LEARNING PROSPECTUS

SEEDL

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

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Welcome to SEEDL

The world's first JPIT learning broadcast company, offering INTERACTIVE learning broadcasts with unlimited access for a fixed fee. Grow your knowledge. Your potential and gain certificates for course completion.

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Business Essentials

Compliance

Sales

Microlearning

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Upcoming Events

MENTAL WELLNESS

Understanding How To Manage and Prevent Burnout

Job Burnout is a type of workplace stress that can affect anybody who feels constantly overwhelmed with their workload. This session...

BUILD TRUST

How to Build Rapport and Trust in Relationships

Trust is a foundation of everything we do. But, how do we build that trust among the teams, between the clients and people surrounding...

CUSTOMER SERVICE EXCELLENCE

Managing and Meeting Customers' Expectations

Do you feel as if you are not always getting the best results out of your conversations with your clients? Do you have beliefs that...

Welcome to the SEEDL Learning Prospectus.

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

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

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

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

Thank you and happy reading!

SEEDL

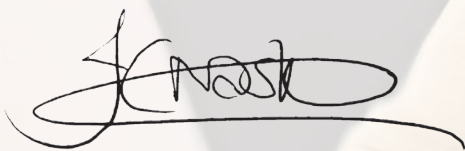## Welcome to the latest edition of SEEDL's Learning prospectus!

A place where you can review all our curriculum quickly and easily. Whether you are searching for a course to support your own learning needs, or as a leader, using it to plan learning pathways for your direct reports, there is something for everyone. We have increased our offerings of 20-minute sessions, as they are proving to be extremely popular and added exciting new 60-minute topics such as ESG, which is ever growing in importance and relevance in today's world.

As you peruse the prospectus, I encourage you to explore the diverse range of categories, programmes and courses that are on offer for you. I am confident that you will find a course that not only helps you learn, but also inspires and motivates you to take action, to enhance your career or to become a subject matter expert in your area of interest.

Take time to also browse your learning platform and our website, remembering SEEDL Summaries (book recommendations with a 500-word summary) for further reading, and let's not forget our wonderful SEEDL Chilled radio which can be opened via Alexa (say SEED….L…chilled) and listen to your favourite tunes, whilst you work.

There is so much on offer, and lots to choose from, so enjoy browsing, take the time to focus on your own development and reach your full potential.

See you in the virtual classroom soon!

Chief Learning Officer

CATEGORIES

BUSINESS ESSENTIALS

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

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

Programme: Compliance

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

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

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

Anti-Money Laundering for SMEs
Anti-Money Laundering for SMEs educates small and medium-sized enterprises on detecting and preventing financial crimes. This course covers regulatory requirements, risk assessment methodologies, and practical measures to combat money laundering and terrorist financing.

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

Conflict of Interest
Conflict of Interest Legislation explores the legal frameworks and ethical principles governing conflicts of interest in various sectors. This course examines key regulations, disclosure requirements, and consequences of unethical conduct. Participants learn to identify potential conflicts, navigate ethical dilemmas, and implement mitigation strategies to uphold transparency and integrity.

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

GDPR
This course provides a comprehensive overview of the General Data Protection Regulation (GDPR), covering its purpose, key compliance principles, and repercussions of non-compliance. Participants will learn about the roles and responsibilities of data controllers and processors, the rights of Data Subjects, and the functions of the Information Commissioner's Office (ICO). The course also examines the impact of Brexit on data transfers and regulation, ensuring a thorough understanding of GDPR requirements and penalties. Course Objectives: - Principles of UK and EU GDPR compliance; - GDPR compliant processes; - Data Subjects' rights.

Online Safety Act
This course provides a comprehensive overview of legislation aimed at promoting safe internet practices and protecting users. Participants explore the Act's provisions concerning online content moderation, cybersecurity, and privacy rights. The course covers compliance requirements for digital platforms, reporting mechanisms for harmful content, and penalties for non-compliance.

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

Sexual Harassment in the Workplace
Join this course to gain an overview of recent global Sexual Harassment legislation, with a focus on the latest UK-specific updates. We will review the Worker Protection (Amendment of Equality Act 2010) Act 2023, explaining how it supplements existing laws.

Programme: Finance for Non-Financial Staff

These courses cover essential financial concepts, including financial jargon, budgeting, variance analysis, financial statements, cash flow management, and business case approval. It is designed for managers, board directors, and those handling budgets, ensuring they gain confidence in financial decision-making, forecasting, and strategic planning, including ESG and sustainability considerations.

Understanding Financial Terms and Jargon
Target audience: Anyone who wants to improve their knowledge of financial jargon. This course helps those without financial training understand financial terms and how this might look in reports. The goal is give you confidence in interpreting and discussing financial information with the finance team and wider organisation.

Budgets - Clarification and Preparation
Target audience: Anyone managing a budget. If you've wondered what is the point of a budget or why is it so important, this course is for you. You will learn the fundamentals of what a budget actually is and how to prepare one. You will understand how a department budget feeds into the company budget, plus planning and resource allocation within a department or company as a whole.

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

Preparing and Presenting a Business Case
Target audience: Anyone needing to have additional budget etc approved. This course will demonstrate how to present a business case to maximise the likelihood of approval, ensuring the financial elements are addressed and thoroughly covered. The goal is to learn how best to gain business case approval, whether by a manager, board member or external body.

How to Measure Internal Performance and Benchmark other Companies
Target audience: Anyone who is externally facing and needs to understand financial statements. You will learn how to read and understand financial statements, comparing both different companies and different years as required. You will gain an understanding of how financial statements work and the calculations required to compare companies either year on year or in an industry to be able to take a view on a business.

Cash Flow and Why it is so Important

Target audience: Anyone who has control over cash. This course explains why cash flow is critical for keeping a business running smoothly, often more so than profit. Participants will learn how their actions impact cash flow and gain practical tips to manage it effectively at the departmental level. You will come away with an understanding of the difference between cash and profit and why it matters. You will also learn different strategies to improve cash flow as well as the potential impact of individual actions.

Strategic Financial Management

Target audience: Board directors. Attend this course to learn how to run a successful budget cycle, both top down and bottom up, so that managers are not demotivated when asked to create a budget (and have it reduced). You will learn how to forecast and budget accurately to make informed spending decisions, enabling you to manage a budget effectively and ensure the business makes the most of the resources available.

5 Year Planning

Target Audience: Board directors. This course demonstrates how to create a longer term plan (5 years) for investment and take a longer term view. The goal is learning to take a long term view for effective strategic planning in the business.

Sustainability and ESG reporting

Target audience: Any level. This course demonstrates how individual managers can contribute to the Environmental, Social and Governance (ESG) and sustainability goals of their organisation from a financial standpoint. You will gain an understanding of the basics of ESG, identify opportunities within departments and how to engage their teams in sustainability.

Programme: Project Management

Project management requires a myriad of essential skills: the modules in this course provide a deep dive for attendees to hone their skills in a particular area relating to project management.

Building a Solid Business Case
This module will give you a clear understanding of what information you need to gather, the tools and structure to write a concise, persuasive, and successful business case to get your project off the ground.

Risk Management
Projects fail for a whole host of reasons: but you can set yours up for success by knowing how to identify, analyse and manage risks timely and effectively. This module will explore all potential sources of risk, and ideas for documenting your risk analysis and management strategy.

Engaging Stakeholders
Stakeholder engagement is just one step in the process of stakeholder management. This session explores what it means to be "engaged" and how we can determine the level and type of communication and considerations each of our stakeholders require.

Scheduling and Forecasting
The ability to remain flexible always is a key characteristic of successful project managers. But how can we balance flexibility with developing credible time estimates for future tasks? And how can we present and communicate these to our project team?

Cost Management – Estimating, Budgeting and Controlling Costs Within a Project
Projects are only deemed a complete success if they are delivered on budget, so project managers must ensure that costs do not spiral. Explore key considerations when planning and managing your budget.

Programme: Project Management Fundamentals

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

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

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

Effective Communication for Project Managers
This session will build on the first: now we have the tools to create a solid project plan, how do we maintain "command and control" during the project execute phase, in an increasingly dispersed work environment?

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

Reasons Why Good Projects Fail
An in-depth analysis of common mistakes and oversights made by project managers. This module will get you to think about your own strengths and weakness so you can de-risk your own project management processes.

Recovering a Failing Project
Scope creep, over-allocated resources, a break-down in communication: these are just three of the top reasons why projects fail. This module will give you steps to identify the cause of your project's decline, and what you can do to change the situation.

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

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

Programme: Diversity & Inclusion

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

An introduction to Diversity & Inclusion

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

Bridging the Generational Gap: Navigating Diversity in the Modern Workplace

In today's dynamic workplace, diverse generational perspectives can be a powerful asset if harnessed effectively. This training course is designed to equip you with the knowledge and skills needed to understand, appreciate, and leverage the strengths of each generation present in the workplace. From Baby Boomers to Generation Z, participants will explore the unique qualities, communication preferences, and work styles that characterise different generations. The goal is to foster a collaborative and inclusive work environment that maximises the potential of every team member.

Cultivating Inclusive Leadership within the Workplace

Inclusive leadership is the cornerstone of a thriving, diverse workplace. This comprehensive training course is designed to empower leaders at all levels with the knowledge, skills, and mindset necessary to cultivate inclusivity within their teams. We will delve into the core principles of inclusive leadership, exploring strategies for creating an environment where every individual feels valued, respected, and able to contribute their unique perspectives. Through this interactive session, you will emerge as champions of diversity, equity, and belonging.

Diversity and Inclusion in Recruitment

This comprehensive training course is designed to equip HR professionals, recruiters, and organisational leaders with the essential knowledge and skills needed to foster diversity and inclusion within the recruitment process. In today's globalised and interconnected world, building a diverse workforce isn't just a moral imperative; it's also a strategic advantage for organisations seeking innovation, creativity, and competitive edge. Participants will delve into the nuances of diversity and inclusion, exploring the various dimensions of diversity beyond the obvious ones such as race and gender. Through interactive virtual discussion, case studies, and real-world examples, attendees will learn how to recognize unconscious biases that may influence recruitment decisions and how to mitigate these biases effectively.

Inclusive Allies: Empowering Bystanders for Positive Workplace Change

Creating a truly inclusive workplace requires active engagement from everyone. This training course is designed to empower individuals at all levels to become effective bystanders for diversity and inclusion (D&I). As a participant, you will gain the knowledge and skills necessary to recognise instances of bias, discrimination and exclusion, and to intervene thoughtfully and constructively. By fostering a culture of active allyship, this training aims to contribute to a more inclusive, respectful and equitable work environment.

Neurodiversity Awareness within the Workplace

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

Promoting Diversity and Respect through Language

Inclusive language is a powerful tool for creating a workplace culture that values diversity and fosters respect among colleagues. This training course is designed to equip learners with the knowledge and skills needed to communicate effectively and inclusively in the modern workplace. From understanding the impact of language on diversity and inclusion to practical strategies for incorporating inclusive language, participants will gain valuable insights to promote a welcoming and respectful environment for all.

Promoting Disability Awareness and Inclusion in the Workplace

Creating a workplace that is inclusive of individuals with disabilities is not just a legal requirement but also a fundamental aspect of fostering diversity and equity. This training course is designed to equip participants with the knowledge and skills necessary to promote disability awareness and cultivate a workplace culture that is welcoming, accessible, and supportive of all employees. Through interactive sessions, case studies, and practical exercises, participants will gain a deeper understanding of disability-related issues and learn how to contribute to a more inclusive and accommodating work environment.

Unconscious Bias

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

Programme: ESG

These comprehensive courses are designed to explore and explain the pivotal principles of Environmental, Social, and Governance (ESG). They provide insights into the fundamentals of ESG, including its impact on corporate strategies and societal well-being. We delve into Net Zero initiatives, pivotal in mitigating climate change effects, uncover the complexities of climate change and its implications for businesses and communities and navigate risk management strategies within the ESG framework to enhance sustainability practices. With these courses, embark on a transformative journey towards integrating responsible business practices, fostering resilience, and addressing pressing global challenges. Master the essentials of ESG to drive positive change in a dynamic and interconnected world.

An Introduction to the World of ESG - Environmental, Social and Governance
This 60-minute course will provide interesting, valuable information and insights into this important topic, relevant to those with little or no experience or knowledge of this subject. It will cover the basics of ESG and its importance in the workplace.

An introduction to Understanding Net Zero
Unlock the secrets of environmental sustainability with our "Understanding Net Zero" 60-minute training course. We will delve into the core principles of Net Zero, exploring its significance in the global push for sustainability. Discover the key components essential for achieving Net Zero emissions and gain practical insights into how individuals, businesses, and communities can contribute to a greener future.

An introduction to Understanding Climate Change
Embark on a journey of environmental awareness with our "Understanding Climate Change". An introduction to the basics of this interesting subject giving you the chance to enhance, or refresh your knowledge, or learn new skills. This 60-minute session will enable you to make informed decisions, foster sustainability and be an advocate for positive environmental change.

Risk Management and ESG
Join us in this 60-minute training to enhance your risk management proficiency within the ESG context, contributing to a more resilient, responsible, and sustainable future for your organisation.

Programme: Office 365

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

Excel: Hints and Tips Part 1

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

Excel: Hints and Tips Part 2

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

Excel: Hints and Tips Part 3

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

Excel: Hints and Tips Part 4

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

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

Excel Hints & Tips Part 6
Adding on to the popular Excel Hints & Tips series, in this session we look at more tips to improve your knowledge and help you work more efficiently in Excel. In this session we'll be looking at tips including 'Flash Fill' and the 'IFS' function. Excel 2019 or Microsoft 365 is needed for the IFS function. Suitable for excel users at any level. The hints and tips series can be watched in any order.

Excel Hints & Tips Part 7
Excel, and indeed all of Microsoft 365, has recently been upgraded with AI-powered tools. This Hints & Tips session explores three of them specific to Excel; the Quick Analysis button, the new Add-Ins button and the Analyze Data button. Using these tools we will add features to Excel to enhance functionality including Sparklines, Charts, Totals, Pivot tables and charts and an Infographic chart by using the People Graph Add-In. We will discover how it is now possible to interrogate your data simply by asking it questions in plain English. Beginner level, no experience necessary.

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

Charts Part 1
One of the most used features of Excel is the ability to visualise data with charts, and this session focusses on the types of charts, how to Insert a chart, values over time/comparison, market share/distribution, correlation and data labels. Introduction level.

Charts Part 2
This one-hour session continues the discussion of charts made in part 1 and covers plotting on a second axis, adding trend lines, forecasting with charts and dynamic charts – the old way and today's method! Introduction level.

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

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

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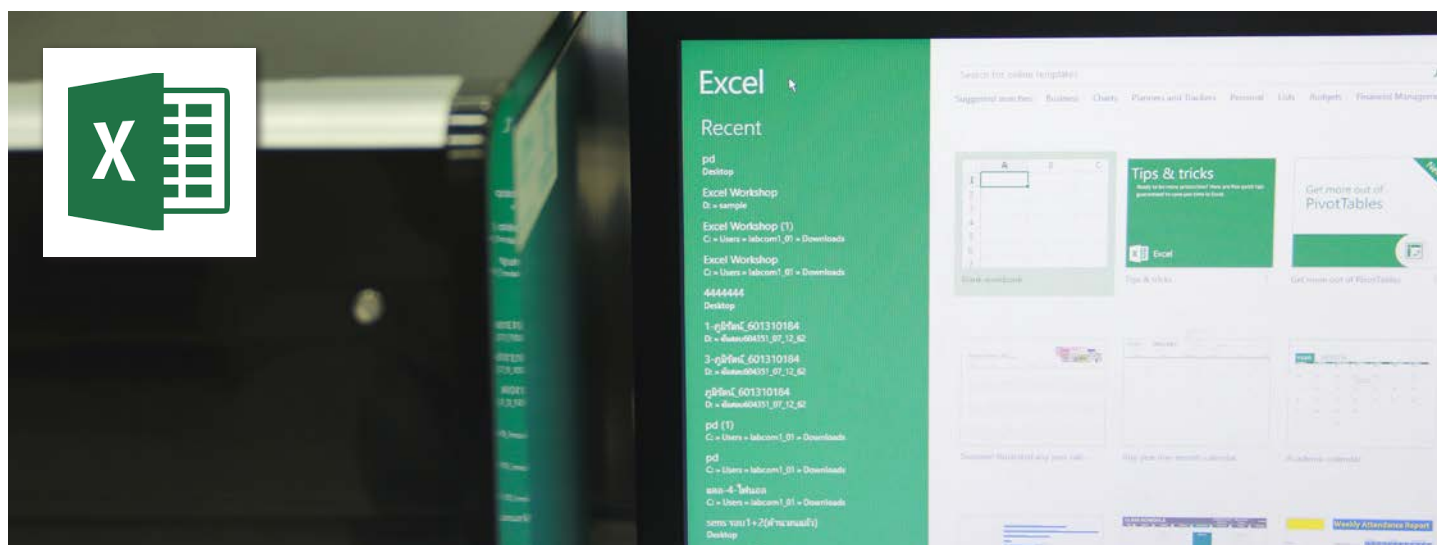
Expanding a Pivot Table & Normalising Data

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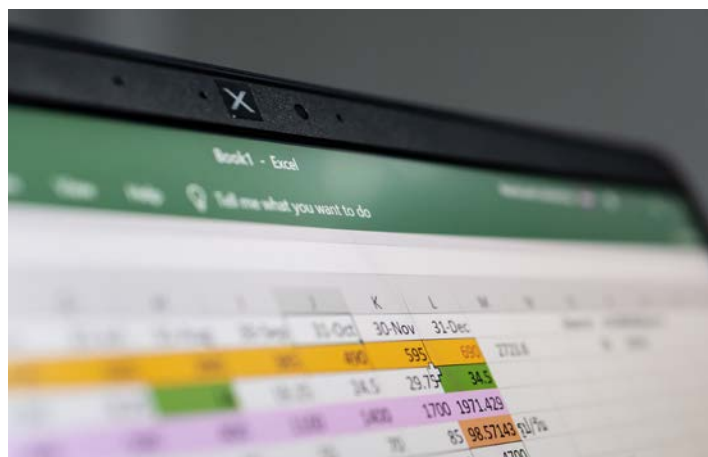
Data Consolidation

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

Data Tables Sensitivity Analysis

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

Date and Time Functions

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

Excel Tables

Because of Excel's tabular format a lot of people believe that they are already familiar with tables, but they were only introduced in Excel 2010 – prior to this a crude version existed as a List. Excel Tables use a new type of cell referencing, called Structured Referencing, and have a lot of amazing new features, one of the main benefits being that their dynamic

behaviour allows the data to grow over time. In this one-hour session we look at tables and structured referencing in detail. Introduction level, no experience necessary.

Logical Functions

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

Lookup Functions

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

Visualising Data

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

Text Functions

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

Auditing Error Handling & Protection

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

What If Analysis

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

Power BI Desktop Part 1: Introduction

Power BI is fast becoming the go-to data analysis tool for businesses of any size. Its familiar interface and sophisticated data analysis features make it simple for anyone to create insightful reports and interactive dashboards with virtually no effort or data analysis experience.

In this one-hour introductory session we will give a brief history of BI tools, introduce the Power Query Editor and connect and transform data with it then load the data into Power BI Desktop. We will also connect an Excel workbook, add and format tables then add visualisations, demonstrate cross filtering and finally add a slicer to provide an integrated dynamic report

What you will learn: What Power BI Desktop is and how it evolved, how to access Power BI Desktop, Connect, Transform and Load Data from virtually any data source. How to connect an Excel workbook, add Tables, Charts, Sort, Filter and control it all with a Slicer.

Power BI Desktop Part 2: Relationships & Calculations

Following on from the first Power BI Desktop course this second session covers some more important topics – relationships between entities and calculations using DAX. One of the most powerful features of Power BI is the ability to connect tables by forming relationships between them. This requires both tables to have related fields, although not the same field names, and in this session we will look at

checking the relationships in Model view. We examine a join made automatically by Power BI and add one which has not been automatically defined.

Calculations in Power BI are not quite the same as calculations in other software as they use a different method called DAX. We look at several ways of adding calculations which are called "measures", and add the new measures to Matrix visualisations in the report. The session concludes by adding some more visualisations; a line and a pie chart, and a new visualisation not found anywhere else called a Treemap. We finish by adding a slicer.

Power BI Desktop Part 3: Creating an Interactive Dashboard

In previous sessions we learned how to connect data sources to Power BI Desktop, Transform data in the Power Query Editor, Load data into the Data Model, add visualisations, create relationships and perform calculations. In this third session we will add the components of an interactive dashboard, add a second page to the report with further visualisations, then Save the report locally.

We will subsequently Publish the report to the Power BI Workspace so that others will be able to collaborate with us on the Power BI Dashboard. Please note that this requires a Microsoft account, and a generic email address (e.g. Hotmail, gmail etc.) is not acceptable. The account must be created with a company email address, and although limited functionality can be used without a Power BI License, some functionality may be reduced.

Programme: PowerPoint

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

Create a PowerPoint Presentation from Next to Nothing
Microsoft 365 now includes some amazing features, and in this one-hour session we discover how a plain text file can become a fabulous presentation in just a few minutes. We cover design ideas, stock images, transitions and animations too! Introduction level.

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

Programme: General

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

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

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

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

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

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

SALES

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

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

Programme: Understanding Sales Essentials

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

Effective Questioning Techniques to Understand the Customer's Needs

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

Objection Handling

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

Human Buying Psychology

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

Introduction and How to Credential Yourself with Clients

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

Solution Selling

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

Planning and Research

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

Creating Opportunities and Prospecting

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

Cold Calling

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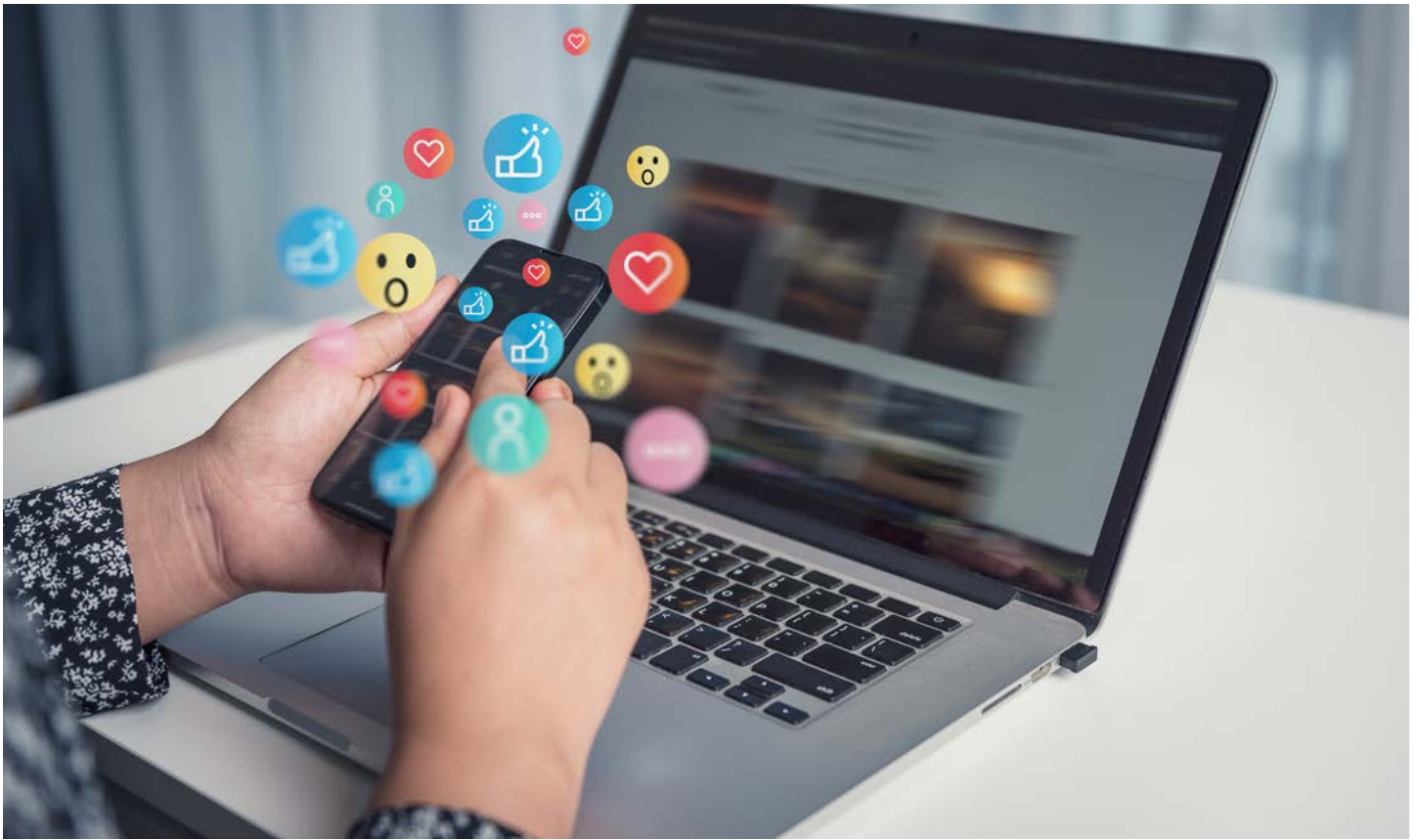
Social Media Marketing

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

Marketing Your Business

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

Programme: Enhancing Sales Essentials

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

Challenger Sales Methodology

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

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

Proving Value to Your Customers

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

Pricing & ROI

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

Closing Techniques

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

Negotiation Techniques

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

Handling Renewal Accounts

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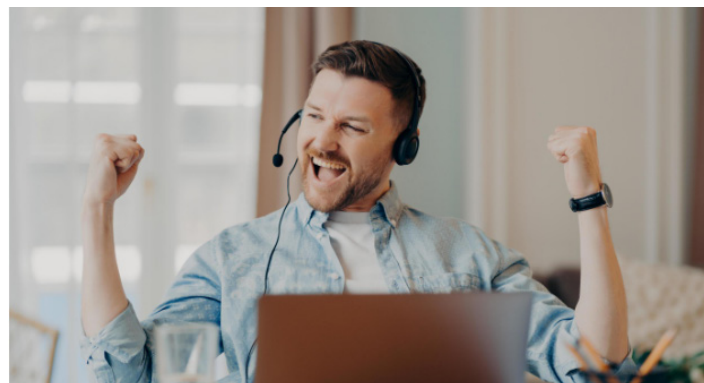
Cross Selling and Up Selling

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

Programme: Mastering Sales Essentials

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

Dealing with Large Complex Deals

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

CUSTOMER EXCELLENCE

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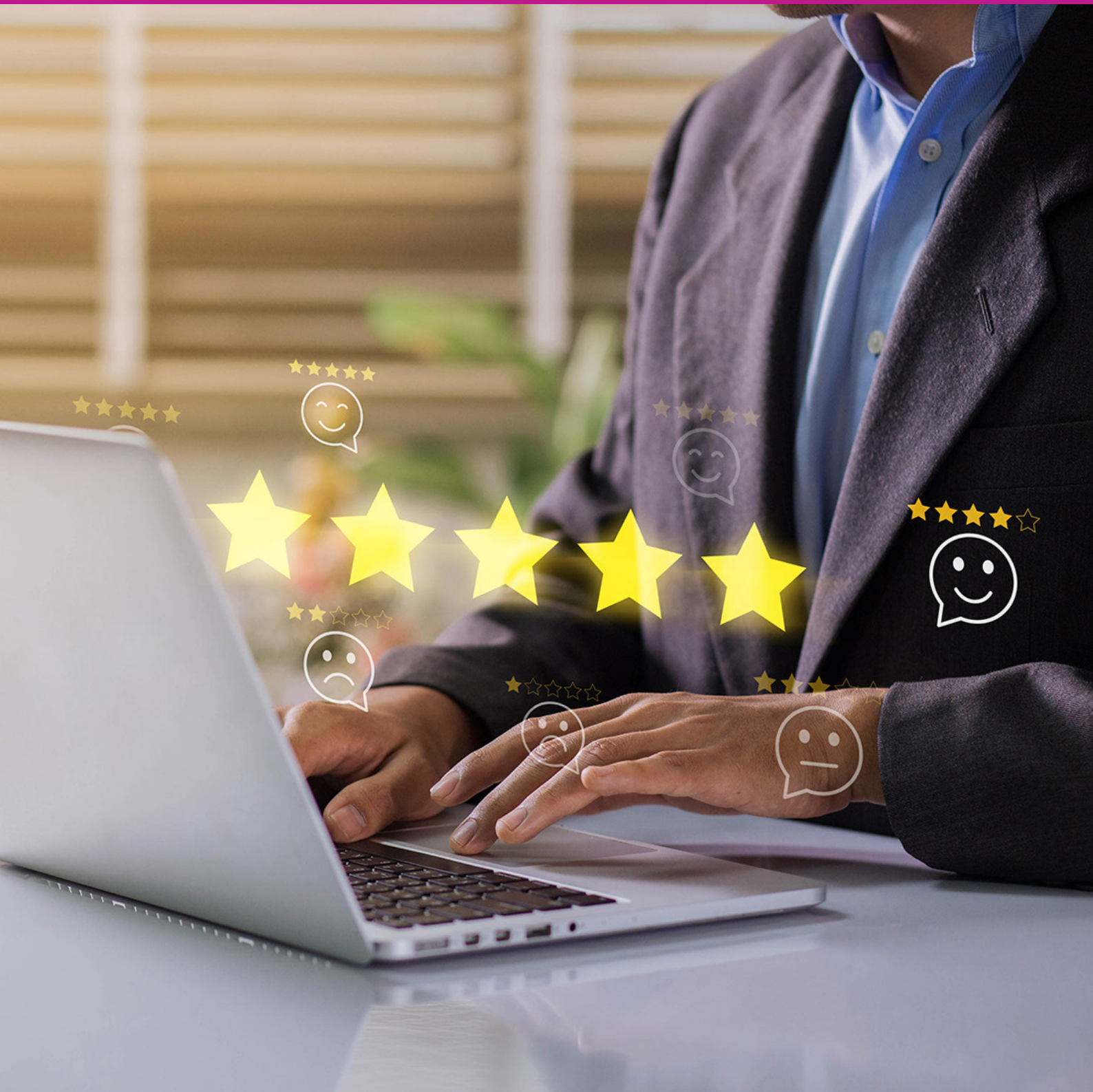
Programme: Customer Operational Excellence

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

Adapting Your Customer Service Skills to a Remote Environment - Part 1
During this webinar you will explore ideas of how to adapt your current customer service skills to an increasingly remote world to ensure a consistently high level of customer service excellence.

Adapting Your Customer Service Skills to a Remote Environment - Part 2
Adapting Customer Service to the Remote Environment - Part 2 continues to explore strategies for delivering exceptional customer support in virtual settings. Building on Part 1, this course delves deeper into utilizing digital tools, fostering remote team collaboration, and maintaining high service standards.

Crisis Management & De-escalation
Crisis Management & De-escalation provides essential skills for handling high-pressure situations effectively. This course focuses on proactive strategies to anticipate crises, mitigate risks, and maintain composure during emergencies. Participants learn de-escalation techniques, crisis communication protocols, and decision-making under stress.

Dealing with Challenging Customers - Part 1
During this topic, we will explore how to deal with angry or difficult clients, highlighting specific tips and techniques that you can use to help smooth the client relationship, help solve their problem and demonstrate how to put the client first in a challenging situation.

Dealing with Challenging Customers - Part 2
Dealing with Challenging Customers - Part 2 expands on effective strategies for handling difficult interactions and resolving conflicts with customers. This course builds on Part 1 by exploring advanced techniques such as active listening, de-escalation tactics, and empathetic communication.

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

Delivering Customer Service Excellence
How do we put the needs and requirements of a client first, ahead of anything and everything else? Helping you deliver excellence to all your clients, all the time.
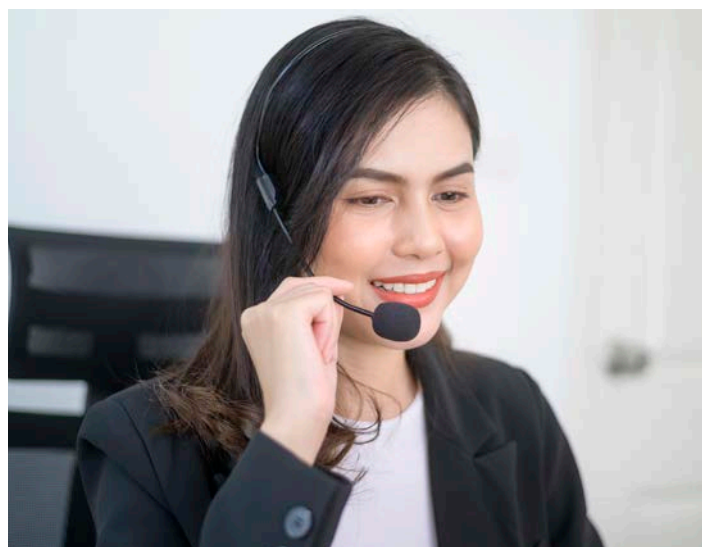
Importance of Mindset in Customer Relationship Management
This course highlights how mindset influences customer interactions. Participants explore how adopting a customer-centric mindset enhances empathy, problem-solving, and relationship building. The course emphasizes cultivating positivity, resilience, and proactive communication to create memorable customer experiences.

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

Programme: Customer Delivery Excellence

Satisfied customers might recommend your company, product, or service to a colleague, leading to new business but how do we give ourselves the best opportunity for this to happen? These courses will focus on how to build strong and positive client relationships, through collaboration and trust.

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

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

Influencing Skills
What are influencing skills and why are they so important? In this session, we will explore some of the misconceptions, the factors to take into account to successfully engage and influence others, including the decision making process itself as well as the impact of framing, or how you position your proposition.

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

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

Understanding Style Awareness - Part 1
To gain trust, rapport and develop strong client relationships. Helping you put clients first with each interaction and demonstrating client excellence through relationship building. To better understand your own personality traits and those of others and help you build collaborative and positive relationships within the workplace.

Understanding Style Awareness - Part 2
This course delves deeper into interpersonal dynamics through the lens of the DISC model. It builds on Part 1 by exploring advanced strategies to enhance self-awareness and adapt communication styles effectively. Participants refine their ability to recognize and leverage behavioral cues to foster productive relationships and navigate conflicts.

Programme: Customer Service Leadership

This course is designed to address and enhance leadership skills in customer service environments. The courses cover motivating and coaching teams, recognizing and leveraging diverse skills and communication styles, and empowering team members to take initiative to provide innovative solutions. Leaders will learn to create supportive environments, develop clear career paths, and use data-driven insights for performance measurement. The programme aims to build cohesive, high-performing teams that deliver exceptional customer experiences.

Leading a Customer Service Team
Leading a Customer Service Team focuses on equipping managers with essential skills to inspire and manage high-performing customer service teams. This course covers strategic leadership principles, effective team communication, performance management, and fostering a customer-centric culture. Participants learn to motivate and empower team members, optimize workflows, and implement strategies for continuous improvement in service delivery.

Programme: Customer Strategic Excellence

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

Customer Complaint Resolution - Part 1

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

Customer Complaint Resolution - Part 2

Customer Complaint Handling - Part 2 provides advanced strategies for effectively managing and resolving customer issues. Building on Part 1, this course focuses on proactive communication, empathetic listening, and strategic problem-solving to enhance customer satisfaction and loyalty. Participants learn practical techniques to turn complaints into opportunities for positive customer experiences.

Delivering a Superior After Sales Experience

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

Problem Solving - Effective Approaches

Unlock the secrets to effective problem-solving with our course, "Problem Solving - Effective Approaches." Delve into the foundational techniques of Root Cause Analysis (RCA), including the renowned 5 Whys method, Pareto Chart analysis, Scatter Plot visualization, and Fishbone diagrams. Learn how to systematically uncover root causes, prioritize issues, and visualize data to drive insightful solutions.

Stakeholder Management

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

Understanding the Human Buying Psychology

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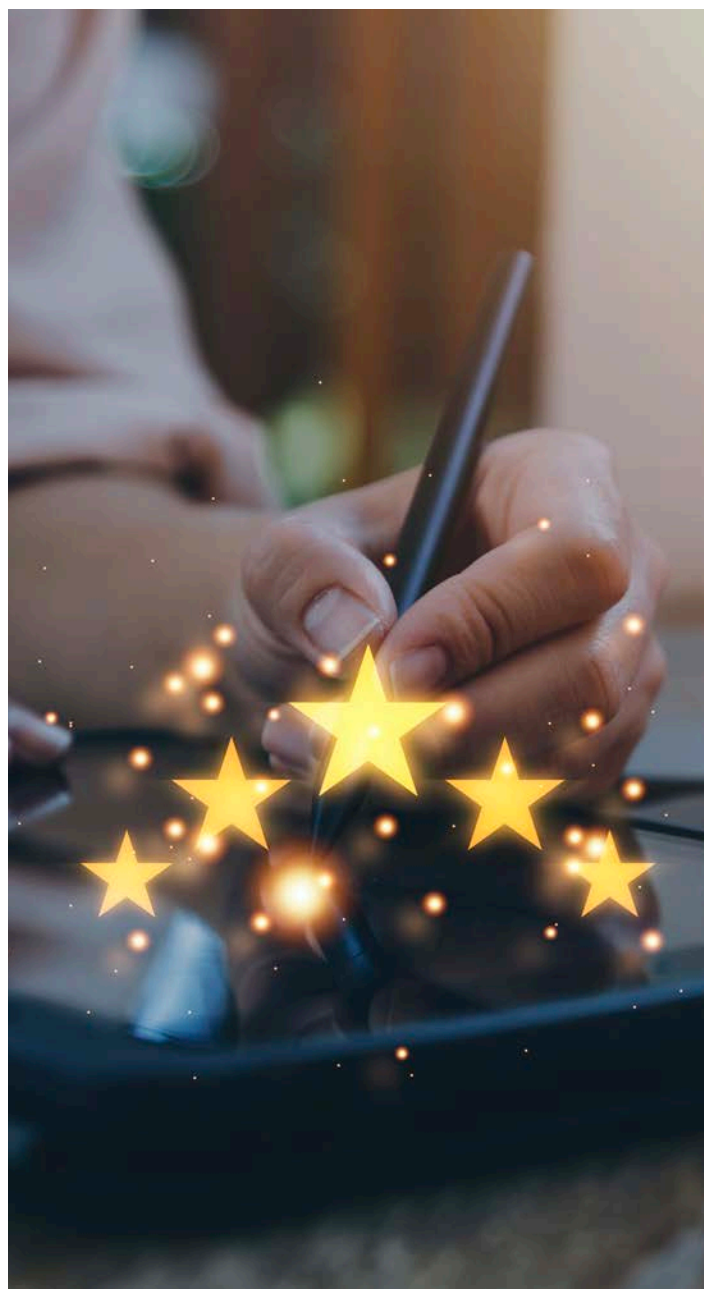
LEADERSHIP

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

Programme: Emerging Leaders

The "Emerging Leaders Program" is a dynamic and comprehensive training course designed to nurture and develop the skills and qualities essential for emerging leaders. Geared towards professionals who are on the cusp of leadership roles or those newly appointed to such positions, this program provides a strategic blend of theoretical knowledge, practical insights, and experiential learning. Participants will be guided through a transformative journey to enhance their leadership potential, equipping them to navigate challenges, inspire teams, and drive positive change within their organisations.

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

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

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

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

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

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

Programme: Leadership Essentials

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

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

Creating High Impact High Performance Teams – Part 1
Thinking about your people and how you communicate with them isn't always consistent. Equally, we all strive as managers to have a high skill, high will team. How do we get them there? How do we communicate with each direct report if they sit somewhere 'not' in high skill, high will? This session focuses on your High Will people.

Creating High Impact High Performance Teams – Part 2
Thinking about your people and how you communicate with them isn't always consistent. Equally, we all strive as managers to have a high skill, high will team. How do we get them there? How do we communicate with each direct report if they sit somewhere 'not' in high skill, high will? This session focuses on your Low Will people.

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

Dynamic Performance Conversations – Part 1
Learn about the power of dynamic conversation and its impact on learning, development, and productivity. Gain an understanding of how to use person-to-person conversation to build peak performance based on advanced listening skills and storytelling. Learn how to add stories to the conversation to be more persuasive, and influential in inspiring action within your team.

Dynamic Performance Conversations – Part 2
Learn about the power of dynamic conversation and its impact on learning, development, and productivity. Gain an understanding of how to use person-to-person conversation to build peak performance based on advanced listening skills and storytelling. Learn how to add stories to the conversation to be more persuasive, and influential in inspiring action within your team.

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

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

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

Mentoring

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

Mindsets that mean Business

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

Building High Trust/High Performance Teams

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

Coaching Your People – Part 1

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

Coaching Your People – Part 2

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

Running an Effective Team Meeting

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

Engagement of People and its Connection to Company Performance

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

Courage in Leadership

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

Programme: Performance Management

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

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

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

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

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

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

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

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

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

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

" Very motivational with good energy.

A selection of comments we've received from around the world.

MENTAL WELLNESS

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

Programme: Protecting Your Mental Well-being

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

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

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

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

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

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

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

Mental Health First Aid Part 1

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

Mental Health First Aid Part 2

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

An Introduction to Mindfulness

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

Understanding How to Manage & Prevent Burnout

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

Change your Mindset and Achieve your Goals

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

Understanding your Belief Systems

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

Mental Health MOT

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

Managing Low Self-Esteem and Confidence-Building Inner Strength

Low confidence and self-esteem can significantly impact one's personal and professional life. The webinar, "Building Inner Strength: A Webinar on Boosting Confidence and Cultivating Self-Esteem," is a compassionate exploration of strategies to overcome self-doubt and foster a positive self-image. Participants will gain practical insights and tools to enhance their confidence and build a foundation of self-esteem.

Navigating Grief and Loss

Grief and loss are universal experiences that profoundly impact individuals emotionally, mentally, and spiritually. The webinar, "Navigating Grief & loss: A Webinar on Understanding and Healing from Loss," provides a compassionate space for participants to explore the complexities of grief, gain insights into the grieving process, and discover strategies for healing and resilience.

Overcoming Uncertainty

In a world characterised by rapid change and unforeseen challenges, the ability to navigate uncertainty has become a crucial skill for individuals and organisations alike. The webinar, "Navigating Uncertainty: Strategies for Understanding and Managing the Unknown," aims to equip participants with the knowledge and tools to thrive in an unpredictable environment.

Programme: Stress Management

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

Understanding and Overcoming Stress, Fear and Anxiety

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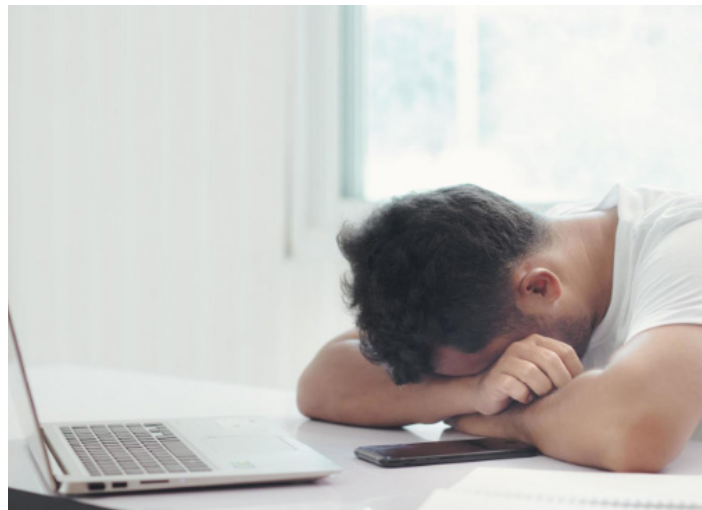
Programme: Mental Health Awareness for Managers

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

Understanding and Looking after your Mental Health

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

Communication & Performance Management

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

Safeguarding in the Workplace

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

COMMUNICATION

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

Programme: Communication Skills

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

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

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

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

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

Understanding Cultural Differences Working Across Global Markets
How to communicate effectively & clearly within different cultures. Tips and techniques as well as etiquette to help employees communicate with clarity and build strong relationships with clients and colleagues.

Managing Upwards

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

Emotional Intelligence

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

Creative Presentations Using PowerPoint

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

How to Engage and Understand Others

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

The Gift of Giving Feedback

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

The Gift of Receiving Feedback

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

Employee Engagement

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

Effective and Active Listening

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

How to Communicate Effectively Through Email

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

Effective Verbal Communication

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

Presentation Skills

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

Creating a Good First Impression

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

Joharis Window

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

Developing your Personal Brand

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

RETAIL

Programme:
Retail Management

How to Effectively Lead & Influence Your Team - Retail

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

Driving Success through Collaboration - Retail

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

Programme:
Retail Customer Service

Steps to a Great Service in Retail

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

One Service - Retail

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

HOSPITALITY

Programme: Hospitality Management

How to Effectively Lead & Influence Your Team - Hospitality

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

Driving Success through Collaboration - Hospitality

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

Programme: Hospitality Customer Service

Steps to a Great Service in Hospitality

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

One Service – Hospitality

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

MICRO SESSIONS

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

A Demonstration on how to Conduct a Mid-Year Review
Join to listen and watch a roleplay demonstration of how to conduct a confident and constructive Mid-Year review.

A Demonstration on how to Conduct a Need Find Meeting with a Client
The Need Find and Client Discovery is one of the most important stages of a sales process - this roleplay is an example of how you can ask questions to understand clients' needs and build rapport at the same time

A Demonstration on how to Conduct a One-to-One meeting
Join to listen and watch a roleplay demonstration of how to conduct a motivational and productive one-to-one meeting with your employee. A one-to-one meeting can be more than just a task related conversation. Watch the roleplay to see what else can be discussed to ensure the meeting adds value for both parties.

A Demonstration on how to Conduct an Effective Interview
Join to listen and watch a roleplay demonstration of how to conduct an effective interview using the STAR competency framework - an opportunity to see how the questions can be asked to uncover skills and competencies required for the role

A Demonstration of how to have a Coaching Conversation with your employee

Join to listen and watch a roleplay demonstration of how to have an effective coaching conversation with your employee, a sought-after skill within the workplace, empowering their thinking and ultimately their commitment and motivation.

AI and its Practical Applications in Business

AI has become a buzz word in recent times; whilst some have been filled with dread, others are curious about the opportunity it presents. In this session, we look at ways you can use AI in everyday life at work: From copywriting to knowledge and case study creation, plus other practical uses; this session will enable you to try out some of the tips shared immediately.

AI in Office 365

This course highlights some of the latest exciting and innovative AI developments in the suite of Office 365 packages, where to find them and how to use them to make the most of the new functionality. There are a number of demonstrations in the various packages, including Excel, Word, Teams and Outlook.

An Introduction on how to access SEEDL Learning

Being new to a company can be an exciting yet daunting time. Learning how to navigate new technology, processes, and ways of working. Getting to know new people and new environments. Learning, development, and training opportunities can help employees feel engaged from the get-go, so this course will give all new employees an understanding of how to access all available SEEDL courses, helping them to understand the curriculum, how to use the platform, access handouts, recording and certificates. This is a short 20-minute informative webinar, applicable to all new employees wanting to learn how to get the best out of SEEDL learning and put in place their own learning plan.

Building Long Lasting Relationships (with anyone!)

This 20 minute course equips you with essential skills to nurture enduring connections with people from all walks of life. You'll learn effective communication, empathy, and conflict resolution techniques as well as how to build trust, maintain boundaries and foster mutual respect. We will conclude by looking at the psychology of human interactions and how to create meaningful relationships at work, in friendships, or within your personal life.

Competency Based Interviews using STAR

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

Effective Project Communication

Strategies for managing project stakeholders through clear communication

Effective Questioning Techniques

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

Emotional Intelligence and Self Awareness

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

Excel Micro Learning Session 1

In this short 20-minute Micro Learning session we will look at some of the most useful Tips and Tricks for Microsoft Excel 365 including:
• Inserting the Date & Time in four different ways
• Inserting a Chart and adding additional data to it
• Formatting keyboard shortcuts and quick cell formatting
• Incrementing values in text and numbers

Excel Micro Learning Session 2

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:
• Automatically totalling multiple columns and rows
• Selecting large blocks of data – and identifying missing data
• Adding Conditional Formatting to make items stand out
• Creating a Custom List so Excel can fill in items in the list automatically

Excel Micro Learning Session 3

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:
- Using SUBTOTAL as a smart alternative to SUM
- Identifying duplicates so that you have options for further actions
- Creating a drop down list to ensure data is entered identically
- Automatically updating totals when data expands
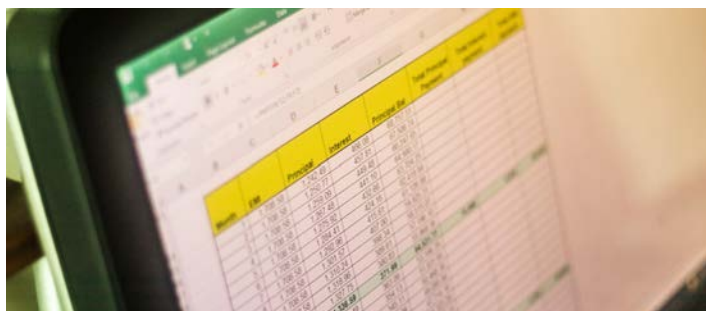
Excel Micro Learning Session 4

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:
- Applying Layout changes to serval worksheets at once
- Customising the Quick Access Toolbar by adding and removing buttons
- Setting and clearing the Print area and repeating titles across sheets
- Making a Heat Map to easily visualise data

Excel Micro Learning Session 5

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft Excel 365 including:
- Using Flash fill with Names
- Using Flash fill with email addresses
- Using Flash fill with Numbers
- Using Flash fill with Dates
- Navigating downwards to eliminate blank cells

Habits of Highly Effective Behaviour in a Remote World

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

Hints & Tips on Conversations Styles for Leaders

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

How to Manage a Busy Workload Effectively & Efficiently

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

Identify and Authenticate Decision Makers

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

Money Saving Tips

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

Objection Handling – Hints & Tips

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

PowerPoint Micro Learning

In this short 20-minute Micro Learning session we will look at some more of the most useful Tips and Tricks for Microsoft PowerPoint 365 including:
- Using the Reuse Slide feature
- Formatting and animating a Chart
- Converting a bulleted list into Smart Art and animating it
- Inserting images from Stock Images including Icon sets
- The Designer Feature
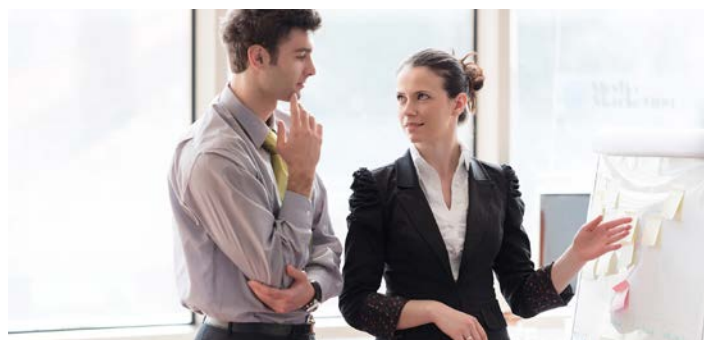
Presentation Skills – Hints & Tips
Hints & Tips - in this short session you'll be equipped with some hints on how to grab your audience's attention by use of tone and structure.

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

Scheduling and Timekeeping in Workplace Projects
Effective scheduling, timekeeping, and best practices in workplace projects, emphasising the critical role they play in meeting deadlines, managing resources, and ensuring project success

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

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

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

Tips & Techniques on How to be an Active Listener
This short 20 minute non interactive session will give you some great tips and ideas on how to be a better listener. You will understand what active listening actually is, different aspects of listening and how to improve your listening skills to build strong collaborative trusting relationships.

Telephone Techniques
This webinar aims to equip participants with the essential skills and knowledge required to excel in telephone communication, fostering professionalism and efficiency. Throughout this training, participants will gain a comprehensive understanding of the principles and best practices associated with effective telephone techniques. This is aimed at employees who are in a reactive customer facing role and want to enhance their skills in a customer service environment

Top Tips for Managing Your Inbox More Efficiently
On average a typical worker could receive up to 120 emails every day! Join this 20-minute webinar where you will learn some top tips and best practice for managing your inbox efficiently, freeing up time to complete to do list and workload!

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

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

Why Is Selling, Not Really Selling?
In this short session you'll understand that selling is really a psychological barrier of words. We make decisions as consumers all the time, how do we align that to support others to decide to 'buy' from us.

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

Virtual Project Management
Tips and tools for managing projects with remote or virtual teams.

Building Long Lasting Relationships (with anyone!)
This 20 minute course equips you with essential skills

A Short Guide to Understanding ESG
Join this 20 minute webinar to understand the core components of the three pillars of Environmental, Social, and Governance (ESG).

Workload Stress & Having the Confidence to Discuss with your Manager
Managing workload stress is essential for maintaining productivity and well-being, yet many employees struggle to speak up when they feel overwhelmed. This short, interactive session will help participants recognise the early signs of workload stress and develop the confidence to discuss concerns with their manager effectively. You will learn how to identify signs of workload-related stress before it leads to burnout.

Understanding Sexual Harassment in the Workplace - A Short Guide
This concise, interactive webinar is designed for employees at all levels who want to enhance their understanding of sexual harassment in the workplace. In just 20 minutes, participants will gain information and knowledge to identify behaviours that constitute harassment, recognise its effects on individuals and the workplace, and learn effective strategies to respond appropriately when encountering harassment.

Overcoming Social Anxiety
In this concise and impactful webinar, "Breaking Free: Overcoming Social Anxiety," participants will gain valuable insights and practical strategies to navigate social situations with confidence and ease. The session will address the roots of social anxiety, offer coping mechanisms, and empower individuals to build stronger social connections.

Safeguarding our Mental Health
Even small changes to our lifestyles can have a huge impact on our mental health. Learn some top tips to review your daily routine.

Hints & Tips on How to Send a Great Email
In just 20 minutes, learn how to craft clear, concise, and professional emails that get the right response. This microlearning session will cover the key elements of a great email, including subject lines that grab attention, structuring your message for clarity, and avoiding common email mistakes. You'll also discover best practices for tone, formatting, and etiquette to ensure your emails are impactful and well-received.

Ask for Angela
This course addresses the Ask for Angela campaign and how it works, the role of the Hospitality sector, including not only bars, but venues such as cinemas, theatres, restaurant. You will learn the importance of training staff and cover what they need to know to support this campaign as well as some of the common misconceptions.

Procurement - The Fundamentals
Want to unlock cost savings, improve efficiency, and build strong supplier relationships? Or maybe you sell to businesses and now need to engage with a procurement department? Join our 20-minute webinar on the Fundamentals of Procurement and gain a clear understanding of the basics of how procurement works, how to collaborate effectively with procurement teams, and best practices for success. Whether you're a business looking to work with procurement or an employee navigating internal processes, this session will equip you with essential knowledge to drive better outcomes and business relationships.

Confidentiality in the Workplace

This course explores the importance of safeguarding sensitive information, including personal, business, and client data. Participants will learn about legal frameworks, company policies, and best practices for secure storage, controlled access, and proper communication. Real-life case studies highlight breaches, lessons learned and subsequent preventative measures. The session emphasises individual responsibility, team collaboration, and continuous improvement to ensure compliance and trust.

Cost Management

This course explores various cost types and strategies for managing them to enhance profitability. Additionally, you'll learn how to cut departmental costs and understand the components of a budget.

Working Capital

Attend this course and learn what is meant by Working Capital, why it is so important to manage cash in a business and so how to manage it as effectively as possible.

Understanding Profit Margins

This course demonstrates how to look at profit margins and understand what is succeeding and what isn't doing well in the organisation. Further, you will learn how a manager can influence profit margins.

Understanding Return on Investment (ROI)

Attend this course and learn how to measure return on any investment to enable comparisons. You will learn what Return on Investment means and when to use it.

Breakeven and What it Means

This course explains what is breakeven and why it matters. You will also learn how to use breakeven analysis and apply it when taking financial decisions.

How to Improve Cash Flow Fast

Everyone can improve cash flow in an organisation. This course provides an understanding of how individuals can contribute to the overall cash flow of a business.

Financial Risk Management

Learn to understand the risk profile of a company and how to mitigate those financial risks as part of the risk profile of the business. You will learn what is meant by a Financial Risk Register, what are key financial risks in most businesses and how can they be mitigated.

Reading a Profit and Loss Account

This course demonstrates how to read a Profit and Loss account. You will learn to read and understand a P&L account report as well as what the variances mean.

Understanding a Balance Sheet

This course covers how to read a Balance Sheet. You will understand how a Balance Sheet works, the key components and what they represent.

Working with Finance Teams without the Jargon

Ever had issues communicating with or understanding the Finance Team? This course addresses how to improve communication with Finance and work together effectively for more productive outcomes.

Chair Yoga at your Desk

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

Calorie Burn

A low impact workout for you to increase your calories burnt and boost your metabolism. No jumping or floor work, making it perfect for your place of work, wherever you may be.

Guided Meditation – Managing Conflict at Work

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

Guided Meditation – I Can't Meditate

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

Guided Meditation – Navigating Important Meetings

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

Guided Meditation – The Art of Happiness

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

Balance

Balance is an aspect of fitness, which is often neglected. Test and practise your balance to keep your mind and body young, while working out your muscles and increasing mobility too.

Walking Workout

Increase your step count at your place of work to help burn calories, increase cardio health and energise you for the rest of the day ahead.

Overcoming Social Anxiety

In this concise and impactful webinar, "Breaking Free: Overcoming Social Anxiety," participants will gain valuable insights and practical strategies to navigate social situations with confidence and ease. The session will address the roots of social anxiety, offer coping mechanisms, and empower individuals to build stronger social connections.

Seated Office Yoga for Stress Reduction

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

Standing Office Yoga

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

Unravelling Crooked Thinking in Everyday Life

The webinar, "Straightening the Path: Unravelling Crooked Thinking in Everyday Life," sheds light on common cognitive distortions and biased thought patterns that can hinder clear thinking and decision-making. Participants will explore practical strategies to identify, challenge, and reframe these crooked thinking patterns for improved mental clarity and well-being.

Programme: Sound Bath

Teach yourself how sounds can really support your brain and mental wellness.

You may have heard about 'Soundbaths' taking the world by storm, where you lay in a room and sound effects are played to you allowing you an experiential closeness to the instruments. Well, this isn't the same. But similar. SEEDL have created their own Soundbath, this is the second 20-minute experience for you to focus on following the sounds and music. This is designed deliberately to aid a mindset reset and to lose yourself for 20 minutes in music… and sounds, to encourage relaxation and to declutter the mind, if the

day is running away with itself. There's no facilitator. The soundtrack does that for you.

Sound Bath Wet Mindset Reset

Sound Bath Wildlife Mindset Reset

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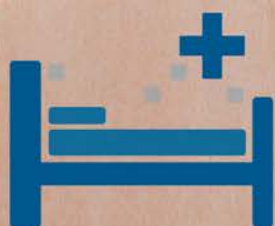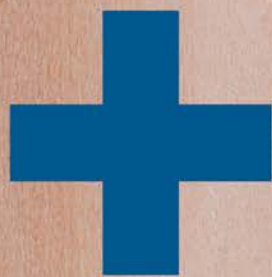
HEALTH & SAFETY
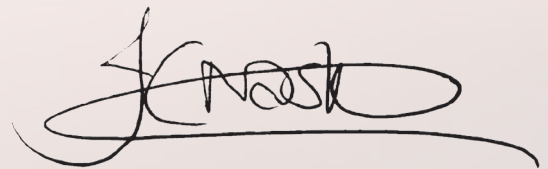
We are proud to be able to present to you our learning offerings available. Here at SEEDL we take pride in offering a diverse and comprehensive range of courses. This section shows all our Health and Safety courses, written and designed to help educate, improve, and refresh skills in this necessary and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

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

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

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

Thank you and happy reading!

Chief Learning Officer

Bar Staff Training

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

Corporate Manslaughter Act Training

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

COSHH Training

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

Driver Safety Training (Cars & Vans)

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

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

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

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

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

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

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

First Aid Training

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

Food Hygiene Level 1

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

Food Hygiene Level 2

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

personal hygiene and cleaning premises.

Fire Safety in the Workplace

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

Fire Warden & Fire Marshal Training

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

Health and Safety Induction Training - Part 1

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

Health and Safety Induction Training - Part 2

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

Health and Safety for Home Workers

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

Infection Control Training

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

Manual Handling - Course 1 - An introduction to Manual Handling

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

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

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

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

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

Noise at Work Training

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

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

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

Paediatric First Aid (2) - Primary and Secondary Survey

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

Paediatric First Aid (3) - Treating Injuries Part 1

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

Paediatric First Aid (3) - Treating Injuries Part 2

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

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

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

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

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

Risk Assessment Training

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

Safe Working at Heights Training

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

Slips, Trips & Falls Training

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

COURSES (A-Z)

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

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

SEEDL can help with any of the following services:

• **Custom delivery of one of our SEEDL events to your employees exclusively**

• **Bespoke programmes around Leadership, Sales, Customer Service, Compliance, Mental Wellness, D&I, Project Management and many more**

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

• 360 surveys & psychometric profiling

• Business integration with change management and team building workshops (remote & in person)

• Sales conferences

• Assessment Centres

• Colleague Engagement Services

• Project Management programme and system training

• Performance Management training programme for people leadership

• Executive leadership communication programme

• Face to face off site events (restrictions permitting)

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

SEEDL Group is excited to introduce the **SEEDL Foundation**, an initiative aimed at fostering stronger connections with our valued Enterprise clients and our Community partners — Local Authorities (Councils) and Business Improvement Districts (BIDs) throughout the UK.

The SEEDL Foundation underscores SEEDL Group's commitment to making a positive impact on the communities served by our clients. This innovative program will facilitate charitable donations to the chosen charities of our partner clients on a regular basis, aligning with our shared values and dedication to community development.

The SEEDL Foundation operates on a straightforward yet impactful premise. Regular charitable donations will be made to the nominated charities of our enterprise clients, and community partners. The donations are contributed by new business referrals and upgrade opportunities, meaning all parties 'win together': deeper learning opportunities, commercial opportunities and community fundraising.

This initiative reflects SEEDL Group's dedication to corporate social responsibility and community engagement. By fostering collaboration between businesses, community partners and charitable organisations, the SEEDL Foundation aims to create a positive ripple effect that extends beyond the realm of education.

Visit **seedlgroup.com/foundation** for more information.

SEEDL

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