plot drawings for printing or PDF output
- 🕒 Use keyboard shortcuts and command line inputs to speed up workflow
- 🕒 Backup and recover drawings in case of data loss or corruption
- 🕒 Understand and use AutoCAD's inquiry commands and measurement tools
- 🕒 Use polar tracking and dynamic input to draw with precision

### Prerequisites for attending:

- 🕒 Familiar with Windows 10 & using a computer for general tasks such as web browsing etc.
- 🕒 For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. AutoCAD is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [AutoCAD Info & Trial](#)
- 🕒 Colleges & University's may have access to a free AutoCAD educational license
- 🕒 **Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available for learning.

System requirements for AutoCAD 2022 including Specialized Toolsets (Windows)	
Operating System	64-bit Microsoft® Windows® 11 and Windows 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
Processor	<b>Basic:</b> 2.5–2.9 GHz processor <b>Recommended:</b> 3+ GHz processor
Memory	<b>Basic:</b> 8 GB <b>Recommended:</b> 16 GB
Display Resolution	<b>Conventional Displays:</b> 1920 x 1080 with True Color  <b>High Resolution &amp; 4K Displays:</b> Resolutions up to 3840 x 2160 supported on Windows 10 (with capable display card)
Display Card	<b>Basic:</b> 1 GB GPU with 29 GB/s Bandwidth and DirectX 11 compliant <b>Recommended:</b> 4 GB GPU with 106 GB/s Bandwidth and DirectX 12 compliant
Disk Space	10.0 GB
Network	See <a href="#">Autodesk Network License Manager for Windows</a>
Pointing Device	MS-Mouse compliant
.NET Framework	.NET Framework version 4.8 or later

### About this course:

AutoCAD is a computer-aided design (CAD) software application used for 2D and 3D design, documentation, and drafting. It is used in a variety of industries such as Architecture, Engineering, Construction, and Manufacturing. This course is designed for those who have completed the AutoCAD Introduction course or have equivalent experience with AutoCAD.

AutoCAD - Intermediate is a comprehensive 3-day training programme that will teach you advanced techniques in AutoCAD. This is a practical course that will help you create professional 2D CAD drawings for production, technical drawings, and architectural plans.

### Target Audience:

- 🕒 Architecture, engineering, and construction businesses of any size looking to improve their drafting, design quality, and lead times with advanced AutoCAD skills.
- 🕒 Individuals who have completed the AutoCAD Introduction course or have equivalent experience with AutoCAD and would like to take their skills to the next level.

### Attending this course will help you to:

- 🕒 Apply advanced drawing techniques, including working with splines, creating advanced polylines, and isometric drawings.
- 🕒 Create and work with tables and table styles, including importing from and exporting to tables.
- 🕒 Work with reusable content, including advanced tool palettes and DesignCenter.
- 🕒 Use macros for customization and customize the user interface.
- 🕒 Use system variables and create dynamic blocks with actions, parameters, and multiple shapes.
- 🕒 Create parametric objects and use structural constraints, AutoConstrain, and formulae.
- 🕒 Create and edit attributes, including user-defined and field-driven attributes, text fields, and data extraction.
- 🕒 Work with external references (Xrefs) and raster images, overlay vs attachment, and team collaboration using eTransmit for distribution.
- 🕒 Use draw order and User Coordinate Systems (UCS) with the World Coordinate System (WCS), custom UCS, and multiple UCS.
- 🕒 Import PDF files and control the PDF display and import PDF as an AutoCAD drawing.
- 🕒 Apply advanced dimension styles, including dimension sub styles, using the dimension tool, and dimension tolerancing.
- 🕒 Use multileader styles, wipeouts, and revision clouds, and understand annotative behaviour for text, dimensions, leaders, blocks, and hatching.
- 🕒 Apply advanced use of layer groups and filters, including creating a group filter and layer visibility within a viewport.
- 🕒 Apply advanced layouts and paper space techniques, including advanced creation techniques, viewport manipulation, custom viewport scales, and named views.
- 🕒 Control line weight with object line weight, layer line weight, and colour line weight (CTB files).
- 🕒 Apply advanced plotting and exporting techniques, including sheet sets, batch plotting, and exporting DWF and DWFX files.
- 🕒 Work efficiently by purging unnecessary items.

*Please ensure you read the prerequisites for attending, on the next page.*



### Prerequisites for attending:

- 🕒 Completion of the AutoCAD Introduction course or equivalent experience with AutoCAD.
- 🕒 For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. AutoCAD is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [AutoCAD Info & Trial](#)
- 🕒 Colleges & University's may have access to a free AutoCAD educational license
- 🕒 **Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available to cover all of the topics.

System requirements for AutoCAD 2022 including Specialized Toolsets (Windows)	
Operating System	64-bit Microsoft® Windows® 11 and Windows 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
Processor	<b>Basic:</b> 2.5–2.9 GHz processor <b>Recommended:</b> 3+ GHz processor
Memory	<b>Basic:</b> 8 GB <b>Recommended:</b> 16 GB
Display Resolution	<b>Conventional Displays:</b> 1920 x 1080 with True Color  <b>High Resolution &amp; 4K Displays:</b> Resolutions up to 3840 x 2160 supported on Windows 10 (with capable display card)
Display Card	<b>Basic:</b> 1 GB GPU with 29 GB/s Bandwidth and DirectX 11 compliant <b>Recommended:</b> 4 GB GPU with 106 GB/s Bandwidth and DirectX 12 compliant
Disk Space	10.0 GB
Network	See <a href="#">Autodesk Network License Manager for Windows</a>
Pointing Device	MS-Mouse compliant
.NET Framework	.NET Framework version 4.8 or later

## AUTOCAD – 3D TRAINING (2-DAYS)

**Premium Pricing**

### About this course:

AutoCAD is a powerful computer-aided design (CAD) software application used for 2D and 3D design, documentation, and drafting.

AutoCAD 3D Training is a comprehensive 2-day course designed for professionals in the Architecture, Engineering, Construction, and Manufacturing industries who want to learn how to use AutoCAD for creating 3D models and designs. This is an intermediate level course that builds on the skills learned in the AutoCAD Introduction course. Participants would also be better equipped for this course after taking part in the AutoCAD Intermediate course.

### Target Audience:

- 🕒 Architects, engineers, and construction professionals who want to learn how to create 3D models and designs using AutoCAD.
- 🕒 Manufacturing professionals who want to use AutoCAD for designing complex parts and assemblies.

### Attending this course will help you to:

- 🕒 Navigate the 3D space confidently.
- 🕒 Create solid, surface, and mesh models with precision using various tools and techniques.
- 🕒 Use drafting tools such as lines, polylines, and 3D polylines in the 3D environment.
- 🕒 View and manage 3D models using viewport creation, section creation, and clipping planes.
- 🕒 Apply annotations and create a detail drawing set using the base tool.
- 🕒 Print your designs using visual styles and hidden line removal.
- 🕒 Render your models using camera settings, lighting, and materials. Control line weight with object line weight, layer line weight, and colour line weight (CTB files).
- 🕒 Apply advanced plotting and exporting techniques, including sheet sets, batch plotting, and exporting DWF and DWFX files.
- 🕒 Work efficiently by purging unnecessary items.

### Prerequisites for attending:

- 🕒 Completion of the AutoCAD Introduction course or equivalent knowledge.
- 🕒 For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. AutoCAD is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [AutoCAD Info & Trial](#)
- 🕒 Colleges & University's may have access to a free AutoCAD educational license
- 🕒 **Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available to cover all of the topics over the 2 days.

System requirements for AutoCAD 2022 including Specialized Toolsets (Windows)	
Operating System	64-bit Microsoft® Windows® 11 and Windows 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
Processor	<b>Basic:</b> 2.5–2.9 GHz processor <b>Recommended:</b> 3+ GHz processor
Memory	<b>Basic:</b> 8 GB <b>Recommended:</b> 16 GB
Display Resolution	<b>Conventional Displays:</b> 1920 x 1080 with True Color  <b>High Resolution &amp; 4K Displays:</b> Resolutions up to 3840 x 2160 supported on Windows 10 (with capable display card)
Display Card	<b>Basic:</b> 1 GB GPU with 29 GB/s Bandwidth and DirectX 11 compliant <b>Recommended:</b> 4 GB GPU with 106 GB/s Bandwidth and DirectX 12 compliant
Disk Space	10.0 GB
Network	See <a href="#">Autodesk Network License Manager for Windows</a>
Pointing Device	MS-Mouse compliant
.NET Framework	.NET Framework version 4.8 or later

## AUTOCAD: FROM BEGINNER TO ADVANCED USER - PROGRAMME (8-DAYS)

### About this Programme:

AutoCAD is a computer-aided design (CAD) software application used for 2D and 3D design, documentation, and drafting. It is used in a variety of industries such as Architecture, Engineering, Construction, and Manufacturing. AutoCAD allows designers and engineers to create and modify 2D and 3D models of components, assemblies, and architectural plans.

**Premium Pricing**

The full programme comprises of three elements AutoCAD Introduction (Days 1 to 3), AutoCAD Intermediate (Days 3 to 6) & AutoCAD 3D Training (Days 7 to 8).

This is a comprehensive 8-day training programme for students who wish to quickly upskill and learn how to be a proficient AutoCAD user. This is a practical course that will teach you how to create 2D and 3D CAD drawings for production technical drawings, and architectural plans.

### Target Audience:

- o Architecture, engineering, and construction businesses of any size looking to use CAD to help improve their drafting, design quality and lead times.
- o Individuals who would like to learn the software and become Freelance Designers

**This programme will integrate the following learning:**

### The AutoCAD interface (Day 1)

- o Features of the ribbon
- o The Application menu
- o The Quick Access toolbar
- o The command line
- o Keyboard shortcuts
- o Creating basic drawings

### Creating basic objects (Day 1)

- o Working with lines
- o Working with arcs
- o Working with polylines
- o Using grips
- o Using object snaps
- o Using object snap tracking
- o Using polar tracking

### **Saving your work (Day 1)**

- o Auto-backups
- o Other file formats, DXF, etc.
- o Disaster recovery

### **Accurate object creation (Day 1)**

- o Working with units
- o Dynamic input
- o Using Inquiry commands
- o Using measurement tools to find length, area, etc.

### **Object viewing (Day 1)**

- o Zooming techniques
- o Panning techniques

### **Manipulating objects (Day 1)**

- o Selecting objects in the drawing
- o Noun/verb selection
- o Using Quick Select
- o Moving objects
- o Copying objects
- o Rotating objects
- o Mirroring objects
- o Arraying objects
- o Scaling objects

### **Altering objects (Day 2)**

- o Trimming and extending objects to defined boundaries
- o Creating parallel and offset geometry
- o Joining objects
- o Filletting corners between two objects
- o Chamfering corners between two objects
- o Stretching objects

### **Drawing organisation (Day 2)**

- o Using layers
- o Changing object properties
- o Matching object properties
- o Using the properties palette
- o Using linetypes

### **Working with layouts (Day 2)**

- o Using page setups
- o Using layouts
- o Scaling drawing views

### **Annotating the drawing (Day 2)**

- o Creating multiline text
- o Creating single line text
- o Using text styles
- o Editing text

### **Dimensioning (Day 2)**

- o Creating dimensions
- o Using dimension styles
- o Editing dimensions
- o Using multileaders

### **Hatching objects (Day 3)**

- o Hatching objects
- o Editing hatch objects

### **Working with reusable content (Day 3)**

- o Creating and inserting blocks and symbols
- o Editing blocks and symbols
- o Using tool palettes
- o Working with groups

### **Layouts and paper space (Day 3)**

- o Understanding model space and paper space
- o Creating layouts
- o Creating and using viewports
- o Setting viewport scales

### **Plotting your drawings (Day 3)**

- o Plotting drawings
- o PDF output
- o Multiple sheet drawings
- o Using Plotstyles

### **Drawing templates (Day 3)**

- o Creating drawing templates
- o Using drawing templates

### **One AutoCAD (Day 4)**

- o AutoCAD toolsets
- o AutoCAD web app
- o AutoCAD mobile app
- o Understand and use AutoCAD's inquiry commands and measurement tools
- o Use polar tracking and dynamic input to draw with precision

### **Advanced drawing techniques (Day 4)**

- o Working with splines
- o Creating advanced polylines
- o Isometric drawings

### **Tables and table styles (Day 4)**

- o Creating a table style
- o Importing from and exporting to tables

### **Working with reusable content (Day 4)**

- o Advanced tool palettes
- o DesignCenter
- o Using Macros for Customisation
- o Customising the User Interface
- o Using system variables
- o Dynamic blocks
- o Creating a dynamic block
- o Adding an action
- o Adding a parameter
- o Creating multiple shapes in one block
- o Parametrics
- o Creating parametric objects
- o Using structural constraints
- o Using AutoConstrain
- o Using formulae

### **Attributes (Day 4)**

- o Creating user-defined attributes
- o Creating field-driven attributes
- o Editing attributes
- o Text fields
- o \* Data Extraction

### **External references (Xrefs) (Day 4)**

- o Raster Images
- o Drawing files
- o Overlay vs attachment
- o Team collaboration
- o Using eTransmit for distribution
- o Draw order

### **User Coordinate Systems (UCS) (Day 5)**

- o Working with the World Coordinate System (WCS)
- o Setting custom UCS
- o Saving multiple UCS



### **Importing PDF files (Day 5)**

- Controlling the PDF display
- Importing a PDF as an AutoCAD drawing

### **Advanced dimension styles (Day 5)**

- Dimension sub styles
- Using the dimension tool
- Dimension tolerancing

### **Multileader styles (Day 5)**

### **Wipeouts and revision clouds (Day 5)**

### **Annotative behaviour (Day 5)**

- Creating and using annotative text
- Creating and using Dimensions
- Creating and using Leaders
- Creating and using blocks
- Creating and using hatching

### **Advanced use of layer groups and filters (Day 6)**

- Creating a group filter
- Layer visibility within a viewport

### **Advanced layouts and paper space (Day 6)**

- Advanced creation techniques
- Viewport manipulation
- Creating custom viewport scales
- Named views

### **Line weight control (pen setup) (Day 6)**

- o Object line weight
- o Layer line weight
- o Colour line weight (CTB files)

### **Advanced plotting and exporting (Day 6)**

- o \* Sheet sets
- o Batch plotting
- o Exporting DWF and DWFX files

### **Working efficiently (Day 6)**

- o Purging
- o Use multileader styles, wipeouts, and revision clouds, and understand annotative behaviour for text, dimensions, leaders, blocks, and hatching.
- o Apply advanced use of layer groups and filters, including creating a group filter and layer visibility within a viewport.
- o Apply advanced layouts and paper space techniques, including advanced creation techniques, viewport manipulation, custom viewport scales, and named views.
- o Control line weight with object line weight, layer line weight, and colour line weight (CTB files).
- o Apply advanced plotting and exporting techniques, including sheet sets, batch plotting, and exporting DWF and DWFX files.
- o Work efficiently by purging unnecessary items.

### **Navigating the 3D space (Day 7)**

- o Changing workspaces
- o Using the Viewcube
- o Understanding the view controls and User Co-ordinate Systems (UCS)
- o Using Dynamic UCS
- o Using perspective and parallel views

### **Solid modelling (Day 7)**

- o Primitive creation
- o Boolean construction – Union, Subtraction, Intersect and Interfere
- o Creating Lofts, Sweeps and Revolves
- o Solid models with the Presspull tool
- o Solid model editing
- o Sub object selection and manipulation within a solid

### **Surface modelling (Day 7)**

- o Splines and their use in surface models
- o Creating Lofts, Sweeps and Revolves
- o Sub-object selection and manipulation within a surface
- o An introduction to NURBS
- o Conversion to a solid model

### **Mesh modelling (Day 7)**

- o Primitive creation
- o Sub-object selection and manipulation within a mesh
- o Smoothing and creasing a mesh model
- o Conversion to a solid model

### **Model manipulation (Day 8)**

- o Moving, rotating and scaling using the Gizmo
- o Using the Rotate3D tool

### **Drafting in the 3D environment (Day 8)**

- o Lines, Polylines and 3D Polylines

### **Viewing 3D models and the paper space environment (Day 8)**

- o Viewport creation
- o Creating a section and using the clipping planes
- o Using the base tool to create a detail drawing set
- o Annotation

### **Printing (Day 8)**

- o Using visual styles and hidden line removal
- o Output to a 3D printer for fast prototyping

## Rendering (Day 8)

- o Camera settings
- o Task and environmental lighting
- o An introduction to materials
- o Applying materials
- o Render settings and output types

## Prerequisites for attending:

- o Familiar with Windows 10 & using a computer for general tasks such as web browsing etc.
- o For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. AutoCAD is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [AutoCAD Info & Trial](#)
- o Colleges & University's will have access to a free AutoCAD educational license
- o **Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available to cover all of the topics over the days.

System requirements for AutoCAD 2022 including Specialized Toolsets (Windows)	
Operating System	64-bit Microsoft® Windows® 11 and Windows 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
Processor	<b>Basic:</b> 2.5–2.9 GHz processor <b>Recommended:</b> 3+ GHz processor
Memory	<b>Basic:</b> 8 GB <b>Recommended:</b> 16 GB
Display Resolution	<b>Conventional Displays:</b> 1920 x 1080 with True Color  <b>High Resolution &amp; 4K Displays:</b> Resolutions up to 3840 x 2160 supported on Windows 10 (with capable display card)
Display Card	<b>Basic:</b> 1 GB GPU with 29 GB/s Bandwidth and DirectX 11 compliant <b>Recommended:</b> 4 GB GPU with 106 GB/s Bandwidth and DirectX 12 compliant
Disk Space	10.0 GB
Network	See <a href="#">Autodesk Network License Manager for Windows</a>
Pointing Device	MS-Mouse compliant
.NET Framework	.NET Framework version 4.8 or later

### About this course:

Autodesk Inventor is a computer-aided design (CAD) software application used for 3D design, simulation, visualization, and documentation. It is used in a variety of industries such as Mechanical Engineering, Furniture Manufacturing, Structural Metalwork and Sheet Metal

Autodesk Inventor allows designers and engineers to create and modify 3D models of components and assemblies. It supports parametric modelling, which means that designs can be easily modified by changing parameters such as dimensions, features, and materials, and the software automatically updates all related parts of the design.

Autodesk Inventor Introduction is a comprehensive 3-day training programme for Beginners. This is a practical course that will teach you how to create 3D CAD parts and assemblies for production & technical drawings.

### Target Audience:

- 🕒 Manufacturing & design businesses of any size looking to improve their products, production quality & lead times.
- 🕒 Individuals who would like to learn the software and become Freelance Designers

### Attending this course will help you to:

- 🕒 Become familiar with the Autodesk Inventor user interface
- 🕒 Create 2D sketches
- 🕒 Understand and learn parametric design
- 🕒 Apply geometric constraints
- 🕒 Create basic sketched features
- 🕒 Create work features
- 🕒 Learn and use 3D modelling techniques such as extrude, sweep, loft etc.
- 🕒 Add detail to your components with holes, threads, chamfers and fillets
- 🕒 Pattern and mirror features
- 🕒 Bring 3D parts you have created together to create an assembly
- 🕒 Set up and use project files
- 🕒 Place standard components into an assembly using the content centre
- 🕒 Identify parts in an assembly
- 🕒 Use analysis and motion tools
- 🕒 Present your assembly and create exploded views
- 🕒 Create production level drawings for manufacture.

### Prerequisites for attending:

- 🕒 Familiar with Windows 10 & using a computer for general tasks such as web browsing etc.
- 🕒 For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. Autodesk Inventor is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [Autodesk Inventor Info & Trial](#)
- 🕒 Colleges & University's may have access to a free Autodesk Inventor educational license
- 🕒 **Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available to cover all the topics over the 3 days.

System Requirements for Autodesk® Inventor® 2022 Windows	
Operating System	64-bit Microsoft® Windows® 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
CPU	<p><b>Recommended:</b> 3.0 GHz or greater, 4 or more cores</p> <p><b>Minimum:</b> 2.5 GHz or greater</p>
Memory	<p><b>Recommended:</b> 32 GB RAM or more</p> <p><b>Minimum:</b> 16 GB RAM for less than 500-part assemblies</p>
Disk Space	Installer plus full installation: 40 GB
Graphics	<p><b>Recommended:</b> 4 GB GPU with 106 GB/S Bandwidth and DirectX 11 compliant</p> <p><b>Minimum:</b> 1 GB GPU with 29 GB/S Bandwidth and DirectX 11 compliant</p> <p>See the <a href="#">Certified Hardware</a></p>
Display Resolution	<p><b>Recommended:</b> 3840 x 2160 (4K); Preferred scaling: 100%, 125%, 150% or 200%</p> <p><b>Minimum:</b> 1280 x 1024</p>
Pointing Device	<p>MS-Mouse compliant</p> <p>Productivity: 3DConnexion SpaceMouse®, driver version 10.7.0 or later.</p>
Network	<p>Internet connection for web install with Autodesk® Desktop App, Autodesk® collaboration functionality, web downloads, and licensing.</p> <p>Network license manager supports Windows Server® 2016, Windows Server 2019 and the Windows 10 desktop versions listed above.</p>
Spreadsheet	<p>Full local install of Microsoft® Excel 2016 or later for workflows that create and edit spreadsheets. Inventor workflows that read or export spreadsheet data do not require Microsoft® Excel. See <a href="#">Inventor Excel Requirements</a> for more information.</p> <p>Office 365 subscribers must ensure they have a local installation of Microsoft Excel.</p> <p>Windows Excel Starter®, OpenOffice®, and browser-based Office 365 applications are not supported.</p>
Browser	Google Chrome™ or equivalent
.NET Framework	.NET Framework Version 4.8 or later. Windows Updates enabled for installation.

### About this course:

Autodesk Inventor is a computer-aided design (CAD) software application used for 3D design, simulation, visualization, and documentation. Building upon the fundamentals covered in the Autodesk Inventor Introduction course, this 2-day intermediate level course is designed to provide participants with an in-depth understanding of the software's advanced features and techniques.

### Target Audience:

- 🕒 This course is suitable for individuals who have completed the Autodesk Inventor Introduction course or those who have prior experience using the software.
- 🕒 It is also ideal for professionals who wish to enhance their existing knowledge and skills in using Autodesk Inventor for product design and development.

### Attending this course will help you to:

- 🕒 Apply advanced parametric modelling techniques
- 🕒 Use equations and Excel spreadsheets to drive design changes
- 🕒 Employ various types of constraints to create complex 3D sketches
- 🕒 Utilize derived part technology and iParts/iFeatures to enhance part modelling
- 🕒 Use assembly features and the Content Centre library to create advanced assembly models
- 🕒 Employ iMates and iAssembly configurations to control parts in an assembly
- 🕒 Create weldments and perform interference analysis on assemblies
- 🕒 Creating drawing views of weldments
- 🕒 Using the Frame Generator and Bolted Connection tool

### Prerequisites for attending:

- 🕒 Participants should have completed the Autodesk Inventor Introduction course or have equivalent knowledge and skills.
- 🕒 For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. Autodesk Inventor is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [Autodesk Inventor Info & Trial](#)
- 🕒 Colleges & University's may have access to a free Autodesk Inventor educational license
- 🕒 **Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available to cover all the topics over the 2 days.

System Requirements for Autodesk® Inventor® 2022 Windows	
Operating System	64-bit Microsoft® Windows® 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
CPU	<p><b>Recommended:</b> 3.0 GHz or greater, 4 or more cores</p> <p><b>Minimum:</b> 2.5 GHz or greater</p>
Memory	<p><b>Recommended:</b> 32 GB RAM or more</p> <p><b>Minimum:</b> 16 GB RAM for less than 500-part assemblies</p>
Disk Space	Installer plus full installation: 40 GB
Graphics	<p><b>Recommended:</b> 4 GB GPU with 106 GB/S Bandwidth and DirectX 11 compliant</p> <p><b>Minimum:</b> 1 GB GPU with 29 GB/S Bandwidth and DirectX 11 compliant</p> <p>See the <a href="#">Certified Hardware</a></p>
Display Resolution	<p><b>Recommended:</b> 3840 x 2160 (4K); Preferred scaling: 100%, 125%, 150% or 200%</p> <p><b>Minimum:</b> 1280 x 1024</p>
Pointing Device	<p>MS-Mouse compliant</p> <p>Productivity: 3DConnexion SpaceMouse®, driver version 10.7.0 or later.</p>
Network	<p>Internet connection for web install with Autodesk® Desktop App, Autodesk® collaboration functionality, web downloads, and licensing.</p> <p>Network license manager supports Windows Server® 2016, Windows Server 2019 and the Windows 10 desktop versions listed above.</p>
Spreadsheet	<p>Full local install of Microsoft® Excel 2016 or later for workflows that create and edit spreadsheets. Inventor workflows that read or export spreadsheet data do not require Microsoft® Excel. See <a href="#">Inventor Excel Requirements</a> for more information.</p> <p>Office 365 subscribers must ensure they have a local installation of Microsoft Excel.</p> <p>Windows Excel Starter®, OpenOffice®, and browser-based Office 365 applications are not supported.</p>
Browser	Google Chrome™ or equivalent
.NET Framework	.NET Framework Version 4.8 or later. Windows Updates enabled for installation.



## AUTODESK INVENTOR – SHEET METAL INTERMEDIATE (2-DAYS)

**Premium Pricing**

### About this course:

Autodesk Inventor is a powerful computer-aided design (CAD) software application used for 3D design, simulation, visualization, and documentation. Building upon the fundamentals covered in the Autodesk Inventor Introduction course, this 2-day intermediate level course focuses on the advanced features and techniques used in sheet metal design.

### Target Audience:

- 🕒 This course is suitable for individuals who have completed the Autodesk Inventor Introduction course or those who have prior experience using the software.
- 🕒 It is also ideal for professionals who wish to enhance their existing knowledge and skills in using Autodesk Inventor for product design and development.

### Attending this course will help you to:

- 🕒 Gain an in-depth understanding of sheet metal design methods, techniques, and industry standards.
- 🕒 Use the sheet metal environment in Autodesk Inventor to create complex sheet metal parts.
- 🕒 Perform various sheet metal operations such as cutting, punching, folding, bending, and creating holes.
- 🕒 Utilize advanced sheet metal design techniques such as using skeletal models, creating complex sheet metal shapes, and setting up punch libraries.
- 🕒 Create and document sheet metal designs, including notating bend and punch tables.

### Prerequisites for attending:

- 🕒 Participants should have completed the Autodesk Inventor Introduction course or have equivalent knowledge and skills.
- 🕒 For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. Autodesk Inventor is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [Autodesk Inventor Info & Trial](#)
- 🕒 Colleges & University's may have access to a free Autodesk Inventor educational license
- 🕒 **Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available to cover all the topics over the 2 days.

System Requirements for Autodesk® Inventor® 2022 Windows	
Operating System	64-bit Microsoft® Windows® 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
CPU	<p><b>Recommended:</b> 3.0 GHz or greater, 4 or more cores</p> <p><b>Minimum:</b> 2.5 GHz or greater</p>
Memory	<p><b>Recommended:</b> 32 GB RAM or more</p> <p><b>Minimum:</b> 16 GB RAM for less than 500-part assemblies</p>
Disk Space	Installer plus full installation: 40 GB
Graphics	<p><b>Recommended:</b> 4 GB GPU with 106 GB/S Bandwidth and DirectX 11 compliant</p> <p><b>Minimum:</b> 1 GB GPU with 29 GB/S Bandwidth and DirectX 11 compliant</p> <p>See the <a href="#">Certified Hardware</a></p>
Display Resolution	<p><b>Recommended:</b> 3840 x 2160 (4K); Preferred scaling: 100%, 125%, 150% or 200%</p> <p><b>Minimum:</b> 1280 x 1024</p>
Pointing Device	<p>MS-Mouse compliant</p> <p>Productivity: 3DConnexion SpaceMouse®, driver version 10.7.0 or later.</p>
Network	<p>Internet connection for web install with Autodesk® Desktop App, Autodesk® collaboration functionality, web downloads, and licensing.</p> <p>Network license manager supports Windows Server® 2016, Windows Server 2019 and the Windows 10 desktop versions listed above.</p>
Spreadsheet	<p>Full local install of Microsoft® Excel 2016 or later for workflows that create and edit spreadsheets. Inventor workflows that read or export spreadsheet data do not require Microsoft® Excel. See <a href="#">Inventor Excel Requirements</a> for more information.</p> <p>Office 365 subscribers must ensure they have a local installation of Microsoft Excel.</p> <p>Windows Excel Starter®, OpenOffice®, and browser-based Office 365 applications are not supported.</p>
Browser	Google Chrome™ or equivalent
.NET Framework	.NET Framework Version 4.8 or later. Windows Updates enabled for installation.

### About this Programme:

Autodesk Inventor is a computer-aided design (CAD) software application used for 3D design, simulation, visualization, and documentation. It is used in a variety of industries such as Mechanical Engineering, Furniture Manufacturing, Structural Metalwork and Sheet Metal

Autodesk Inventor allows designers and engineers to create and modify 3D models of components and assemblies. It supports parametric modelling, which means that designs can be easily modified by changing parameters such as dimensions, features, and materials, and the software automatically updates all related parts of the design.

The full programme comprises of three elements Inventor Introduction (Days 1 to 3), Inventor Intermediate (Days 3 to 5) & Inventor Sheet Metal (Days 6 to 7). This is a comprehensive, integrated 7-day training programme for students who wish to quickly upskill and learn how to be a proficient Inventor user. This is a practical course that will teach you how to create 3D CAD parts and assemblies for production & technical drawings along with exploring more advanced features and functions of the application.

### Target Audience:

- o Manufacturing & design businesses of any size looking to improve their products, production quality & lead times.
- o Individuals who would like to learn the software and become Freelance Designers

### This programme will integrate the following learning:

#### Introduction (Day 1)

- o Autodesk Inventor user interface
- o View control
- o Parametric part design

#### Basic sketching methods (Day 1)

- o Creating 2D sketches
- o Geometric constraints
- o Dimensioning sketches

### **Basic shape design (Day 1)**

- o Creating basic sketched features
- o Editing parametric parts
- o 3D grip editing
- o Creating work features
- o Creating basic swept shapes

### **Detailed shape design (Day 1)**

- o Creating chamfers and fillets
- o Creating holes and threads
- o Patterning and mirroring features
- o Creating thin-walled parts

### **Assembly design overview (Day 2)**

- o Designing assemblies
- o Using project files in assembly designs

### **Placing, creating and constraining components (Day 2)**

- o Placing components in an assembly
- o Constraining components
- o Placing standard components using the content centre
- o Basic part design in an assembly

### **Interacting with an assembly (Day 2)**

- o Identifying parts in an assembly
- o Analysis and motion tools
- o Presenting your assembly

### **Drawings, Basic view creation (Day 3)**

- o Drawing creation environment
- o Base and projected views
- o Section views
- o Detail views
- o Crop views
- o Managing view

### **Dimensions, annotations and tables (Day 3)**

- o Automated dimensioning techniques
- o Manual dimensioning techniques
- o Annotating holes and threads
- o Creating centrelines, symbols and leaders
- o Revision tables and tags

### **Annotating assembly drawings (Day 3)**

- o Assembly-centric bill of materials
- o Creating and customising parts lists
- o Creating balloons

### **Drawing standards and resources (Day 3)**

- o Setting drawing standards
- o Drawing resources
- o Present your assembly and create exploded views
- o Create production level drawings for manufacture

### **Further sketching and constraining (Day 4)**

- o Using equations
- o Different dimension display modes
- o Linking Excel spreadsheet to Inventor files
- o Additional constraint types

### **Further part modelling (Day 4)**

- o Creating and using iParts and iFeatures
- o Using derived part technology
- o Using the Split tool
- o Working with multi-body parts

### **Further assembly modelling (Day 5)**

- o Assembly features
- o Making the most of the Content Centre library
- o Derived assembly occurrences
- o Creating and using iMates to constrain parts
- o Creating and using iAssembly configurations

### **Advanced techniques (Day 5)**

- o Using the Bolted Connection tool
- o Creating weldments
- o Creating drawing views of weldments
- o Using the Frame Generator
- o Carrying out interference analysis

### **Sheet metal overview (Day 6)**

- o Introduction to sheet metal
- o Sheet metal design methods
- o Sheet metal styles
- o Industry techniques and standards

### **The sheet metal environment (Day 6)**

- o Faces
- o Flanges
- o Contour Flanges
- o Hems

### **Sheet metal operations (Day 6)**

- o Cutting
- o Sheet metal punching
- o Corner seams
- o Folding
- o Bending
- o Creating holes
- o Creating corner rounds and corner chamfers
- o Work features
- o Pattern features
- o Mirror features

### **Sheet metal design techniques (Day 7)**

- o Sheet metal design approaches
- o Using skeletal models
- o Using legacy DXF™ and DWG™ flat layout geometry
- o Using legacy 3D geometry
- o Complex sheet metal creation techniques
- o Punch library setup

### **Using flat patterns (Day 7)**

- o Flat pattern creation and clean-up
- o DXF™ and DWG™ export
- o Tolerances in bends

### **Documenting sheet metal designs (Day 7)**

- o Creating sheet metal drawings
- o Sheet metal documentation
- o Notating bend and punch tables

### **Prerequisites for attending:**

- o Familiar with Windows 10 & using a computer for general tasks such as web browsing etc.
- o For face-to-face, onsite learning in the workplace or virtual learning you will need access to the software. Autodesk Inventor is a subscription service that offers a 30-day free trial that can be used to take the course before you start to pay for a subscription. You can find out further details on how to obtain a free trial and pricing info for the software using this link - [Autodesk Inventor Info & Trial](#)
- o Colleges & University's may have access to a free Autodesk Inventor educational license.

**Important!** – Please take note of the system requirements below as computers that operate below this specification will not be able to run the software efficiently and it will severely impact your learning experience. It will cause the PC to slow down the application and reduce the amount of time available to cover all of the topics over the programme period.

System Requirements for Autodesk® Inventor® 2022 Windows	
Operating System	64-bit Microsoft® Windows® 10. See Autodesk's <a href="#">Product Support Lifecycle</a> for support information.
CPU	<p><b>Recommended:</b> 3.0 GHz or greater, 4 or more cores</p> <p><b>Minimum:</b> 2.5 GHz or greater</p>
Memory	<p><b>Recommended:</b> 32 GB RAM or more</p> <p><b>Minimum:</b> 16 GB RAM for less than 500-part assemblies</p>
Disk Space	Installer plus full installation: 40 GB
Graphics	<p><b>Recommended:</b> 4 GB GPU with 106 GB/S Bandwidth and DirectX 11 compliant</p> <p><b>Minimum:</b> 1 GB GPU with 29 GB/S Bandwidth and DirectX 11 compliant</p> <p>See the <a href="#">Certified Hardware</a></p>
Display Resolution	<p><b>Recommended:</b> 3840 x 2160 (4K); Preferred scaling: 100%, 125%, 150% or 200%</p> <p><b>Minimum:</b> 1280 x 1024</p>
Pointing Device	<p>MS-Mouse compliant</p> <p>Productivity: 3DConnexion SpaceMouse®, driver version 10.7.0 or later.</p>
Network	<p>Internet connection for web install with Autodesk® Desktop App, Autodesk® collaboration functionality, web downloads, and licensing.</p> <p>Network license manager supports Windows Server® 2016, Windows Server 2019 and the Windows 10 desktop versions listed above.</p>
Spreadsheet	<p>Full local install of Microsoft® Excel 2016 or later for workflows that create and edit spreadsheets. Inventor workflows that read or export spreadsheet data do not require Microsoft® Excel. See <a href="#">Inventor Excel Requirements</a> for more information.</p> <p>Office 365 subscribers must ensure they have a local installation of Microsoft Excel.</p> <p>Windows Excel Starter®, OpenOffice®, and browser-based Office 365 applications are not supported.</p>
Browser	Google Chrome™ or equivalent
.NET Framework	.NET Framework Version 4.8 or later. Windows Updates enabled for installation.



## API DEVELOPMENT WITH POSTMAN – INTRODUCTION (1-DAY)

### About this course:

Postman is a free API platform for building and using APIs. With over 15 million developers using Postman, it simplifies every step of the API lifecycle and streamlines collaboration, allowing you to create better APIs in a shorter period. This course will cover the basics of APIs, how to send API requests, test public APIs, create APIs, and work with your team using Postman.

### Target Audience:

This course is perfect for those who want to learn how to work with APIs and Postman.

### Attending this workshop will help you to:

- 🕒 Understand what APIs are and their functions.
- 🕒 Download and install Postman.
- 🕒 Get familiar with the Postman user interface.
- 🕒 Create a workspace to better manage your APIs.
- 🕒 Make requests to various APIs.
- 🕒 Test APIs to ensure they function correctly.
- 🕒 Build and manage your own APIs.
- 🕒 Publish your APIs to make them available to others.
- 🕒 Collaborate with your team to develop better APIs.
- 🕒 Develop with Postman.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.
- 🕒 A second display is recommended but not required.

## API MANAGEMENT BEGINNER (1-DAY)

### About this course:

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analysing usage statistics, and reporting on performance. In this Introduction to APIs and API Cloud Management course, participants will gain a comprehensive understanding of APIs, their interactions with applications, and RESTful APIs, which make use of the HTTP protocol. The workshop is designed for beginners, with no coding required.

### Target Audience:

Anyone who wants to learn the basics of API Management or anyone who wants to improve their knowledge of the application.

### Attending this workshop will help you to:

- 🕒 Understand what an API is.
- 🕒 Know how API's Work.
- 🕒 Know what a RESTFUL API is.
- 🕒 Understand how computers talk to each other.
- 🕒 Get to know 5 Main Request methods.
- 🕒 Know what JSON is.
- 🕒 Identify HTTP and HTTPS request and responses.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 No prior knowledge is required.
- 🕒 Having a second display is beneficial but not required.

## API MANAGEMENT - INTERMEDIATE (1-DAY)

### About this course:

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analysing usage statistics, and reporting on performance. In this intermediate-level course, participants will gain fundamental knowledge about API definition, provisioning, policy enforcement, and usage within API Gateway and API Portal.

### Target Audience:

Anyone who wants to learn about API Management in the cloud.

### Attending this workshop will help you to:

- 🕒 Explain the purpose and benefits of API Management.
- 🕒 Understand methods of API cloud offering and its related products.
- 🕒 Create and test APIs in a cloud-based API Gateway.
- 🕒 Understand cloud-based API Portal.
- 🕒 Acquire knowledge in API Testing.
- 🕒 Know about the need to secure APIs.
- 🕒 Define the tested APIs Policies in an API Gateway.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 Very basic understanding of an API is recommended to attend this course.

## API MANAGEMENT ADVANCED (1-DAY)

### About this course:

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting, and analysing usage statistics, and reporting on performance. In this advanced course, we will take your current API understanding to a new level, building an API together both natively and in the cloud.

### Target Audience:

Anyone with basic API knowledge who wants to advance their understanding and skills in API management.

### Attending this workshop will help you to:

- 🕒 Fully understand how API's integrate with applications.
- 🕒 Prepare your data for an API.
- 🕒 Secure your API.
- 🕒 Build test scripts for further functionality.
- 🕒 Work effectively with Postman (An API Testing Service).
- 🕒 Work with advanced parameters.

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**Premium Pricing**

### Prerequisites for attending:

- 🕒 An intermediate level API knowledge is advised.
- 🕒 Stable internet connection required.
- 🕒 Bring your own device with API access

## AWS API GATEWAY ADVANCED DEEP DIVE (1-DAY)

### About this course:

An Amazon API Gateway is a collection of resources and methods that are integrated with back-end HTTP endpoints, Lambda functions or other AWS Services. In this course, participants will learn about the features of API Gateway as well as how it integrates with other AWS Services.

### Target Audience:

Anyone who wants to learn about AWS API Gateway or anyone who wants to enhance their knowledge of the application.

### Attending this workshop will help you to:

- 🕒 Create resources and define methods.
- 🕒 Set up authorization.
- 🕒 Integrate with an EC2 instance.
- 🕒 Document your API.
- 🕒 Secure your API.
- 🕒 Understand the advanced features of the gateway.

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### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 An AWS account.
- 🕒 A basic understanding of AWS services is beneficial but not required.

## AWS CLOUD COMPUTING OVERVIEW (HALF-DAY)

### About this course:

This course introduces you to the core concepts of cloud computing. You gain the foundational knowledge required for understanding cloud computing from a business perspective. You will also learn the definition and essential characteristics of cloud computing, its history, the business case for cloud computing, and emerging technology use-cases enabled by cloud and all the different services offered by AWS.

### Target Audience:

Anyone who wants to learn the basics of cloud computing or anyone who wants to improve their knowledge of the subject.

### Attending this workshop will help you to:

- 🕒 How IOT fits in with the cloud.
- 🕒 Cloud Databasing.
- 🕒 High level overview on API Management.
- 🕒 Security Management.
- 🕒 Cloud Storage.
- 🕒 Cloud Networking.
- 🕒 What an Instance is.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.

## MONDAY DEEP DIVE (2-DAYS)

### About this course:

Monday is a cloud-based platform that allows companies to create their own applications and work management software. In this course, participants will learn how to set up an end-to-end project management integration that will increase transparency in task assignments and streamline design workflows.

### Target Audience:

Anyone interested in learning how to use Monday to automate manual tasks and manage workflows more efficiently.

### Attending this workshop will help you to:

- 🕒 Understand and use the important features of Monday.
- 🕒 Navigate the interface with ease.
- 🕒 Create boards and views on Monday.
- 🕒 Design intuitive dashboards for workflow management.
- 🕒 Integrate Monday with other applications.
- 🕒 Automate tasks for increased efficiency.
- 🕒 Monitor and manage workflows with ease.
- 🕒 Create useful data visualizations for effective reporting.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 A Monday account.
- 🕒 A second display is beneficial but not required.

## SLACK DEEP DIVE (1-DAY)

### About this workshop:

Slack is a digital HQ that allows you to organise spaces for everything you work on. It offers real-time collaboration and a secure central location for data with full authorisation customisation. Attendees of this workshop will learn how to create channels, data storage functionality, project management systems, and communication lines based on authorisation level.

### Target Audience:

Anyone who wants to learn how to utilise Slack for team communication, organisation, and management.

### Attending this workshop will help you to:

- 🕒 Create channels for different divisions of groups within your company.
- 🕒 Create data storage functionality with a data hierarchy.
- 🕒 Setup data permissions based on authorisation level.
- 🕒 Setup project management systems.
- 🕒 Navigate in Slack on PC and phone or tablet.
- 🕒 Set up communication lines based on authorisation level.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.
- 🕒 Stable internet connection is necessary.
- 🕒 A Slack account is required for the workshop.
- 🕒 A second display is beneficial but not required.



## METABASE DEEP DIVE (1-DAY)

### About this course:

Metabase is an open source business intelligence tool that lets users ask questions about their data and display answers in formats that make sense, whether that's a bar graph or a detailed table. This course is designed to help participants transform their data into multiple desired formats and query data using advanced features.

### Target Audience:

Anyone who wants to learn how to use Metabase or anyone who wants to improve their knowledge of the application.

### Attending this course will help you to:

- 🕒 Add a question to your data.
- 🕒 Use custom columns to tailor your data.
- 🕒 Create and join multiple tables to analyse data more efficiently.
- 🕒 Segment your data to analyse specific subsets of information.
- 🕒 Build interactive dashboards to present your data in meaningful ways.
- 🕒 Produce charts to visually represent your data.

### Prerequisites for attending:

- 🕒 Basic data knowledge is advised.
- 🕒 Stable internet connection.

## LARK DEEP DIVE (1-DAY)









### About this course:

Lark Suite is an enterprise collaboration platform designed to assist in task management. Lark is essential for building a highly productive collaboration experience for optimal team efficiency. From messaging, calendars, meetings, and bot development, Lark is a full end to end management Suite. In this 1-Day course, participants will learn how to use Lark effectively and efficiently for team collaboration.




### Target Audience:

Anyone who wants to learn how to use Lark Suite for team collaboration or anyone who wants to improve their knowledge of the platform.

### Attending this course will help you to:

-  Manage team meetings using Lark software.
-  Create task-related chat room hierarchies.
-  Build team-collaborated calendars.
-  Set up Drives with permissions.
-  Build a workspace for your team.
-  Set tasks for your team.
-  Create a help desk for support.
-  Create bots for notifications.
-  Generate approval and attendance reports for meetings.

### Prerequisites for attending:

-  Stable internet connection
-  Lark Suite account.
-  Basic Excel knowledge is recommended.

## MICRO SERVICES - OVERVIEW (1-DAY)

### About this course:

Microservices - also known as the microservice architecture - is an architectural style that structures an application as a collection of services that are highly maintainable, loosely coupled, independently deployable, organized around business capabilities, and owned by a small team. In this course, we will look at what role Microservices play in a native vs a cloud service.

### Target Audience:

Anyone who wants to gain an overview of Microservices, and their role in a native vs a cloud service.

### Attending this course will help you to:

- 🕒 API: Deploying a Microservice.
- 🕒 What is a service?
- 🕒 Design principles of a microservice.
- 🕒 Automation.
- 🕒 Microservice technology.
- 🕒 Scaling.
- 🕒 Visualisation and self-scaling.
- 🕒 API Gateway.

### Prerequisites for attending:

- 🕒 Minor Cloud service understanding is advised.

## GOOGLE APPLICATIONS

### GOOGLE SHEETS – BEGINNER (1-DAY)

#### About this course:

Google Sheets is a powerful cloud-based spreadsheet tool that allows users to create, edit and collaborate on spreadsheets online. In this beginner-level workshop, participants will learn the basics of Google Sheets, from navigating the interface to creating and formatting spreadsheets.

#### Target Audience:

This course is ideal for anyone who is new to Google Sheets or wants to refresh their knowledge.

#### Attending this course will help you to:

- 🕒 Learn valuable shortcuts of navigation, selection, and commands (with and without a mouse)
- 🕒 Confidently enter and manipulate data into a sheet.
- 🕒 Become confident in formatting a sheet.
- 🕒 Change the structure of a spreadsheet.
- 🕒 Apply basic formula to your sheet.
- 🕒 Understand the principle of absolute vs relative referencing.
- 🕒 Apply various print-options.
- 🕒 Insert and format graphs / charts.
- 🕒 Develop a fully functioning spreadsheet from scratch.

#### Prerequisites for attending:

- 🕒 Attending this course will require a stable internet connection and an existing Google Free or Google Workspace account.
- 🕒 Having a second display is beneficial but not required.

**Please note:** This course is full day. Half-day can be arranged but is not recommended.

## GOOGLE SHEETS – INTERMEDIATE (1-DAY)

### About this course:

Google Sheets is an online spreadsheet application that is part of the Google Workspace suite. In this intermediate-level course, participants will develop a working understanding of more advanced function terminology, sharing and collaborating with others, and report creation.

### Target Audience:

This course is designed for individuals who have a basic understanding of Google Sheets and want to expand their knowledge to become more proficient.

### Attending this course will help you to:

- 🕒 Learn great shortcuts of navigation, selection, and commands.
- 🕒 Apply exciting formulas to save you time, such as if statements, nested if statements, sum-if, and count-if – to name a few.
- 🕒 Protect your sheets, ranges, and spreadsheets.
- 🕒 Share and collaborate with others.
- 🕒 Effectively apply lookups in your spreadsheets.
- 🕒 Apply great data validation techniques, allowing you to automate functions off entered text.
- 🕒 Manipulate text data through formula.
- 🕒 Work efficiently with relative and absolute referencing.
- 🕒 Link cells, sheets, and spreadsheets to create dynamic automatic reports.

### Prerequisites for attending:

- 🕒 Basic understanding of Google Sheets.
- 🕒 Stable internet connection.
- 🕒 Google Free or Google Workspace account.
- 🕒 Having a second display is beneficial but not required.

Please note: This course is full day. Half-day can be arranged but is not recommended.

## GOOGLE SHEETS – ADVANCED (1-DAY)

### About this course:

In this course, participants will develop a working understanding of advanced functions data pivots and manipulation, data validation, add-ons, macros and much more.

### Target Audience:

Anyone who is seeking to further their knowledge of Google Sheets, especially those who use it on a regular basis and are looking to learn more advanced features.

### Attending this course will help you to:

- 🕒 Effectively apply nested lookups in your spreadsheets.
- 🕒 Use advanced lookup formulas like Index-Match, Query and more.
- 🕒 Work confidently with Pivot Tables, creating dynamic reports and graphs in minutes.
- 🕒 Record macros to automate repetitive tasks.
- 🕒 Use multiple nested formula within a single cell.
- 🕒 Customise the menu, even including your favourite functions under your own menu-name via Apps Scripts.
- 🕒 Create your own customised auto-fill lists with Data Validation.
- 🕒 Automate the analysis of data through advanced custom conditional-formatting rules.
- 🕒 Apply and define names to cells and ranges.
- 🕒 Introduction to REGEX (regular expressions)
- 🕒 Data forecasting: Learn how to install and use Add-Ons like Causal Scenarios Manager.
- 🕒 Use formula auditing tools for problem solving.

### Prerequisites for attending:

- 🕒 Intermediate understanding of Google Sheets
- 🕒 Stable internet connection
- 🕒 Google Free or Google Workspace account.
- 🕒 Having a second display is beneficial but not required.

## GOOGLE SHEETS – EXPERT (1-DAY)

### About this course:

Google Sheets is a powerful spreadsheet application that allows users to manipulate and organize data for analysis and collaboration. In this expert-level workshop, participants will dive into advanced functions, data pivots and manipulation, data validation, add-ons, macros, and much more.

### Target Audience:

Professionals who need to analyse data and collaborate on spreadsheets at an advanced level.

### Attending this course will help you to:

- 🕒 Develop a working understanding of advanced Google Sheets functions.
- 🕒 Manipulate data with advanced data pivots and manipulation.
- 🕒 Ensure data integrity with data validation.
- 🕒 Use add-ons and macros to automate tasks.
- 🕒 Get an introduction to Apps Scripts.
- 🕒 Write your own custom functions and save them.
- 🕒 Call custom functions from your sheets.
- 🕒 Automate your sheets with apps script functions such as automatically adding a date when text is entered in another cell, changing the format of ranges via code, and automatically incrementing numbers in a column when text is entered in another cell.
- 🕒 Perform advanced lookups and filters.
- 🕒 Use regular expressions to filter and modify data.

### Prerequisites for attending:

- 🕒 Advanced understanding of Google Sheets
- 🕒 Stable internet connection
- 🕒 Google Free or Google Workspace account
- 🕒 Having a second display is beneficial but not required.
- 🕒 Example of any licensing requirements, etc.

## GOOGLE DOCS – BEGINNER (1-DAY)

### About this course:

Google Docs is a cloud-based word processor that allows users to create, edit, and share documents online. In this beginner-level course, participants will develop a working understanding of the Google Docs interface, basic document setup, working with text, and practical use.

### Target Audience:

Anyone who wants to learn the basics of Google Docs or anyone who wants to improve their knowledge of the application.

### Attending this course will help you to:

- 🕒 Understand basic, but functional, principles of using Google Docs.
- 🕒 Rename your file.
- 🕒 Use shortcuts to enable commands.
- 🕒 Enter, edit, and format text through the menu and icons.
- 🕒 Apply the use of margins.
- 🕒 Understand and effectively use the ruler to enhance your document.
- 🕒 Create, format, and edit paragraphs, bullets, and basic tables within your document.
- 🕒 Find and replace functions.
- 🕒 Confidently print your document, with various settings.

### Prerequisites for attending:

- 🕒 This course is full day. Half-day can be arranged but is not recommended.
- 🕒 Stable internet connection
- 🕒 Google Free or Google Workspace account.
- 🕒 Having a second display is beneficial but not required.



## GOOGLE DOCS – INTERMEDIATE (1-DAY)

### About this course:

Google Docs is a powerful cloud-based word processor that allows users to create, edit, and share documents online. In this intermediate-level course, participants will develop a deeper understanding of the Google Docs interface, advanced document functionality and working with text and styling.

### Target Audience:

This course is designed for those who have a basic understanding of Google Docs and want to further their knowledge in the application.

### Attending this course will help you to:

- 🕒 Insert, edit, format, and position text, objects, and photos.
- 🕒 Understand background options settings.
- 🕒 Explain and use page vs. section breaks.
- 🕒 Create links within your document to external websites.
- 🕒 Apply styles, word-art, signature lines, watermarks, and page borders within your document.
- 🕒 Insert comments and collaborate with other users.
- 🕒 Create an automatically linked and updatable contents page.
- 🕒 Create a professional-looking cover page.
- 🕒 Add and style headers and footers, including automatic page numbers.

### Prerequisites for attending:

- 🕒 This course is full day. Half-day can be arranged, but it is not recommended.
- 🕒 Attendees should have a basic understanding of Google Docs.
- 🕒 Stable internet connection.
- 🕒 Google Free or Google Workspace account.
- 🕒 Having a second display is beneficial but not required.

## GOOGLE DOCS – ADVANCED (1-DAY)

### About this course:

Google Docs is a powerful cloud-based word processor that allows users to create, edit, and share documents online. In this advanced-level course, participants will develop a deep understanding of the advanced Google Docs tools and features, advanced document functionality, and working with text and styling.

### Target Audience:

This course is designed for those who have a good understanding of Google Docs and want to learn about its advanced features and tools.

### Attending this course will help you to:

- 🕒 Insert, edit, format, and position tables, including sorting and using formulas.
- 🕒 Customize the menu, even including your favourite functions under your menu-name via Apps Scripts.
- 🕒 Protect and share the document.
- 🕒 Use revisioning to manage changes.
- 🕒 Collaborate with other users.
- 🕒 Insert, edit, format, and position objects like videos and charts.
- 🕒 Apply and use templates.
- 🕒 Create an attractive document that includes many of the advanced features.

### Prerequisites for attending:

- 🕒 Attendees should have a good understanding of Google Docs.
- 🕒 Stable internet connection.
- 🕒 Google Free or Google Workspace account.
- 🕒 Having a second display is beneficial but not required.

## UNLOCK ADVANCED GMAIL PRODUCTIVITY (1-DAY)

### About this course:

Did you know that Gmail can do more than send emails? Gmail is actually a very powerful tool that can help speed up your productivity. In this course, we will learn the tips and tricks around how to unlock the potential of Gmail. Whether it's sending bulk emails or setting automatic auctions, we will give you all the functionality of Gmail. Gmail is a free email, chat and video client from Google. Discover how to use all the key features of Gmail, the free email service from Google and advanced messaging and meet features.

### Target Audience:

Anyone who wants to unlock the full potential of Gmail and improve their productivity.

### Attending this workshop will help you master the following:

- 🕒 How to be a Gmail productive ninja.
- 🕒 Create a text or image signature.
- 🕒 Navigate the brand-new Gmail.
- 🕒 How to manage your emails with labels.
- 🕒 How to set a Gmail reply for you if you are on vacation.
- 🕒 Perform actions quickly on many emails.
- 🕒 Search in Advanced and find any email you're looking for.
- 🕒 How to use filters to automatically process a message.
- 🕒 How to clean up your email: archiving and deleting.
- 🕒 Set contacts and contact groups: save time and be productive.
- 🕒 How to use templates to save time.
- 🕒 Master advanced settings.
- 🕒 Use Offline mode.
- 🕒 How to work faster by utilizing keyboard shortcuts.
- 🕒 How add additional email accounts.

### Prerequisites for attending:

- 🕒 Having a stable internet connection is recommended.
- 🕒 Having a second display is beneficial but not required.

## GOOGLE CALENDAR DEEP DIVE (HALF-DAY)

### About this course:

Google Calendar is a versatile calendar app that can help you stay on top of your schedule and manage your time more effectively. This workshop will cover everything from basic features to advanced tools to help you get the most out of Google Calendar.

### Target Audience:

Anyone who wants to learn the ins and outs of Google Calendar and improve their productivity.

### Attending this workshop will help you to:

- 🕒 Master the user interface of Google Calendar.
- 🕒 Create appointments and events with ease.
- 🕒 Change sharing permissions for events and collaborate effectively.
- 🕒 Attach files and other items to events for easy reference.
- 🕒 Customize event details to make scheduling more efficient.
- 🕒 Add a video call to an event and conduct online meetings seamlessly.
- 🕒 Send notifications to attendees and manage their responses.
- 🕒 Add additional calendars and manage them with ease.
- 🕒 Show or hide calendars based on your preferences.
- 🕒 Share your calendar securely with others and collaborate more effectively.
- 🕒 View the calendars of others who have shared them with you.
- 🕒 Format your calendar to suit your needs.
- 🕒 Add calendars of interest to stay on top of important dates.
- 🕒 Add a task event from Calendar to help you manage your workload.

### Prerequisites for attending:

- 🕒 You will need an existing Google Account.
- 🕒 Stable internet connection
- 🕒 Having a second display is beneficial but not required.

## GOOGLE FORMS DEEP DIVE (1-DAY)

### About this course:

Google Forms is a survey administration software that allows users to create forms, polls, and surveys. In this course, we will explore the basic to advanced features of Google Forms, including the latest updates that can assist in survey creation.

### Target Audience:

Anyone who wants to learn the basics of Google Forms or anyone who wants to improve their knowledge of the application.

### Attending this course will help you to:

- 🕒 Understand the interface of Google Forms.
- 🕒 Work with the advanced features of Forms.
- 🕒 Create surveys, polls, and forms with ease.
- 🕒 Edit your surveys using features like Multiple choice and dropdown options.
- 🕒 Understand how to structure your questioning.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 Google Free or Google Workspace account.
- 🕒 A second display is beneficial but not required.

## GOOGLE KEEP DEEP DIVE (HALF-DAY)







### About this course:

Google Keep is a note-taking service included as part of the free, web-based Google Docs Editors suite offered by Google. In this course, we will dive into the advanced note-taking features of Keep. You will immediately be able to utilize the skills you learn in this course.




### Target Audience:

Anyone who wants to learn how to use Google Keep effectively.

### Attending this workshop will help you to:

-  Capture ideas with your voice.
-  Create and edit notes.
-  Organize and find notes.
-  Set reminders.
-  Archive and organize notes.
-  Collaborate on notes.

### Prerequisites for attending:

-  Stable internet connection is required.
-  You will need a Google Free or Google Workspace account to use Google Keep.
-  Having a second display is beneficial but not required.

## GOOGLE SLIDES DEEP DIVE (HALF-DAY)

### About this course:

Google Slides is a presentation programme included as part of the free, web-based Google Docs Editors suite offered by Google. With its various templates and themes, it can be as simple as plugging text into the provided text boxes. However, you can take your presentation one step further by adding in customizations. By inserting images, animations, transitions, charts, and diagrams you can amaze your audience! In this course, we show you how to create professional slides and review ways to build an effective presentation.

### Target Audience:

This workshop is ideal for anyone looking to create professional presentations and take their Google Slides skills to the next level.

### Attending this workshop will help you to:

- 🕒 Design compelling and visually appealing presentations.
- 🕒 Combining basic skills to create more advanced designs.
- 🕒 Customize pre-set templates, diagrams and more.
- 🕒 Use functions and resources to help better your presentations.

### Prerequisites for attending:

- 🕒 Stable internet connection required.
- 🕒 Google Free or Google Workspace account is necessary.
- 🕒 A second display is beneficial but not required.

## GOOGLE ANALYTICS - OVERVIEW (1-DAY)

### About this course:

Google Analytics is a service offered by Google that assists you to improve Website traffic, build reports, optimize your audience, and so much more. In this scenario-driven course, participants will quickly master Google Analytics, enabling them to start measuring the performance of their website(s) today.

### Target Audience:

This course is suitable for anyone who wants to learn the basics of Google Analytics, including individuals interested in improving their website traffic, marketers, and website owners.

### Attending this course will help you to:

- 🕒 Learn the best ways to get more traffic to your website.
- 🕒 Understand where your traffic comes from.
- 🕒 See how and why your audience travels through pages on your website.
- 🕒 Build and manage reports.
- 🕒 Optimize your content using Analytics.
- 🕒 Learn how your audience interacts with your website.

### Prerequisites for attending:

- 🕒 A basic understanding of Google is recommended.
- 🕒 Stable internet connection
- 🕒 Access to Google Analytics.

A basic understanding of web analytics and website management is recommended.



## SMALL BUSINESS SUPPORT

### About these courses:

Starting a new business? Find out where to begin and how to ensure continued growth and success.

### Target Audience:

- 🕒 Anyone starting or wanting to start a new business
- 🕒 Those currently running their own micro / small business who would like to be trained in specific business related skills,

## STARTING A NEW BUSINESS – THE FIRST STEPS (1-DAY)

### Attending this course will help you to:

- 🕒 Determine your business concept.
- 🕒 Research your market and competitors
- 🕒 Create a business plan.
- 🕒 Choose your business structure
- 🕒 Review your finances, cash-flow and accounting policies
- 🕒 Decide which functions to outsource
- 🕒 Decide on an effective marketing plan for your business.

## DIGITAL MARKETING (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Review 8 principles of effective digital marketing
- 🕒 Get an overview of popular social media tools – and how best to capitalise on their reach
- 🕒 Select the most appropriate digital marketing tools for your own business
- 🕒 Understand how digital customer engagement differs to f2f
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## LINKEDIN MARKETING - INTERMEDIATE (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Generate Email Leads from LinkedIn
- 🕒 Connect with Your Target Audience
- 🕒 Brand Your Background Image to Stick Out
- 🕒 Optimized Your LinkedIn profile
- 🕒 Create a Company Page on LinkedIn
- 🕒 Learn Growth Hack Tools
- 🕒 Write articles that compel attention.

## LINKEDIN MARKETING – ADVANCED (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Apply the full range of tools, applications and features to transform your sales impact and revenue
- 🕒 Understand how to measure performance and use analytics to inform future sales strategy
- 🕒 Access ongoing advanced learning resources
- 🕒 Apply rarely used tactics which put you ahead of your competition
- 🕒 Understand how to use content marketing applications such as slide share and Pulse to accelerate sales performance.

## PRESENTATION SKILLS – WHEN PITCHING TO A PROSPECTIVE CLIENT (1-DAY)

### Attending this workshop will help you to:

- 🕒 Effectively research your client prior to your preparation
- 🕒 Know what to include (and avoid) in your presentation
- 🕒 Effectively use a mind-map to prepare, simplify and deliver your presentation
- 🕒 Uncover 3 secrets and techniques used by great presenters
- 🕒 Identify gaps in your style to becoming a great presenter
- 🕒 Consider what the client wants to hear – and prepare you to confidently exceed their expectations
- 🕒 Gain practical tips for virtual presentations
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## KNOW AND FIND YOUR CORRECT TARGET AUDIENCE (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand and identify your target market
- 🕒 Consider the benefits and limitations of a niche market
- 🕒 Know whether to refine, or re-define your current target market
- 🕒 Explore ways that you can effectively reach your correct target audience
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## UNDERSTANDING YOUR UNIQUE SELLING POINT (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand what a unique selling point (USP) is, and why it is necessary for success
- 🕒 Review and refine your USP
- 🕒 Reconsider your USP in line with your competitors – and the needs of your customers
- 🕒 Link your USP into your marketing strategy
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## DEVELOPING NEW PRODUCTS AND SERVICES (1-DAY)

**Attending this workshop will help you to:**

- 🕒 Review your current offering
- 🕒 Reconsider your current offering in line with your competitors – and the needs of your customers
- 🕒 Ascertain if there is a need for an increase in offering – or if there are other ways to grow your business
- 🕒 Include 8 factors while developing your ideas
- 🕒 Price your new offering appropriately
- 🕒 Effectively implement the 7 key stages of product / service development
- 🕒 Analyse the impacts of the growth, and ensure any impacts are successfully managed
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## FINDING AND ADJUSTING TO NEW WAYS OF WORKING (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Review how covid19 has forced new ways upon your business
- 🕒 Explore how your competitors have adapted, and adopted new / various ways of working
- 🕒 Learn how creativity and innovation can lead to change
- 🕒 Research trends of change within your subsector of your current industry
- 🕒 Analyse the impacts of the growth, and ensure any impacts are successfully managed
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## ADAPTING TO WORKING FROM HOME (HALF-DAY)

**Attending this workshop will help you to:**

- 🕒 Identify practical changes you may need to make to your home environment
- 🕒 Become confident in communicating with your team using an online virtual medium
- 🕒 Establish team expectations for working from home, including those of your manager
- 🕒 Identify barriers to your effectiveness and productivity – and what you can do to overcome these
- 🕒 Look after and nurture your mental wellbeing
- 🕒 Balance your work / home / family commitments
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## **BUILDING PATRONAGE TO YOUR BUSINESS AND BRAND (1-DAY)**

**Attending this workshop will help you to:**

- 🕒 Use 4 strategies to increase patronage to your brand and business
- 🕒 Review platforms, networks and tools that you can introduce to leverage off the skills and coverage of other professionals
  - ✓ Patreon
  - ✓ YouTube
  - ✓ bloggers
  - ✓ affiliate marketers
  - ✓ effectively using your own website
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## **BUILDING COMMUNITY AND INCOME (1-DAY)**

**Attending this workshop will help you to:**

- 🕒 Understand what it means to build a community around your brand – and how to do it
- 🕒 Implement 6 steps to building community around your brand
- 🕒 Strategize how you can use the pandemic period to level the playing-field with your competitors
- 🕒 Move your sales online to increase sales and revenue
- 🕒 Incorporate 8 ways to market your business for free into your marketing strategy
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## **CROWD FUNDING AND OTHER FUNDING OPPORTUNITIES (HALF-DAY)**

**Attending this workshop will help you to:**

- 🕒 Understand what crowdfunding is, and identify the 3 types that are often used
- 🕒 Review and research some of the best crowdfunding websites of 2021
- 🕒 Create and implement a plan of action to kickstart your crowdfunding initiative
- 🕒 Identify the skills required, and gaps that you will need to address to make your campaign a success
- 🕒 Be confident in creating a successful and creative crowdfunding campaign
- 🕒 Identify other funding opportunities for your business
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## HOW TO RUN ONLINE WEBINARS AND EVENTS (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand what an online event is – and decide what online events your business could host
- 🕒 Incorporate 12 important steps into your online event strategy and plan
- 🕒 Be confident in creating a successful and creative online event
  - ✓ marketing your event
  - ✓ practical hosting tips
  - ✓ effective online presenting guidelines and tips
- 🕒 Effectively follow-up after the event
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## WRITE YOUR STORY TO DRAW YOUR AUDIENCE (1-DAY)

### Attending this workshop will help you to:

- 🕒 Understand the difference between advertising and marketing – and the purpose of each
- 🕒 Evaluate how your advertising and marketing strategy builds your brand, while meeting the needs of your customers
- 🕒 Evaluate your marketing and adverts to ensure they effectively
  - ✓ draw an audience
  - ✓ draw the correct audience
  - ✓ draw your audience closer to your brand
  - ✓ draw your audience to purchase your service / product
    - for the first time
    - yet again
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## ROUTE TO MARKET (HALF-DAY)

### Attending this workshop will help you to:

- 🕒 Understand what route to market means, and the importance of giving this consideration for your business
- 🕒 Review common routes to market – along with their advantages and disadvantages
- 🕒 Incorporate 5 important steps into your route to market strategy so you can choose the right route to market for your business
- 🕒 Implement top 10 ways to effectively grow your market on a small budget
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

## HOW TO BE MORE EFFECTIVE AT TELE-SALES (1-DAY)

### About this course:

If you work on the phone most of the day, this course will teach you how to create effective relationships with new clients and existing customers and help you smash those targets.

People with strong sales skills are always in demand and this phone sales training course teaches you the basics and much more.

### Target Audience:

- 🕒 Current and aspiring phone sales agents
- 🕒 Business owners who sell products or services over the telephone
- 🕒 Outbound call-centre agents.

### Attending this course will help you to:

- 🕒 Understand the role of tele-sales in your industry
- 🕒 Examine the different types of roles in tele-sales
- 🕒 Self-reflect on 10 key skills to needed in tele-sales
- 🕒 Identify and adapt to various profile customers more easily
- 🕒 Implement 10 important strategies to become more effective in tele-sales.

### Prerequisites for attending:

None

## EFFECTIVE SALES SKILLS (1-DAY)

### About this course:

If you sell on the phone or via F2F, this course will teach you how to improve your sales record.

### Target Audience:

- 🕒 Current and aspiring phone sales agents
- 🕒 All who are in a sales team.

### This course will cover the following topics:

- 🕒 Introducing seven steps to successful selling
- 🕒 What is selling and why do people buy?
- 🕒 Planning and preparing for sales calls and meetings
- 🕒 Effective communication, building rapport, questioning and listening
- 🕒 Understanding your products and services, the features and benefits for customers
- 🕒 Recognising sales opportunities
- 🕒 Cross-selling and Up-selling
- 🕒 Handling objections
- 🕒 Closing the sale and follow up activities.

### Prerequisites for attending:

None



## TEEN PACKAGE – SCHOOL HOLIDAY LEARNING OPPORTUNITIES

### STORY-WRITING, LEARN HOW TO CREATE A DYNAMIC PLOT - (TEEN PACKAGE) (1-DAY)

#### About this course:

In this course, you will learn practical skills to overcome the challenge of creating dynamic plots and engaging character profiles for your stories. The course will teach you techniques to develop compelling and multidimensional characters that will hook readers from the very beginning. You will also learn how to create plot-hooks that will keep your readers engaged and wanting to know more.

#### Target Audience:

Teenagers who want to improve their creative writing skills and anyone interested in writing fiction.

#### Attending this course will help you to:

- 🕒 Structure a dynamic plot for your story.
- 🕒 Define your genre and choose the best approach.
- 🕒 Create unique and interesting characters that your readers will love.
- 🕒 Create irresistible plot hooks that will keep your readers engaged.
- 🕒 Layer scenes and events to add depth to your story.
- 🕒 Write attractive dialog that will bring your characters to life.
- 🕒 Write descriptively, creating vivid imagery in your readers' minds.

#### Prerequisites for attending:

- 🕒 stable internet connection.
- 🕒 No prior experience is necessary.

## WRITING AN ATTRACTIVE ARTICLE - (TEEN PACKAGE) (1-DAY)

### About this course:

Writing an attractive article is a valuable skill for any aspiring writer, and this beginner-level workshop provides an interactive and fun way to improve those skills. Participants will learn how to define their topic, identify their target audience, research their subject, write attractively, induce credibility, keep their reader's attention, and refine their material.

### Target Audience:

This course is designed for teenagers who want to improve their article writing skills.

### Attending this course will help you to:

- 🕒 Define your topic clearly.
- 🕒 Identify your target audience and write to their interests.
- 🕒 Research your subject thoroughly and effectively.
- 🕒 Write in an engaging and attractive style.
- 🕒 Induce credibility in your writing.
- 🕒 Keep your reader's attention throughout the article.
- 🕒 Refine your material through editing and revision.

### Prerequisites for attending:

- 🕒 Stable internet connection.

## HOW TO WRITE AND PUBLISH A NOVEL - (TEEN PACKAGE) (1-DAY)

### About this course:

This course is designed to help teenagers who are curious about starting a novel. It covers key concepts in writing skills, storytelling, and publishing. Whether it be for a personal project or prospecting a future career, this course is a fun kickstart into publishing a novel.

### Target Audience:

Teenagers who are interested in writing and publishing a novel.

### Attending this course will help you to:

- 🕒 Scope out a story.
- 🕒 Create an outline.
- 🕒 Practice key writing skills.
- 🕒 Write your first chapter.
- 🕒 Understand Editing, Concept Art, and Cover pages.
- 🕒 Understand the basics of publishing.
- 🕒 Understand the importance of book marketing and book reviews.

### Prerequisites for attending:

- 🕒 Stable internet connection.

## UNDERSTANDING PC HARDWARE - (TEEN PACKAGE) (1-DAY)

### About this course:

Understanding PC Hardware is an essential course that covers the basics of assembling, maintaining, and understanding computers. In this beginner-level course, participants will develop a working understanding of the various components of a computer, how they interact with each other, and how to choose the right components.

### Target Audience:

This course is ideal for teenagers who want to learn the basics of computer hardware assembly and maintenance.

### Attending this course will help you to:

- 🕒 Understand the different components of a PC and their functions.
- 🕒 Install PC components like a professional.
- 🕒 Identify a computer's hardware, software, and firmware.
- 🕒 Compare and contrast various connection interfaces and cables and know their purposes.
- 🕒 Assemble your own computer from scratch.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.
- 🕒 A stable internet connection.

## NAVIGATING WINDOWS 10 - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Navigating Windows 10 can be challenging for teenagers who are new to using a computer. This beginner-level course aims to help participants gain a better understanding of how to operate their windows computer, whether it be for work, play or both. By the end of this course, attendees will learn how to setup an optimal computer environment.

### Target Audience:

Teenagers who are new to using a windows computer.

### Attending this course will help you to:

- 🕒 Find all your hidden meme stashes in the file system.
- 🕒 Install your favorite applications and games.
- 🕒 Setup a focused study / play environment using multiple desktops.
- 🕒 Switch to better network settings for lower latency.
- 🕒 Understand core features of Windows 10.
- 🕒 Setup your preferred browser.
- 🕒 Save all your passwords in one secure place.

### Please note the following:

- 🕒 This course is half-day.
- 🕒 Attending this course will require a stable internet connection.
- 🕒 Having a second monitor is beneficial but not required.

## NAVIGATING WINDOWS 11 - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Windows 11 is a popular operating system used on personal computers. This beginner-level software workshop is designed to help teenagers gain a better understanding of how to navigate and optimize their computer environment. Participants will learn how to find files, install applications and games, setup multiple desktops, and much more.

### Target Audience:

This course is designed for teenagers who want to improve their understanding of Windows 11.

### Attending this course will help you to:

- 🕒 Find all your hidden meme stashes in the file system.
- 🕒 Install your favourite applications and games.
- 🕒 Setup a focused study/play environment using multiple desktops.
- 🕒 Switch to better network settings for lower latency.
- 🕒 Understand the difference between Windows 10 and Windows 11.
- 🕒 Setup your preferred browser.
- 🕒 Save all your passwords in one secure place.

### Please note the following:

- 🕒 Attending this course will require a stable internet connection.
- 🕒 Having a second monitor is beneficial but not required.

## GOOGLE SUITE OVERVIEW - (TEEN PACKAGE) (1-DAY)








### About this course:

The Google Suite is a powerful tool for managing schedules, tasks, data, and more. In this course designed for teens, participants will learn about the various aspects of Google and how it can help them with their school assignments and studies. They will create a productive working environment that simplifies studying and projects.





### Target Audience:

This course is tailored for teens who want to learn how to use Google Suite to improve their academic performance.

### Attending this course will help you to:

-  Create an effective work environment.
-  Learn important ways to protect your data.
-  Use Google to enhance your studying and research.
-  Plan, track, and organize projects.
-  Create reminders for tasks.
-  Build great presentations.
-  Collaborate in real-time.

### Please note the following:

-  No prior knowledge is required.
-  A stable internet connection is necessary.
-  A Google Free or Google Workspace account is needed.
-  A second display is beneficial but not required.

## LEARN HOW TO SWAY! - (TEEN PACKAGE) (1-DAY)

### About this course:

Sway is a great presentation programme that is part of the Microsoft office suite. With Sway, you can create and share interactive reports, presentations, personal stories, and more. Its built-in design engine helps you create professional and fun designs in minutes. With Sway, your images, text, videos, and other multimedia all flow together in a way that enhances your story. In this course, we'll show you how to have fun making impressive presentations using Sway, whether you're creating Sways from existing documents or from scratch.

### Target Audience:

Anyone who wants to learn how to use Sway for creating fun and impressive presentations.

### Attending this course will help you to:

- 🕒 Add titles, use cards to lay out a storyline, choose a design, and determine navigation.
- 🕒 Create eye-catching Sways from existing documents or from scratch.
- 🕒 Confidently remix Sways and share them with your friends.
- 🕒 Use advanced Sway features to create impressive presentations.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 Access to Sway.



## IMPRESS WITH POWERPOINT - (TEEN PACKAGE) (1-DAY)

### About this course:

Are you interested in getting ahead of your classmates? Would you like to create presentations that impress your teachers and others? In this course, we show you how to showcase your presentations in an effective and impressive way. We will also be diving into fascinating features that PowerPoint has to offer. Learn today, shine tomorrow.

### Target Audience:

Teenagers who want to create sophisticated and well-organized PowerPoint presentations.

### Attending this course will help you to:

- 🕒 Work comfortably with PowerPoint and many of its advanced features.
- 🕒 Create fully animated and transition-filled presentations.
- 🕒 Increase impact through graphs, videos, and images.
- 🕒 Feel more confident when delivering presentations to the classroom.

### Prerequisites for attending:

- 🕒 Stable internet connection.
- 🕒 Access to PowerPoint is required.
- 🕒 Having a second display is beneficial but not required.

## MICROSOFT EXCEL BASICS - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Did you know that you can use Excel to programme? This playful course covers the very basics of using excel in the perspective of creating a unique character. By covering basic formulas, you will dip your toes into the very basics of programming – and ensure you are prepared to tackle any school assignments that come your way! This course can naturally be progressed to more advanced levels. Please view our Digital Skills courses for further options.

### Target Audience:

Teenagers who want to learn the basics of Microsoft Excel or anyone who wants to improve their knowledge of the application.

### Attending this course will help you to:

- 🌀 Confidently navigate Excel's layout.
- 🌀 Structure rows and columns into a detailed character sheet.
- 🌀 Insert and format custom traits using the formatter.
- 🌀 Link traits together using references.
- 🌀 Create dropdown selections using cell formatting.
- 🌀 Develop automated proficiencies using formulas.
- 🌀 Save and share your unique character builder with your friends!

### Prerequisites for attending:

- 🌀 Stable internet connection.
- 🌀 Access to Microsoft Excel.
- 🌀 Having a second monitor is beneficial but not required.

## MICROSOFT WORD BASICS - (TEEN PACKAGE) (HALF-DAY)







### About this course:

Microsoft Word is a powerful word processing tool that can assist you in creating professional-looking documents. In this beginner-level course, you will learn to structure text neatly, format text attractively, style your document, insert attractive illustrations, define the document layout, and position pages precisely.



### Target Audience:

Teenagers who want to improve their skills in using MS Word for assignments and anyone who wants to learn the basics of MS Word.

### Attending this course will help you to:

-  Structure text neatly.
-  Format text attractively.
-  Style your document.
-  Insert attractive illustrations.
-  Define the document layout.
-  Position pages precisely.

### Prerequisites for attending:

-  Attending this course will require a stable internet connection.
-  Access to Word is required.

## FUNDAMENTAL ONLINE SERVICES - (TEEN PACKAGE) (1-DAY)

### About this course:

This beginner-level creative workshop is designed for teenagers with little to no exposure to online services. Participants will learn the basics of online services, how to navigate the internet safely, and how to set up basic Google services, email, and online file storage. Additionally, this course will cover the importance of online privacy and how to avoid online dangers.

### Target Audience:

Teenagers with little to no exposure to online services.

### Attending this course will help you to:

- 🕒 Understand what an online browser is and what different types there are.
- 🕒 Safely navigate through the internet.
- 🕒 Save favourite websites as bookmarks.
- 🕒 Setup basic Google services.
- 🕒 Setup email and online file storage.
- 🕒 Avoid online dangers.
- 🕒 Understand online privacy.

### Prerequisites for attending:

- 🕒 This course is full day.
- 🕒 Attending this course will require a stable internet connection.

## PROGRAMMING PART 1 - (TEEN PACKAGE) (1-DAY)

### About this course:

This Beginner-Level coding workshop is designed for teenagers who want to learn the basics of coding. By the end of Part 3, participants will be able to create their own game, app, or story generator using Python. The course is a kickstart into the EXCITING world of programming.

### Target Audience:

Teenagers who are interested in learning the basics of coding and want to take their first steps into application development.

### Attending this course will help you to:

- 🌟 Know what coding is.
- 🌟 Understand the different programming languages.
- 🌟 Understand what Python is.
- 🌟 Setup a basic programming environment.
- 🌟 Run Python shell commands.
- 🌟 Learn Python fundamentals, including spacing and commenting.
- 🌟 Understand basic data types, such as strings, Booleans, and lists.
- 🌟 Understand basic programming concepts, such as variables, assignment statements, and print.

### Prerequisites for attending:

- 🌟 Stable internet connection.
- 🌟 No prior programming experience required.
- 🌟 We will help you download the relevant applications required for this course.
- 🌟 Having a second monitor is beneficial but not required.

## PROGRAMMING PART 2 - (TEEN PACKAGE) (1-DAY)

### About this course:

The Programming Part 2 - Teen Package is a beginner-level coding workshop that teaches the basics of coding to teenagers. In this course, participants will gain knowledge of Python Glossary concepts, troubleshoot Python exceptions, learn Python Keywords, and create functional scripts using basic logic loops. Additionally, they will also learn about JSON and how to create JSON Dictionaries as well as write their own unique functions.

### Target Audience:

This course is ideal for teenagers who are looking to learn the basics of coding for a pet project or taking their first steps into application development. It is recommended that attendees have already attended Part 1 of the course.

### Attending this course will help you to:

- 🎯 Understand Python Glossary concepts.
- 🎯 Research and troubleshoot Python exceptions.
- 🎯 Learn Python Keywords.
- 🎯 Create functional scripts using basic logic loops.
- 🎯 Learn what JSON is and create JSON Dictionaries.
- 🎯 Write your own unique functions.

### Prerequisites for attending:

- 🎯 Attending this course will require a stable internet connection.
- 🎯 Having a second monitor is beneficial but not required.

## PROGRAMMING PART 3 - (TEEN PACKAGE) (1-DAY)







### About this course:

The target audience of this course is teenagers who are looking to learn the basics of coding. Whether you are trying to learn coding for a pet project or taking your first steps into application development, this course will teach you the basics as a kickstart into the exciting world of programming. Ideally you would already have attended Part 2.



### Target Audience:

Teenagers who are interested in learning the basics of coding.

### Attending this course will help you to:

-  Create a complex script using multiple custom functions.
-  Learn how to use Python libraries.
-  Connect your scripts to online resources using API's.
-  Understand Python Set Methods.
-  Learn core Python operators.
-  Create your own game, app, or story generator.

### Prerequisites for attending:

-  Attending this course will require a stable internet connection.
-  Having a second monitor is beneficial but not required.

## COPING WITH ISOLATION - (TEEN PACKAGE) (HALF-DAY)

### About this course:

This course is designed to help teenagers cope with distance from their peers during the Covid lockdown and beyond. It is especially valuable for those who are home-schooling. In this positive mental workshop, participants will learn how to maintain social connections despite distance, find opportunities for personal growth in isolation, maintain a productive routine, preserve regular physical activity, pursue constructive goals, and make the best use of their time.

### Target Audience:

Teenagers who are dealing with isolation due to the Covid lockdown.

### Attending this course will help you to:

- 🕒 Maintain a social connection despite distance.
- 🕒 Find opportunity for personal growth in isolation.
- 🕒 Maintain a productive routine.
- 🕒 Preserve regular physical activity.
- 🕒 Pursue constructive goals.
- 🕒 Make the best use of your time.

### Prerequisites for attending:

- 🕒 Attending this course will require a stable internet connection.



## COPING SUCCESSFULLY WITH STRESS - (TEEN PACKAGE) (HALF-DAY)

### About this course:

This course is specifically designed for teenagers who want to learn basic techniques in coping with stress, or those who want to help their family or friends cope with stress. Participants will gain a better understanding of what triggers stress, how it affects the body, and learn how to put circumstances into perspective, manage stress, and live happily despite stressful conditions.

### Target Audience:

Teenagers who want to learn basic techniques in coping with stress, or those who want to help their family or friends cope with stress.

### Attending this course will help you to:

- 🕒 Understand what triggers stress.
- 🕒 Understand the difference between positive and negative stress.
- 🕒 Learn how stress affects the body.
- 🕒 Put circumstances into perspective.
- 🕒 Practice keys in coping with stress.
- 🕒 Help others manage their stress.
- 🕒 Live happy despite stressful conditions.

### Prerequisites for attending:

- 🕒 Attending this course will require a stable internet connection.

## **FIGHTING PROCRASTINATION, TODAY! - (TEEN PACKAGE) (HALF-DAY)**

### **About this course:**

Are you struggling to stay on top of your schoolwork and responsibilities? Do you find yourself procrastinating and putting things off until the last minute? This workshop is designed to help you identify the root causes of procrastination and equip you with practical tools and strategies to overcome it.

### **Target Audience:**

This course is tailored to teenagers who struggle with procrastination and want to develop more effective time management skills.

### **Attending this course will help you to:**

- 🕒 Define procrastination and its negative impact on your life.
- 🕒 Understand the root causes of procrastination, such as fear of failure or lack of motivation.
- 🕒 Learn how to prioritize your tasks and organize your schedule for success.
- 🕒 Create SMART goals and develop a plan to achieve them.
- 🕒 Develop a positive mindset and motivate yourself to take action.

### **Prerequisites for attending:**

- 🕒 Attending this course will require a stable internet connection.

## LEARN TO BE MORE PRODUCTIVE - (TEEN PACKAGE) (HALF-DAY)

### About this course:

This course is designed for teenagers who want to learn key principles that can help them become more productive and responsible. Participants will learn how to leverage powerful applications to organize tasks, prioritize responsibilities, identify, and remove choking points, and tune their environment for productivity.

### Target Audience:

Teenagers who want to learn how to be more productive and responsible.

### Attending this course will help you to:

- 🕒 Stay motivated for success.
- 🕒 Leverage powerful applications to organize tasks.
- 🕒 Prioritize responsibilities reasonably.
- 🕒 Identify and remove choking points.
- 🕒 Remove distractions and focus on important tasks.
- 🕒 Tune your environment for productivity.

### Prerequisites for attending:

- 🕒 Attending this course will require a stable internet connection.

## RESILIENCE, ENDURING WITH A PURPOSE - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Teens today are under incredible stresses, unknown just a decade ago. This course is designed to help teenagers to cope with difficult emotional stress. To not just survive each day, but to endure with a purpose - enjoying life despite emotional strain.

### Target Audience:

Teens who want to develop resilience and learn how to cope with difficult emotional stress.

### Attending this course will help you to:

- 🌟 Understand the importance of resilience.
- 🌟 Decern the true weight of a situation.
- 🌟 Tackle distressing events with hope.
- 🌟 Reduce emotional fallout.
- 🌟 Push past negative paranoia.
- 🌟 Maintain a positive outlook.
- 🌟 Live confidently despite a painful incident.

### Prerequisites for attending:

- 🌟 Attending this course will require a stable internet connection.

## HOW TO BE RESPONSIBLE WITH MONEY - (TEEN PACKAGE) (HALF-DAY)








### About this course:

This course is designed to help teenagers learn how to manage their income. As your skills increase and you start earning your wage, we will help you budget your growing income responsibly.


### Target Audience:

Teenagers who want to learn how to manage their income effectively.

### Attending this course will help you to:

-  Distinguish between needs and wants.
-  Develop monetary self-control.
-  Manage expenses responsibly.
-  Build an automated budget.
-  Prepare for unexpected expenses.
-  Invest for the future.
-  Reduce financial waste.

### Prerequisites for attending:

-  Attending this course will require a stable internet connection.

## HOW TO MANAGE YOUR TIME BETTER - (TEEN PACKAGE) (HALF-DAY)

### About this course:

As individual responsibilities increase, it's critical that young adults learn how to spend their time wisely. In this half-day course, participants will learn how to prioritize their responsibilities, leverage powerful applications to track and schedule tasks in advance, and set personal goals for self-improvement.

### Target Audience:

Teenagers who want to learn how to make the best use of their time.

### Attending this course will help you to:

- 🕒 Understand why effective time management is critical.
- 🕒 Prioritize your responsibilities wisely.
- 🕒 Leverage powerful applications to track and schedule tasks in advance.
- 🕒 Set personal goals for self-improvement.
- 🕒 Achieve your goals faster, leading to more personal time.
- 🕒 Avoid burnout.

### Prerequisites for attending:

- 🕒 Attending this course will require a stable internet connection.

## EMPATHY, POWER THROUGH PERSPECTIVE - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Empathy is a valuable skill that can benefit anyone, especially teenagers. In this half-day workshop, participants will learn about the definition and importance of empathy, how to practice it, and how it can improve relationships and mental well-being.

### Target Audience:

Teenagers who want to learn more about empathy and how it can benefit them.

### Attending this course will help you to:

- 🌟 Understand the meaning and importance of empathy.
- 🌟 Learn how to practice empathy in daily life.
- 🌟 Develop a better understanding of others.
- 🌟 Build peaceful and meaningful friendships.
- 🌟 Reduce negative arguments and conflicts.
- 🌟 Experience the benefits of empathy in personal and social life.

### Prerequisites for attending:

- 🌟 Attending this course will require a stable internet connection.

## FIND AND BOOST YOUR MOTIVATION - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Are you struggling to find or maintain your motivation as a teenager? If so, you're not alone. This course focuses on essential principles to help you consistently maintain your motivation.

### Target Audience:

This course is tailored for teenagers who want to improve their motivation.

### Attending this course will help you to:

- 🕒 Understand the importance of focusing on "why" rather than just "what".
- 🕒 Set realistic goals.
- 🕒 Discover your ideal environment for motivation.
- 🕒 Add fun to supplement boring tasks.
- 🕒 Visualize and idealize the reward.
- 🕒 Learn how diet and exercise affect motivation.
- 🕒 Include your peers for added motivation.

### Prerequisites for attending:

- 🕒 Attending this course will require a stable internet connection.



## **COPING SUCCESSFULLY WITH CHANGE - (TEEN PACKAGE) (HALF-DAY)**

### **About this course:**

Change is constant – yet it is one of the largest factors causing stress among teens today. This course will help teenagers cope with sudden and constant change. Whether it be moving away from your friends, dealing with the covid pandemic, or starting your first job – we will help you reduce the impact that change may have on your life.

### **Target Audience:**

Teens who want to learn coping mechanisms for sudden and constant change in their lives.

### **Attending this course will help you to:**

- 🕒 Understand how change affects you internally.
- 🕒 Accept change as a reality and an opportunity for growth.
- 🕒 Slow down the impact of change and keep your home life intact.
- 🕒 Focus on what you can control and prepare for change.
- 🕒 Reduce shock by maintaining a familiar environment and routine.
- 🕒 Look to the future and see the positive possibilities.

### **Prerequisites for attending:**

- 🕒 Attending this course will require a stable internet connection.

## SELF-CONTROL, OUTDATED OR UNDER-VALUED? - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Self-control is a valuable trait that can help teenagers in various aspects of their lives such as managing money, building friendships, and maintaining a healthy diet. In this half-day course, participants will learn the meaning of self-control and how it can benefit them both as teenagers and later in life.

### Target Audience:

Teenagers who want to learn the importance of self-control in their daily lives.

### Attending this course will help you to:

- 🕒 Understand the concept of self-control.
- 🕒 Recognize the benefits of self-control in different areas of life.
- 🕒 Maintain harmonious relationships with friends and family.
- 🕒 Discipline oneself to avoid overspending.
- 🕒 Manage encounters that test your self-control.
- 🕒 Prepare for challenging situations to maintain self-control.
- 🕒 Experience a happier teen life through self-discipline.

### Prerequisites for attending:

- 🕒 A stable internet connection.

## DEALING WITH MISTAKES POSITIVELY - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Making mistakes is a part of life, but it's how we handle them that shapes us as individuals. This half-day course is designed for teenagers to learn how to manage their mistakes positively and learn from them.

### Target Audience:

Teenagers who want to learn how to handle their mistakes positively and grow from them.

### Attending this course will help you to:

- 🕒 Understand how you react to failure and how to cope with it positively.
- 🕒 Admit mistakes to yourself and others.
- 🕒 Recognize how your attitude towards failure affects relationships.
- 🕒 Realize how your attitude towards failure affects self-improvement.
- 🕒 Learn how to make the most out of your mistakes.
- 🕒 Accept support from family and friends.
- 🕒 Let go of past disappointments.

### Prerequisites for attending:

- 🕒 A stable internet connection.

## HOW CAN I CONQUER SHYNESS? - (TEEN PACKAGE) (HALF-DAY)

### About this course:

Helping teenagers view shyness in a better perspective, will build their confidence. In this half-day course, participants will learn the difference between quietness and timidity, how to gain confidence, and how to make friends despite shyness.

### Target Audience:

This course is designed for teenagers who want to conquer shyness and gain confidence.

### Attending this course will help you to:

- 🕒 Understand the difference between quietness and timidity.
- 🕒 Be realistic about your fears.
- 🕒 Avoid comparing yourself with your peers.
- 🕒 See your strengths and conquer timidity with boldness.
- 🕒 Be observant and learn from it.
- 🕒 How to sustain a compelling conversation.
- 🕒 Make the most from mildness.

### Prerequisites for attending:

- 🕒 A stable internet connection.

## HOW TO HANDLE PERFECTIONISM - (TEEN PACKAGE) (HALF-DAY)

### About this course:

This course is designed to help teenagers view perfectionism in a better perspective. This course will help you understand the difference between obsession and diligence and how you can gain balance in expectations of yourself and others.

### Target Audience:

This course is ideal for teenagers who struggle with perfectionism or unrealistic expectations of themselves and others.

### Attending this course will help you to:

- 🎯 Understand the negative effects of perfectionism.
- 🎯 Recognize the difference between healthy diligence and harmful obsession.
- 🎯 Accept constructive criticism in a positive way.
- 🎯 Have reasonable expectations of yourself and others.
- 🎯 Recognize the benefits of diligence.
- 🎯 Conquer the fear of failure.
- 🎯 Find precision without becoming obsessive.
- 🎯 Find balance and avoid burnout.

### Prerequisites for attending:

- 🎯 A stable internet connection.

## PREVENT BURNOUT AS A TEEN - (TEEN PACKAGE) (HALF-DAY)

### About this course:

It is vital for teenagers to understand and avoid the risks of burnout. In this half-day workshop, participants will cover various topics on what causes burnout, how to avoid burnout, and how burnout affects you.

### Target Audience:

Teenagers who want to learn how to prevent burnout.

### Attending this course will help you to:

- 🕒 Understand what burnout is and its effects.
- 🕒 Identify unreasonable expectations.
- 🕒 Learn how sleep affects burnout.
- 🕒 Avoid overstimulation for better productivity.
- 🕒 Develop a supportive diet.
- 🕒 Organize yourself for success.
- 🕒 Focus on one thing at a time.
- 🕒 Consider the long-term outcome.

### Prerequisites for attending:

- 🕒 A stable internet connection.

## HOW TO CONQUER NEGATIVITY? (TEEN PACKAGE) (HALF-DAY)

### About this course:

This half-day workshop is designed for teenagers who want to learn how to conquer negativity. The course covers practical strategies for tackling negative thinking and fostering a positive mindset.

### Target Audience:

This course is designed for teenagers who want to overcome negative thoughts and improve their mental well-being.

### Attending this course will help you to:

- 🌀 Define negativity and understand how it affects your life.
- 🌀 Explore how you view yourself and learn how to cultivate a positive self-image.
- 🌀 Understand the impact of negativity on your physical and mental health.
- 🌀 Learn how to cultivate positive relationships by reducing negativity.
- 🌀 Develop tools to keep your thoughts in perspective.
- 🌀 Avoid comparing yourself to others and learn how to appreciate your unique qualities.
- 🌀 Practice gratitude and mindfulness to enhance your mental well-being.

### Prerequisites for attending:

- 🌀 A stable internet connection.

## **BUILD PUBLIC SPEAKING CONFIDENCE - (TEEN PACKAGE) (1-DAY)**

### **About this course:**

Do you find it difficult to talk in front of your class or even crowds? In this course, we will show you how to overcome public speaking anxiety and give you tips on how to speak to an audience. We will cover mind management techniques that will help you be a confident speaker.

### **Target Audience:**

This course is designed for teenagers who want to build their confidence in public speaking.

### **Attending this course will help you to:**

- 🕒 Gain confidence when you address a group of people.
- 🕒 Engage your audience effectively.
- 🕒 Read your audience and adjust your presentation accordingly.
- 🕒 Be an effective host for events.
- 🕒 Learn how to influence your audience from the stage.
- 🕒 Manage and overcome stage anxiety.
- 🕒 Be comfortable being the center of attention.
- 🕒 Overcome fears of public speaking.

### **Prerequisites for attending:**

- 🕒 A stable internet connection.



## OPTIMAL NUTRITION FOR PEAK LEARNING - (TEEN PACKAGE) (HALF-DAY)

### About this course:

This course is designed for students who want to perform their best with either home schooling or attending a public / private school. With all the demands on young students today, this course will provide them with amazing tools to help them feel as though they are in control of their goals at school. This will be an encouraging and interesting interactive experience.

### Target Audience:

Students who want to optimize their nutrition to enhance their learning and performance.

### Attending this course will help you to:

- 🍌 Understand the impact of smart food choices on academic performance.
- 🍌 Gain insight into ADHD and its effects on learning.
- 🍌 Learn how to balance hormones through diet.
- 🍌 Identify the best supplements for brain health.
- 🍌 Explore ways to protect your brain.
- 🍌 Discover creative lunchbox ideas that promote optimal nutrition.

### Prerequisites for attending:

- 🍌 A stable internet connection.

## TIPS ON HOW TO LEARN EFFICIENTLY - (TEEN PACKAGE) (1-DAY)

### About this Course:

Are you struggling to find the right study techniques that work for you? Do you find it hard to stay focused and productive when studying? This 1-Day course is designed to help teens learn efficient studying skills, improve their time management, boost brain function, and overcome common learning difficulties.

### Target Audience:

This course is perfect for teens who want to improve their study skills, overcome procrastination, and achieve better grades.

### Attending this course will help you to:

- 🕒 Discover proven studying techniques that work for you.
- 🕒 Improve your time management skills.
- 🧠 Boost your brain function for better memory and retention.
- 🕒 Identify your preferred learning style and tailor your studying approach accordingly.
- 🕒 Overcome procrastination and stay focused on your goals.

### Prerequisites for attending:

- 🕒 No prior knowledge is required.
- 🕒 Bring a notebook and pen to take notes.

## CONTACT US

If you would like to book any training, or discuss how we can assist you / your project with any Learning & Development service, then please contact us as follows:



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**Website:** [www.SuccessfulLearningSolutions.co.uk](http://www.SuccessfulLearningSolutions.co.uk)

