



Bite Size Online Learning Catalogue



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Keep up the great work guys” **L&D Manager, Finance Sector**

Personal Development
Courses

August 2023

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Career Development	Career Planning	This module explores career development and the five career stages. We will look at the importance of goal setting and the creation of an effective career plan. Furthermore, we will look at the importance of development opportunities in the workplace and will uncover the benefits for organisations who invest in their workforce and support career development.	Explore career planning and its benefits for both individuals and organisations.
	First Impressions	It takes just a matter of seconds for someone to form an opinion of you and once formed this opinion can be particularly difficult to change, therefore it's important to make your first impression a good one. In this module we explore how impressions are formed, how to ensure you make a good first impression and the steps you can take to recover when things go wrong.	Explore how impressions are formed and the impact of both verbal and non-verbal communication.
	Inducting a new Team Member	The induction process is an opportunity to welcome new employees, ensuring they have the knowledge and support required to succeed, and to develop an understanding of the business and its objectives. This module explores the induction process, what it involves, common obstacles and the benefits of induction for both the individual and the organisation.	Explore the induction process and its benefits.
	Networking	Networking is an essential skill for individuals. This module explores the purpose and benefits of networking and offers a range of useful tips and techniques for networking both online and in-person, including how to navigate professional networking events.	Explore networking and its benefits.
Communication & Social Skills	Active Listening	Active listening is the key to effective communication. It is important to show the speaker that you are listening to them and one way to do this is to use the S.O.L.E.R technique. We will explore the ways in which you can prepare for effective communication and examine both the verbal and non-verbal signals of active listening.	Show the speaker that you are listening to them with the S.O.L.E.R technique; Explore the ways in which you can prepare for effective communication and examine both the verbal and non-verbal signals of active listening
	Asking the Right Questions	Questions form part of our everyday lives, but why do we ask them? This module explores the different types of questions and the situations in which they are most effective. We will also look at questions that should be avoided and how to set the scene for effective communication.	Explore different types of questions and the situations in which they are most effective; Look at questions that should be avoided; How to set the scene for effective communication

	<p>Communicating with Body Language *NEW assessment included</p>	<p>Body language forms an essential part of communication, with the accurate interpretation of non-verbal signals as important as understanding what's being said. This module dives into a holistic approach to body language as well as highlights its aspects that will help you improve your everyday communication and prevent you from misreading others</p>	<p>This course covers how to recognise the importance of body language in your communication, list key considerations for interpreting body language, improve your face-to-face and virtual communication with body language and explain the best approach to decoding the body language of others.</p>
	<p>Communicating with Emotional Intelligence</p>	<p>Emotional Intelligence is your ability to positively manage your own and other people's feelings during interactions. Emotional Intelligence is a key skill for the modern manager. This module will examine the six steps involved in communicating with emotional intelligence. Carrying out the actions in these six steps will help you to build solid, trustworthy and open relationships with your colleagues.</p>	<p>Examine the six steps involved in communicating with emotional intelligence; Explain how to build solid, trustworthy and open relationships with your colleagues</p>
	<p>Communicating under Pressure</p>	<p>Communicating under pressure is an essential skill for all employees, as there may be times where they are confronted with difficult situations and how they handle the related conversations will determine how well the individuals, team and organisation are able to move forward. In this module, we'll explore why people avoid difficult conversations, the importance of understanding your own emotional triggers and reveal top tips on how to structure the conversation to ensure its success.</p>	<p>Learn how to communicate under pressure.</p>
	<p>Effective Dispersed Teams</p>	<p>This module covers the different aspects of working as part of a dispersed team. Learners will explore the practical tips and guidance to ensure they can be their very best when working remotely. This piece has been written from two perspectives, the employee, and the manager so everyone understands what they can do support hybrid working within their organisation. The module explores communicating within a team and between management, interacting during virtual meetings as well as the health and safety considerations employers and employees need to think about.</p>	<p>By the end of this module, you'll be able to explain the advantages of working as part of a dispersed team, list ways of remaining healthy and safe whilst working remotely, explore tips and techniques of maintain your productivity when working remotely, explore ways of maintaining communication with colleagues when working remotely and review how to hold an effective online meeting.</p>

	Effective Research	Research plays an integral role in both our professional and personal lives, helping us to broaden our knowledge, answer difficult questions or find solutions to problems. This module explores the benefits of research, considering how to set objectives, use this objective to search for information effectively, and organise and keep a record of your findings.	Explore the benefits of research; Learn to set objectives; Learn to organise results of research
	Effective Writing	Writing is an essential part of working life, but do you know how to write effectively? This module explores how to prepare for writing, how to structure your document, how to express yourself clearly with carefully chosen words and finally how to edit, correct and improve your writing.	How to prepare for writing; How to structure your document; How to express yourself clearly with carefully chosen words; How to edit, correct and improve your writing
	Expressing Yourself	The way in which people present themselves can be affected by a number of factors, both social and cultural. Public speaking can be a daunting task and is often something that people fear. This module will provide you with advice and guidance on preparing your speech, finding your voice and presenting to others.	The way in which people present themselves; Preparing a speech, finding your voice and presenting to others
	How to be Assertive	This module looks at the different types of behaviours: passive, aggressive and assertive and considers the factors that can influence how a person behaves, both cultural and generational. We will examine the skills required for assertiveness and how to put them into practice. When faced with criticism or demands, being assertive can be quite difficult, we will uncover some assertive techniques that can be used under these circumstances.	Types of behaviours: passive, aggressive and assertive; The factors that can influence how a person behaves, both cultural and generational; Skills required for assertiveness and how to put them into practice
	Presenting Data	A key skill for any employee is the ability to present raw data and use it to persuade audiences. This module will explore the different options for displaying data, including bar charts, line graphs, pie charts and pictograms and how to choose the right one to present your data with maximum impact.	Explore the different options for displaying data, including bar charts, line graphs, pie charts and pictograms; Explain the benefits of each to help you present your data with maximum impact
	Presenting with Confidence	Do you want to deliver a confident presentation? This module will guide you through the different stages of your presentation from preparation and planning through to delivery. We will examine the use of visual aids to draw the attention of your audience and look at the importance of personal appearance and how it can inspire a sense of confidence.	Different stages of a presentation from preparation and planning through to delivery. The use of visual aids to draw the attention of an audience; The importance of personal appearance and how it can inspire a sense of confidence

	Social Media Awareness	This video explores how social media platforms have changed the way society interacts. It is more important than ever that organisations understand and utilise this technology to form relationships with customers in real time.	Gain a better understanding of the impact, risks and benefits of using social media as well as the reasons why people share information and the value of producing engaging content.
	What's Not Being Said	Body language is an essential part of communication. We will look at the ways in which body language can be used during an interaction and examine the S.O.L.E.R technique. Interpretations of body language are affected when a person is assigned to a stereotype. Stereotypes are a fixed, oversimplified and widely held image of a particular type of person. We will look at the advantages and disadvantages of stereotypes and will uncover some of the most common.	The ways in which body language can be used during an interaction and examine the S.O.L.E.R technique; We will look at the advantages and disadvantages of stereotypes and will uncover some of the most common
	Workplace Diplomacy	Diplomacy and tact are essential workplace skills which take time, patience and good judgement to develop as each person and situation is unique. By honing these skills, you will be able to convey your ideas or opinions without damaging relationships or causing offence. This module explores why diplomacy is important, how to become a diplomat and the key skills involved in effectively communicating with others, including developing your emotional intelligence to help secure a win-win outcome.	Explore diplomacy, why it's important and how to become a diplomat.
Customer Service	A Balancing Act	Whether engaging with co-workers, managers or customers, powerful communication skills will enable you to work more effectively and arrive at better outcomes, faster. This module will help you to improve your communication style and strike the balance between technical knowledge and interpersonal skills, to deliver exceptional customer service.	Find the balance between technical knowledge and interpersonal skills to deliver exceptional customer service.
	A Positive Perspective	A positive perspective allows us to perceive every situation in a proactive, productive light, focusing on positive outcomes instead of being weighed down by negativity. This change in perspective can have a similar positive effect on our relationships with other people, at home and in the workplace. This module will establish the value of a positive perspective at work. It will explore how reframing the way we think can revolutionise the way we relate to everything around us, even transforming the way we speak, and provide some of the tools you can use to begin to change your approach to work.	Establish the value of a positive perspective at work, building strong customer relations.

	Approaching New Customers	This module explores the interaction between the organisation and its customers. We will look at the importance of knowing your product, building a rapport and understanding the customer's needs. You must gather information, present solutions, handle objections and gain commitment to make the sale.	Explore the interaction between the organisation and its customers; Look at the importance of knowing your product, building a rapport and understanding the customer's needs
	Caring for Vulnerable Customers	Caring for vulnerable customers is a cornerstone of customer and client care in modern corporate culture. How a company takes care of customers at a disadvantage reflects on its values and position in the marketplace.	This course will examine how to identify a vulnerable customer and how to consider making the appropriate allowances for their specific needs
	Brand & Reputation	Brand and reputation are vitally important to the success of an organisation. This module explores the way in which brands are perceived and the benefits of generating a positive public perception. We will examine the CORR model which links experiences, feelings and behaviours and finally look at the impact of staff attitudes on the reputation of an organisation.	Explore the way in which brands are perceived and the benefits of generating a positive public perception; Examine the CORR model which links experiences, feelings and behaviours; Look at the impact of staff attitudes on the reputation of an organisation
	Communicating over the Phone *NEW assessment included	This module explores using the telephone in the workplace and how to answer and make calls professionally. You'll discover how to consider a caller's social style of communication and how to adapt to it. You won't always have the knowledge or information to be able to help a caller, so this module gives advice on how to deal with such instances, from transferring calls and dealing with a challenging caller.	By the end of this course, you will be able to adapt your communication approach to the person you are speaking with, explain the different environmental considerations when speaking on the phone and identify ways of managing a challenging phone call.
	Communicating with Respect	Communication with customers is the cornerstone of any business, whether in writing like an email or a letter, over the phone or in person. This module will establish the importance of communicating with your customers in a respectful and productive manner. It will explore how reassessing the way in which you treat your customers can transform your relationship with them. Will provide some tools you can use to change your approach to communication at work.	Establish the importance of communicating with your customers in a respectful and productive manner

	Customer Experience	Every customer will have a different expectation about what is a good experience. While some customers want quick and easy transactions, others might need advice from customer service colleagues. In the right customer experience, the customer is at the centre of everything an organisation does.	By the end of this course you'll be able to explain what a customer experience is, describe how to create a customer advocate and explain why creating advocates via customer experiences can benefit an organisation.
	Email Etiquette *NEW assessment included	This module explores sending and replying to emails. Along with a break-down of the technical terms and different functions associated with emailing, this course will provide you with some useful hints and tips for writing business emails. The module will explore when to send an email and when not as well as consider how you want the email to be received by the person it's being sent to.	Explain the different features of an email, identify when it is and isn't appropriate to use email as a means of communicating and consider what you are trying to achieve out of an email.
	Handling Complaints	This course explores complaints and how they can help an organisation to improve and exceed customer expectations. We will look at types of complaints, how to deal with them and steps that can be taken to resolve them.	Explore complaints and how they can help an organisation to improve and exceed customer expectations; Types of complaints, how to deal with them and steps that can be taken to resolve them
	Know Your Customer	This module explores the different types of customer and the importance of meeting the customer's needs, both stated and un-stated. We will look at ways in which you can get to know your potential customers and how you can inform them of your organisation's products and services. The more information you know about your customers, the more able you'll be to meet their needs and deliver a positive experience.	Explore the different types of customer and the importance of meeting the customer's needs; Know your potential customers and how you can inform them of your organisation's products and services experience
	Maintaining Existing Customers	This module explores 'moments of magic' and how these 'moments' can generate return business. This involves providing great customer service and exceeding customer expectations. We will look at communication between the customer and the organisation and the importance of a customer care strategy.	Explore 'moments of magic' and how these 'moments' can generate return business; providing great customer service and exceeding customer expectations; Communication between the customer and the organisation and the importance of a customer care strategy

	Managing Expectations	The management of expectations is vital to the success of any organisation that intends to have a productive relationship with their customers.	This module explores the effect that unrealistic customer expectations can have on their relationship with your organisation, and details how best to manage these to improve the current and future customer experience
Cyber Security & Resilience	Handling Data	This activity covers the importance of data protection, explains the risks of transferring and storing unencrypted personal data and how to dispose of data once it's no longer required.	You will learn how to encrypt, and password protect an email attachment, identify the risks associated with transferring, storing and deleting unprotected personal data and outline what the Data Protection Act 2018 and EU GDPR states all individuals and organisations must do.
	Information Security	In today's high technology environment, organisations are becoming more and more dependent on their information systems. The public is increasingly concerned about the proper use of information, particularly personal data.	At the end of the course, trainees will be able to define information security and identify why it's important. Identify types of information that need to be secured, appreciate different threats in relation to information and distinguish between threats, comply with organisational procedures and best practice to maintain information security and appreciate your role in securing our information assets and identifying any suspicious activity and taking appropriate action.
	Malware Attack	This activity explains what malware is, how cybercriminals use it to gain unauthorised access to personal information or systems, and how to spot and report it.	You will learn how to identify the techniques used, recognise the risks and impact of a malware attack and how to prevent it and what steps to take in the event of becoming a victim of a malware attack.

	<p>Passwords and Authentication</p>	<p>Learn how to create strong passwords and how password managers can be used and what multi-factor authentication is.</p>	<p>By the end of this activity, you will be able to confidently use the NCSC's technique to create strong memorable passwords and understand what a password manager and multi-factor authentication is, and when to use it.</p>
	<p>Phishing</p>	<p>Understand what phishing is, how cybercriminals use it to obtain personal data and how to spot and report it.</p>	<p>By the end of this activity, you will learn how to identify the common signs of a phishing attack and identify the techniques cybercriminals use to phish for information.</p>
	<p>Protecting your Business from Cyber Attacks</p>	<p>This activity explores specific risks, responsibilities and the processes required to enhance your organisational resilience to cyber-attacks.</p>	<p>You will learn how to recognise the importance of planning, applying critical steps to identify and manage supply chain risks and enhance organisational resilience against cyber-attacks.</p>
	<p>Reporting Cybercrime</p>	<p>This activity explains what happens when you report a cybercrime, how to report it and who to report it to.</p>	<p>On completing this activity, you will be able to explain in the importance and benefits of reporting cybercrimes and identify the most appropriate authority, team or organisation to report a cybercrime to.</p>
	<p>Responding to a Cyber Attack</p>	<p>This activity explains how to reduce the impact of cyber-attacks and restore lost data.</p>	<p>You'll learn how to take appropriate steps to mitigate damage, restore data following an attack, report incidents, review lessons learned and update an organisational plan.</p>

	Safe Device Use	This activity explores the possible risks when using devices and removable media and what measures you should take to protect sensitive information.	You'll learn how to recognise the techniques used to gain unauthorised access to data and devices, identify the risks of using personal devices and removable media, how to store, share and use information and storage devices securely and how to protect your devices from unauthorised access.
	Social Media Protection	Understand how to use social media securely and responsibly and where the boundary lies between personal and organisation information.	You'll gain an understanding of how to appropriately share information on social media, what the risks are and guidance on how to protect personal and sensitive information from being stolen or misused.
	Staying Safe Online	This learning demonstrates how cybercriminals can exploit social media, the risks of unsecured networks and explains the steps you can take and things you can look out for to stay safe online.	You'll learn how to identify if a website is secure, understand the risks of using public Wi-Fi networks and what to use instead plus explain the importance of social media online privacy settings and how/when to update/change them.
	Whaling Attack	This activity explains what a whaling attack is, how cybercriminals use it to gain access to personal data or systems, and how to spot and report it.	You will understand why executives and their assistants can become victims of whaling attacks, identify the techniques used, recognise the risks, impact and how to spot the signs of whaling attempts, how to prevent it and what immediate actions to take in the event of becoming victim.
	Payment Diversion Fraud	How to work safely by recognising, reacting and responding to the growing risk of Payment Diversion Fraud.	Payment Diversion Fraud E-Learning Module (15 mins)

<p>Data Protection</p>	<p>UK GDPR for Business</p>	<p>This course follows a day in the life of a corporate professional who makes a series of data protection errors. As you follow the series of events, you will learn about the 7 principles of data protection and how to implement measures to safeguard your organisation's data. The Data Protection Act 2018 (DPA) is the UK's implementation of GDPR</p>	<p>By the end of this course, learners will be able to explain what the GDPR is, and how it affects businesses who collect data, recognise the differences between data, personal data and special category data, implement the data processing principles and explain what a data breach is and the enforceable penalties.</p>
	<p>Freedom of Information (UK) Refresher</p>	<p>This module discusses what 'freedom of information' is in the UK and why it is so important, and details how to make a freedom of information request. It also examines freedom of information legislation and illustrates how it can impact a public authority. Finally, the module explores how to respond to requests for information under the Freedom Of Information Act and examines the criteria for refusing a request.</p>	<p>By the end of this course, you will understand what is meant by Freedom of Information in the UK; Understand your rights as a consumer and the responsibilities of public authorities; Recognise the legislation is in place to enforce the Acts and any exemptions which apply.</p>
<p>Equality & Diversity</p>	<p>Equity, Diversity and Inclusion Course</p>	<p>This interactive digital learning course incorporates real life experiences, provides a background to the legislation governing Equity, Diversity & Inclusion (ED&I) in the workplace, and information on the challenges organisations and its employees face. The practical scenarios will demonstrate relevant situations that may arise.</p>	<p>This course has been designed to provide awareness of best practice.</p>
	<p>Unconscious Bias</p>	<p>Unconscious Bias is when you either favour or discriminate against one group, or person, without being aware of your actions.</p>	<p>This module will help you better understand how unconscious bias can affect your behaviour and impact the workplace, recognising the nine different types of bias and discovering ways in which you can mitigate its influence.</p>

	Workplace Bullying	We all deserve to work in an environment where we're supported as we work towards our goals without undue pressure or attention, yet research shows that six in ten people have either witnessed or experienced bullying in the workplace.	This module explores bullying in the workplace. We will look at the signs and symptoms of bullying, the reporting process and the responsibilities of employers in relation to workplace bullying.
Finance	Insider trading	Insider trading occurs when someone has access to information that's not yet available to the public and uses it to their advantage in order to make a profit or avoid a loss when trading on a regulated market. This module explores both legal and illegal insider trading, the law and terminology related to insider trading, the investigative process, the types of insider and the impact their actions can have on an organisation, a market and the economy.	Explore insider trading and its implications..
	Finance for non-Finance Managers	Regardless of your role within an organisation, it's important that you understand how well it's performing on an economic level. This module explores the basic elements of an organisation's accounts, including how its trading activity is recorded on the Profit and Loss Statement, how those figures are then adjusted to reflect the amount of cash generated in the Cash Flow Statement and how the final numbers appear on the Balance Sheet.	Explore the basic elements of an organisation's accounts, including the Profit and Loss Statement, the Cash Flow Statement and the Balance Sheet.
	Managing Personal Finances	Learning how to manage your personal finances brings many benefits as the ability to stay on top of bills means you can start to put money into a savings account, pay off debts and think about the future by increasing your pension contributions. This module will look at how to create an effective budget, the importance of picking the right bank account for your financial needs and how you can save money by cutting costs and shopping smarter.	Learn how to budget, save money and cut costs.

	PCI – DSS	The Payment Card Industry Data Security Standard (PCI DSS) was established by five major international card schemes to combat card theft by providing a minimum level of card data security for all merchants, hardware and software developers, financial institutions and point-of-sale vendors around the world. This module explores what information card thieves target, the types of security offered by the PCI DSS, how to demonstrate compliance with the regulations and the penalties your organisation could face if it suffers a breach.	Understand what information card thieves target, the types of security offered by the PCI DSS, how to demonstrate compliance with the regulations and the penalties your organisation could face if it suffers a breach.
	Understanding Budgets & Finance	Budgeting is something all employees will be involved in to varying extents. This module explores the reasons for budgeting, how organisations budget, key budgeting terms and the steps involved in the budgeting process.	Explore the reasons for budgeting, how organisations budget, key budgeting terms and the steps involved in the budgeting process
Food Safety & Hygiene	Food Allergies	<p>Food allergies affect 1.5 million people in the UK; of this 1-2% are adults and 5-8% are children.</p> <p>This course will help raise awareness of food allergies and educate your employees of the dangers and the precautions required during food preparation and service.</p>	At the end of the course, trainees will be able to recognise the symptoms linked with food allergies, recognise the symptoms and the effects of food intolerances, have an insight into food service, understand the importance of food preparation, knowledge of ingredients and labelling food and lastly to understand what to do in an emergency including an insight into epi-pens.

	Food Law	It is the responsibility of all involved to ensure food is kept free from contamination and remains fit for consumption. If you are employed in the food industry you must be aware of the relevant laws and how to maintain the correct levels of cleanliness. Written specifically for a food business, this learning pathway ensures that you understand what hygiene routines you should follow, and your illness reporting responsibilities.	By the end of this course you will be able to recognise the risks to food businesses from poor food hygiene, assess food safety management practices and prevent risks to food safety by controlling hazards
	Food Safety Refresher	Food Safety is vitally important for keeping food safe during the production, processing, preparation, delivery, and storage through to consumption. It is the responsibility of all involved to ensure its kept free from contamination and remains fit for consumption. If you are employed in the food industry you must be aware of the relevant law and how to maintain the correct levels of cleanliness.	This course aims to refresh your knowledge of the factors that influence food safety and the measures you can use to keep food and consumers safe.
	Food Safety – Level 1	This module will focus on the importance of food safety, your obligation to maintain a high standard of personal hygiene and wear appropriate protective equipment. You will look at the importance of effective and regular waste disposal and what contamination and cross-contamination is as well as how to prevent contamination. You will also focus on the basic rules of safe food storage and how you can avoid and prevent pest infestations.	At the end of the course, trainees will be able to use the right protective clothing effectively, correctly wash your hands to prevent the spread of bacteria, understand the importance of effective and regular waste disposal, identify what contamination and cross-contamination is, recognise the basic rules for safe food storage, and identify how you can avoid and prevent pest infestations

	<p>Personal Hygiene</p>	<p>Written specifically for food handlers, this learning pathway ensures that you understand what hygiene routines you should follow, and your health and illness reporting responsibilities.</p> <p>The pathway starts with an overview of what personal hygiene is and the specific standards that must be met when working with or around food. It goes on to demonstrate an effective hand washing technique that will help prevent the risk of cross contamination between raw and ready-to-eat foods.</p> <p>As a responsible and competent food handler, you must prevent risks to food safety by reporting when you are feeling unwell and follow good hygiene practices. This information is covered in the third activity, reporting responsibilities.</p>	<p>By the end of the course you will understand what personal hygiene is and it's three fundamental aspects, establish an effective personal hygiene routine, prevent risks to food safety by reporting when you are feeling unwell</p>
Health & Safety	<p>Building Healthy Boundaries</p>	<p>Healthy boundaries are important to our physical and emotional health. So, setting healthy boundaries can help prevent you from doing things that you don't enjoy and feeling used or exhausted. You can learn ways to take charge of your life. Whether you want to set clearer rules with your family or assert your space when it comes to strangers.</p>	<p>By the end of this module, you'll be able to explain what a healthy boundary is, why boundaries are important for our mental health and wellbeing, reflect on what a health boundary means for you, consider what to do when someone doesn't agree with a boundary you've set.</p>
	<p>Covid-19 Response for Employees FREE</p>	<p>As the response to coronavirus changes and lockdown measures are lifted, not everyone can work from home, which is why this course has been produced to ensure that any employees who are currently working, or planning on returning to work, can do so safely.</p> <p>This course guidance should be used in conjunction with any pre-existing organisation best practice guidelines and legal obligations as well as Health and Safety measures that are in place, where reasonably practicable.</p>	<p>This course is designed to help employees understand the control measures that have been implemented within the workplace to help protect themselves and others from exposure.</p>

	Covid-19 Response for Managers	<p>This course is designed to help managers create a Covid-19 secure workplace.</p> <p>This course guidance should be used in conjunction with any pre-existing organisation best practice guidelines and legal obligations as well as Health and Safety measures that are in place, where reasonably practicable.</p>	<p>The course emphasises the importance of identifying and assessing the risks of Covid-19 transmission and details the recommended control measures that can be implemented within the workplace to help protect employees from exposure</p>
	Dangerous Substances	<p>What are dangerous substances? This course explores the definition of Dangerous Substances and considers different types of substances and the possible short- and long-term health implications. We will consider the responsibilities of the employee and the organisation to ensure everyone is safe from the hazards and risks of Dangerous Substances in the workplace.</p>	<p>The definition of Dangerous Substances; Different types of substances and the possible short- and long-term health implications; Consider the responsibilities of the employee and the organisation</p>
	Display Screen Equipment	<p>DSE stands for Display Screen Equipment, more commonly known as a monitor or computer screen, but also includes laptops, touch screens, tablets and other similar devices. Only a small proportion of DSE users actually suffer ill health as a result of their work. Where problems do occur, they are generally caused by the way in which DSE is being used, rather than the DSE itself.</p>	<p>This course aims to help reduce the number of DSE related illnesses and accidents in your workplace and to promote a good health and safety culture amongst the workforce</p>
	Electrical Safety	<p>We all take it for granted that when we switch on a plug socket, our appliance will work. That's because of electricity, but what is it? We will answer this question and consider the ways in which electricity poses a threat in the workplace and how we can reduce the risk of this hazard actually causing harm. This course explores the laws in place to protect you at work and consider the employer's and employee's duties to ensure everyone is safe from the dangers of electricity.</p>	<p>What is electricity; Consider the ways in which electricity poses a threat in the workplace; How can we reduce the risk of this hazard actually causing harm; The laws in place to protect you at work; Consider the employer's and employee's duties to ensure everyone is safe from the dangers of electricity</p>

	Fire Safety *NEW assessment included	In the event of a fire, would you know the correct procedure to follow? This fire safety training course provides guidance on how fires start, how to prevent them and what to do in the event of an emergency.	By the end of this course, you will be able to explain how a fire starts by referring to the fire triangle and how you can minimise the sources of fire, identify when to use different types of fire-fighting equipment, demonstrate knowledge of an effective evacuation procedure, define your role in an emergency and describe the key steps of a fire risk assessment.
	First Aid at work	Why bother with first aid at work? Well, our First Aid course explains why! We explore the Law, who can become a first aider, and the primary objectives of First Aid. This course considers how many first aiders your organisation needs and will help you to consider the risks which could cause harm.	Who can become a first aider; The primary objectives of First Aid; How many first aiders does your organisation need; Consider the risks which could cause harm
Health & Safety	Control of Substances Hazardous to Health (COSHH)	There are thousands of accidents every year involving hazardous substances. Hazardous substances can threaten short- or long-term health. This course is designed to raise awareness of the key points in the safe handling and use of hazardous substances that could harm you or those around you.	By the end of this course, learners will be able to recognise what is classed as a hazardous substance, identify who is affected by COSHH regulation, take the steps to prevent or minimise exposure to hazardous substances and explain the need for, and importance of, safety data sheets, product labels, and hazard warning symbols.
	Display Screen Equipment (DSE) and Workstation Safety	This is the part where we tell you that prolonged sitting can be dangerous for your health, because it can be! Working with a poor workstation setup can lead to fatigue and soreness of the fingers, hands, wrists shoulders and neck, and in more severe cases, can lead to injuries in these areas. We call these 'musculoskeletal injuries' or 'MSDs'. When we are thinking about desk set up and how we work, we also need to consider the stress we are under. Stress is a major cause of occupational ill health.	Don't despair, there are ways that we can make desk work healthier! This activity will enable you to assess your own workstation, to make sure it's as well arranged and safe as it can be!

	Health & Safety Introduction	Having an awareness of the Health and Safety risks with your workplace is vital to protect yourself and others from injury and harm while at work. With that in mind, this course will look to detail important Health and Safety legislation, describe the hazards you may encounter in your workplace as well as the methods for maintaining your Health and Safety.	Why is Health and Safety Important? Common Health and Safety Hazards Maintaining Health and Safety
	Health & Safety for Homeworkers *NEW assessment included	Homeworking comes with its own set of potential health and safety challenges. This course is designed to raise awareness of the risks and hazards that are prevalent within the home based workforce and identify arrangements that should be made to ensure homeworkers are able to work in a safe, healthy, and productive environment.	By the end of this course you will be able to recognise the risks and hazards that are associated with working at home, use best practice to mitigate or remove the risks and hazards of homeworking and ask for support when dealing with the risks and hazards of homeworking.
	Manual Handling *NEW assessment included	Manual handling is an everyday occurrence for most of us, both in the workplace and at home but it is one of the major causes of workplace accidents	By the end of this course you will be able to explain what manual handling is, talk about effective techniques to lift and handle loads safely and also explain the importance of assessing and reducing manual handling risks
	Moving or Falling Objects	Statistics show that thousands of employees are hit by moving or falling objects in the workplace every year, resulting in a significant number of injuries and in some cases, fatality. In this module, we'll look at the hazards and how to mitigate the risks. Furthermore, we'll explore the legal requirements in relation to workplace safety and the responsibilities of both employers and employees.	To understand the risks of moving or falling objects and how to mitigate the potential for harm
	Office Health & Safety	According to a recent survey, 90% of employees believe that a healthy workplace is essential to their work-life balance, yet 53% stated that their health has been impaired by working in an office. In this course, we'll explore the hazards posed by the office environment, how they can be overcome and the importance of adopting a movement mindset to your overall wellbeing.	By the end of the course you will understand the risks associated with office working and fulfil your legal obligations in relation to workplace health and safety.

	Office Health & Safety (Refresher)	Most people find it difficult to think of their office as a potentially harmful working environment. The office has many hazards that have the potential to cause people harm, from aches and pains caused by poorly-designed computer workstations, stress caused by excessive work pressures and slips, trips and falls as a result of poor housekeeping. With that in mind, this course aims to show you how you can play your part in keeping the office a safe and healthy place to work.	By the end of the course you will have covered: Display Screen Equipment; Fire Safety; Manual Handling; Slips, Trips / Falls and Electrical Awareness
	Risk Assessment *NEW	All workplaces are likely to have hazards and risk that could present dangers to workers. Many people suffer ill effects or accidental injury from hazards while at work.	By the end of this module, you'll be able to explain what risk assessments are and why they are important, identify ways of conducting a risk assessment, list who might be harmed in and around the workplace and list different ways of protecting people from real harm.
	Slips & Trips *NEW assessment included	Slips, trips, and falls are one of the most common causes of major injuries at work across all workplaces	By the end of this course you will be able to describe what is meant by slips, trips, and falls, list the common types of injuries associated with slips, trips, and falls, identify the common causes of slips, trips, and falls and lastly explain the different ways of preventing slips, trips, and falls.
	Stress Awareness *NEW assessment included	Feeling stressed and being under pressure is a normal part of work life. But becoming overwhelmed by stress at work can lead to physical and mental health problems or make existing problems worse.	By the end of this course learners will be able to describe what is meant by work-related stress, recognise the signs and symptoms of work-related stress, identify the risk factors of work-related stress, demonstrate an awareness of how to manage work-related stress.

	Vehicles In & Around the Warehouse	Vehicles at work are a major cause of warehouse injury and fatality, with over 5000 transport accidents reported each year. In this module, we'll look at the importance of driver safety, how to prevent vehicle related incidents and how to manage the risks. Furthermore, we'll look at the legal requirements in relation to vehicles in the warehouse and what employers and employees must do to comply.	To understand the risks associated with vehicles in and around the warehouse and how to prevent accidents and injury
	Violence & Aggression	Any workplace can experience incidents of violence and aggression which is why it's important to be prepared to help prevent, control and manage the risks.	This course will help to identify the common causes of violence and aggression as well as what your organisation can do to reduce the risks and provide support for victims of violence and aggression.
	Work at Height	Work at height is one of the main causes of injury and fatality in the workplace, and failure to take adequate precautions can present significant risk to an individual's health and safety. This module explores work at height, associated risks, legal requirements and the steps both employers and employees can take to ensure safe working practices.	To understand the risks associated with work at height and how to prevent accidents and injuries
Interview Techniques	Appraisal Interviews	An appraisal interview presents an opportunity for appraisees to clarify anomalies in their job descriptions, review their performance and resolve work-related problems. This module explores how to prepare for the appraisal interview, what types of questions to ask and what to consider moving forward.	Explore how to prepare for the appraisal interview; Look at what types of questions to ask and what to consider moving forward
	Hiring Right First Time *NEW assessment included	Designed to help interviewers with the hiring process, this module covers how to prepare for an interview, including the consideration of essential and desired criteria, how to start an interview and the types of questions to ask as well as what to do once the process is concluded.	Cover how to prepare for an interview, including the consideration of essential and desired criteria; Look at how to start an interview and the types of questions to ask as well; Learn what to do once the process is concluded
	Tips for the Interviewee	To help interviewees prepare for the interview process, this module explores the different types of interview, offers suggestions on how to prepare for the interview, what to expect from the interview and tips for answering questions.	Explore the different types of interview; Explore how to prepare for the interview; Understand to expect from the interview; Look at tips for answering questions

Literacy Skills	Preparing the Report	The key to a successful, well written report is preparation. This module will explore the stages of report writing from setting objectives to researching your subject and referencing your work.	Explore the stages of report writing from setting objectives to researching your subject and referencing your work
	Spelling & Punctuation	Spelling and punctuation are vital to the success of your writing. Misspelt words and incorrect punctuation can give a negative impression of your organisation. This module explores some common spelling rules. Writing that lacks punctuation can be difficult to understand, this module will look at the different types of punctuation marks and how to use them.	Explore some common spelling rules; Look at the different types of punctuation marks and how to use them
	The English Sentence	It's recommended that writers use a variety of sentence types that flow from one to the next to create a piece of text that's interesting, cohesive and coherent. This module explores the different types of sentence and the components used to build a sentence.	Explores the different types of sentence and the components used to build a sentence
	Writing the Report	An essential part of business is the ability to write reports. This module looks at how to structure a report from the executive summary through to conclusions and recommendations. A report doesn't just rely on the quality of its contents and how it's structured but also the style in which it is written, this module will explore writing styles and look at the importance of text formatting.	Look at how to structure a report from the executive summary through to conclusions and recommendations; Explore writing styles and look at the importance of text formatting
Management & Leadership	Change Management NEW	Change is part of life both personally and professionally. This module will cover the different change management models businesses can use when adopting a new way of working.	By the end of this module, you'll be able to reflect on your own change management skills, identify the three stages of change, consider how your organisation is set up to support employees who are experiencing change.
	Coaching and Mentoring	This module explores the difference between coaching and mentoring. We will look at how to coach and mentor effectively and how to create a personal development plan.	The difference between coaching and mentoring; How to coach and mentor effectively; How to create a personal development plan

	Coaching *NEW assessment included	Supporting individuals as they develop their skill set, coaching can help enhance performance as it advances both knowledge and learning. In this module, we'll look at the basic principles of coaching, explore the roles of coach and coachee, and consider the benefits of implementing a coaching culture within the working environment.	Explore the basic principles of coaching and its benefits.
	Company Culture	Company culture refers to the working environment created by an organisation, and the relationship that employees will have with the organisation as a result.	This module will explore the different kinds of company culture, considering how the workplace environment can play a pivotal role in the success of organisations. It will also detail how best to create, develop and transform company culture to suit the changing needs of the business.
	Developing Leadership *NEW assessment included	The primary responsibility of a leader is to ensure their team achieves its task. This module will look at how to define the task and set objectives. We will explore the different leadership styles and the characteristics of each. The main functions of leadership include controlling the process of achieving the task, evaluating the outcome and keeping the team motivated, we will look at each of these in turn. Finally, we will look at the importance of setting a good example.	
	Effective Meetings for Managers	Meetings are essential for promoting team building, generating new ideas, and contributing to the growth of an organisation, yet studies show that less than 50% of time spent in meetings is considered productive. Learning how to better design, run, and participate in a meeting can prevent the misuse of people's time.	By the end of this module, you'll be able to recognise the importance of running a meeting effectively, identify the elements of an effective meeting determine whether a meeting is necessary and create an inclusive atmosphere during a meeting.
	Flexible Leadership *NEW assessment included	Although it's important to select a leadership style that works best for you, it's recommended that you adopt a flexible approach as research shows that managing your team in accordance with their individual needs creates a more motivated, engaged and effective group. This is especially important in today's dynamic workplaces where workloads, team members, customers and resources are constantly changing. This module explores the different styles of leadership and how to modify your own.	Understand the different styles of leadership, recognize the importance of incorporating elements of these styles into your own and be able to identify how to match your style to the individual based on your assessment of that person.

	From Manager to Leader *NEW assessment included	Leadership is a critical component of successful organisations, as employees need someone to look to, learn from and thrive with. When shifting from managing into a leading role, employees might struggle to understand what this transition actually involves. This course dives into what a leadership role is all about.	By the end of this course you will be able to distinguish between managing and leading, identify your strengths and areas for development as a leader, list the key duties new leaders should take on and recognise elements of great leadership.
	Giving and receiving Feedback *NEW assessment included	This module will explore the four main work climates: comfortable, stressful, apathetic and high performance and the characteristics of each. We will look at the importance of feedback on improving performance and will look at not only giving feedback but also receiving it.	The four main work climates: comfortable, stressful, apathetic and high performance; The importance of feedback on improving performance; Receiving feedback
	How to Form and Mobilise a Team	All leaders and employees want to be part of a high performing team and team dynamics are vital to the overall success of an organisation. How a team is created and then utilised is critical to high performance. This module looks at the different stages of team development and what can be done to influence the dynamics of in order to achieve high performance.	By the end of this course, you'll have covered the four stages of team development, the traits of high performing teams, how you, as a manager, can positively influence the dynamics and achievements of the team.
	Managing Hybrid Teams	Hybrid working is a flexible way of working where an employee divides their time between the workplace and remote working. Working from home is the most common way of working remotely. This digital guide is designed to give managers and leaders practical tips to help facilitate successful hybrid working.	By the end of this module, you'll be able to explain the reasons for having a collaborative culture at work, to identify the different types of collaboration and to explain the key elements to creating a collaborative working environment.
	Mentoring *NEW assessment included	Based on a mutually beneficial partnership, mentoring supports the development of individuals as they attempt to improve their performance, fulfil aspirations and make a lasting change. In this module, we'll look at the basic principles of mentoring, exploring the roles of both mentor and mentee, and consider the benefits the process can offer.	Explore the basic principles of mentoring and its benefits.

	Motivation and Effective Feedback	Motivation is the key to encouraging your staff to go the extra mile. This module will look at the who is responsible for motivating the workforce, the theories behind motivation and six steps to help you motivate both yourself and others.	Explore who is responsible for motivating the workforce; Explore the theories behind motivation; Look at the six steps to help you motivate both yourself and others
	Operational Agility	As our economic, political and societal landscapes change dramatically causing market volatility, it's more important than ever for organisations to demonstrate operational agility, spotting opportunities and adapting to change in order to thrive. In this module, we'll explore the importance of agility, different types of agility and the steps an organisation can take to become more agile including implementing an agile culture and selecting resilient employees to lead diverse, cross-functional teams.	Explore the importance of agility, different types of agility and the steps an organisation can take to become more agile.
	Performance Management	As people are creators of value in an organisation, they need to know what's expected of them, be motivated to achieve their goals and have the necessary skills and resources to thrive, making positive performance management critical to the businesses' success. In this module we'll explore how organisations can support their employees by implementing a performance management cycle, creating clear objectives and remembering to show appreciation when targets are met.	Explore effective Performance Management techniques
	Planning & Monitoring Team Performance *NEW assessment included	As planning is vital to success, as a manager you need to be clear on your organisation's priorities, so you know what needs to be achieved and by when. This module explores six key steps to improve your ability to both plan and monitor your team performance.	Explore six key steps to improve your ability to both plan and monitor your team performance
	Planning for a Crisis	In 2017 there was a 25% increase in the number of reported crises in comparison to previous years, with 60% of senior executives believing their firms face more crises today than they did a decade ago, both in terms of frequency and intensity. This module explores the crisis management process, looking into how organisations can prepare for the unexpected, who should be involved in the crisis management team and how the response can be communicated to both internal and external audiences when disaster strikes.	Explore the crisis management process.

	Project Management	This module looks at the difference between project management and day-to-day management. Planning a project can often feel like a complex, overwhelming process. This module aims to simplify the task by breaking the project down into six stages. We will look at some techniques to help you both look at the 'big picture' and focus in on the details.	The difference between project management and day-to-day management; Techniques to help you both look at the 'big picture' and focus in on the details
	Succession Planning NEW	Succession planning is about identifying and developing talent to ensure employees are ready to take up leadership and business critical roles in the future. Succession planning helps to highlight where in an organisation there is the potential for a skills gap or the risk of losing important business knowledge.	At the end of this module learners will be better able to define what succession planning means, appreciate the benefits of succession planning and the downsides of failing to act, follow an effective succession planning process – including communication and an ongoing commitment to diversity and understand additional aspects to consider and potential pitfalls.
	Taking Action	Once a decision has been made, the next step is to take action and implement it. This module explores several approaches to help you ensure the implementation process is successful including the G.R.O.W (Goal, Reality, Options, Wrap-Up) and V-SAFE (Valuable, Suitable, Acceptable, Feasible and Enduring) models.	Explore several approaches to help you ensure the implementation process is successful; Explore the G.R.O.W (Goal, Reality, Options, Wrap-Up) and V-SAFE (Valuable, Suitable, Acceptable, Feasible and Enduring) models.

	Talent Management NEW	This course introduces the key elements of talent management, what it is and why it is important.	At the end of the course, trainees will be able to define talent management and recognise its importance, appreciate the value of a top-down commitment to talent management, assess ways of attracting top talent to your team and boosting the talent in it, manage and reward talent appropriately and manage employee turnover to retain talent and Measure the effectiveness of talent management in your organisation.
	The Effective Leader *NEW assessment included	This module looks at the four types of leader: directive, consultative, delegative and participative and the characteristics of each. We will explore the three areas of need: task needs, individual needs and team needs and look at ways in which you can motivate your team.	Four types of leader: directive, consultative, delegative and participative; The three areas of need: task needs, individual needs and team needs; Look at ways in which you can motivate your team
	Training for Non-Trainers	Employees are often required to learn new skills. You don't have to be a professional trainer to deliver a lesson. This module will look at the different training methods and the pros and cons of each. The creation of a lesson plan is essential for any training session and this module will guide you through the process.	
	Workplace Ethics	With individuals spending the majority of their time in the workplace, the emphasis placed on ethical standards has never been higher. In fact, recent studies revealed that 38% of employees consider it to be the most important attribute of an organisational culture. This module explores the importance of workplace ethics, the steps that can be taken to create an ethical working environment and the benefits it brings to both employees and employers.	Learn about the importance of upholding workplace ethics

Managing Change	Challenging the Status Quo	Challenging the Status Quo is a vital part of business development, as those that stand still are likely to fail. This module explores the importance of ancestral and adventurous thinking in the decision-making process and uncovers some useful exercises to help you to think outside of the box and gain a fresh perspective. Finally, we will explore the combination of logic, experience and intuition in making sound decisions.	Explore the importance of ancestral and adventurous thinking in the decision-making process; Uncover some useful exercises to help you to think outside of the box and gain a fresh perspective; Explore the combination of logic, experience and intuition in making sound decisions
	Experiencing Change	Security and freedom are two vital elements of our everyday lives, but when a sudden change occurs it can affect the balance between the two. This module explores the seven steps of the change process, known as the change curve and looks at the importance of separating imagined fear from reality in order to adapt to change.	Explore the seven steps of the change process, known as the change curve; Look at the importance of separating imagined fear from reality in order to adapt to change
	Making the Change	One of the biggest obstacles a leader faces is leading change. This module looks at the seven characteristics of effective change agents and explores the decision-making process. A force-field analysis will help you to uncover both the driving and restraining forces for change. We will look at the importance of effective communication and active listening.	Look at the seven characteristics of effective change agents; Explore the decision-making process; Look at the importance of effective communication and active listening
	Seeing Change Through	Once the decision has been made you must see the change through. Change is a complicated process that can often encounter obstacles along the way. This module explores the roadblocks to change and how to overcome them. We will look at dealing with criticism, dealing with stress, why change fails and the benefits of continuous change.	Explore the roadblocks to change and how to overcome them; Look at dealing with criticism, dealing with stress, why change fails; Explore the benefits of continuous change
	The Need for Strategy	Different organisations have different cultures, a system of shared values and beliefs that establish an organisational way of life. It's important to analyse the organisational culture before implementing a change, you therefore need to analyse the organisation itself. This module explores the 7's framework which looks at strategy, structure, systems, shared values, skills, style and staff. We will also look at the political, economic, social and technical factors that could influence an organisation's success and will explore organisational strategies.	Explore the 7's framework which looks at strategy, structure, systems, shared values, skills, style and staff; Look at the political, economic, social and technical factors that could influence an organisation's success; Explore organisational strategies

	Thriving in Change	It is important to understand the potential effects that change can have on your team and organisation. This module will explore the five main forces of change which will help you to anticipate and manage reactions. We will explore the difference between cold and warm organisations and their response to change. Finally, we will look at the seven characteristics that effective change agents share.	Explore the five main forces of change which will help you to anticipate and manage reactions; Explore the difference between cold and warm organisations and their response to change; Look at the seven characteristics that effective change agents share
Mental Health	Introduction to Mental Health	Mental health includes our emotional, psychological and social wellbeing. This module will explore the importance of recognising and treating mental health with the same emphasis as physical health.	Help you become aware of different mental health conditions; Learn which groups are more vulnerable to mental health conditions; Explore the difference between common and complex mental health conditions.
	Tackling Mental Health Stigmas and Discrimination	Stigmas and discrimination can manifest itself in many different ways. Sometimes it's subtle, other times it can be more obvious. This module explores what you and your organisation can do to help tackle stigmas and discrimination relating to mental health.	Examine the use of language around mental health. Help you create an open mental health culture; Encourage people to share their stories.
	Let's Talk about Mental Health	Mental health is a subject that isn't widely discussed as the norm. The most powerful way to prevent mental ill-health is to talk about it. This module explores how mental health is normalised and stigmas can be tackled.	Examine the use of small interactions. Help you create an open mental health culture; Explore the best options for mental health support.
	How to Support Yourself and Others with Mental Health	We all need mental health support, and we can all offer support to others. This module will explore how most types of mental ill-health can be prevented by offering early intervention, and prevention is always better than cure.	Help you become aware that everyone has mental health; Learn what to do if someone is in crisis; Explore social support as it's the number one protective factor for mental health

	Recognising and Managing Anxiety	We all experience anxiety; it's a natural human state and a vital part of our lives. This module will explore practical ways to help you recognise and manage your anxiety.	Help you understand that everyone has anxiety; Learn to recognise the first signs of anxiety and to manage those feelings; Explore different techniques to take control and find a sense of calm
Personal Development	Confidence	Your confidence levels can suffer if you're uncertain about what's expected of you, this module encourages you to use questioning techniques to clarify the situation. We will look at ways in which you can boost and maintain your confidence levels and explore the importance of body language.	Using questioning techniques to clarify the situation; How to boost and maintain your confidence levels and explore the importance of body language
	Dealing with Stress	We've refreshed our Dealing with module making sure the content reflects up to date best practice. The learner will explore why we get stressed and the impact it can have on our lives, by looking at how stress can develop in the workplace but at home as well.	The module explores news of supporting yourself when experiencing stress and the ways to prevent stress from developing.
	Decision Making	Decisions need to be made on a daily basis, but what is the best way to make a decision? This module looks at the ICES process and the use of a decision matrix to help you to make a choice.	The ICES process; The use of a decision matrix to help you to make a choice
	Planning your own Development	As the person with the most to gain from your own development, you should take an active role in planning for it. This module encourages you to plan ahead. We will look at the different types of learner and the resources required to complete your plan.	Planning ahead; The different types of learner; The resources required to complete your plan
	Making Objectives Happen	Objectives are part of our everyday working lives. This module explores the four main types of objectives and how to achieve these objectives by following the Make Objectives Happen Loop.	Explore the four main types of objective; How to achieve objectives by following the Make Objectives Happen Loop
	Negotiation Skills	The aim of negotiation is to reach an agreement. This module explores the six phases of negotiation: preparation and planning, opening, exploring, testing, bargaining and closing and will equip you with the knowledge to carry out effective negotiations.	The six phases of negotiation: preparation and planning, opening, exploring, testing, bargaining and closing; How to carry out effective negotiations

	Personal Productivity *NEW assessment included	Productivity is essential to the success and smooth running of any business. It revolves around the ability of an individual, a team or a department to work efficiently to meet organisational objectives	By the end of this course, you will be able to recognise how personal productivity contributes to overall workplace productivity, identify elements required to increase productivity at work and apply steps and techniques to boost your own productivity.
	Problem Solving	When someone, or something, is not performing as expected then a problem exists that needs to be solved. This module explores the P.A.I.D method of problem solving and the creative techniques that can be used to identify the nature of a problem.	Explore the P.A.I.D method of problem solving; Explore the creative techniques that can be used to identify the nature of a problem
	Remote Working	Remote working has become increasingly common as organisations recognise the advantages of operating outside of the traditional office-based roles, in favour of more flexible options. In this module we look at why people are working remotely and the benefits it can bring for both individuals and organisations.	Explore remote working, its benefits and the relevant health and safety regulations.
	Setting Objectives *NEW assessment included	Objectives provide individuals with a sense of direction. This video explores the different types of objectives and the characteristics of each. We will look at the SMART method of setting objectives.	By the end of this course, you will be able to explain how employee objectives are linked to the wider goals of an organisation, outline what a SMART objective is and examine how to structure a SMART objective
	Time Management	A well-planned day, a practical approach to urgent and important tasks, and a harmonious relationship with your manager are all essential to effective time management. Applying techniques to address these areas can help you avoid roadblocks and increase your productivity, effectiveness, and efficiency.	By the end of this course, you'll be able to understand the difference between urgent and important tasks, apply techniques to minimise the impact of interruptions on day-to-day tasks and recognise effective ways to reshape the relationship with your manager.

Safeguarding	Safeguarding Children	The activities in this course provide essential guidance on the policies and procedures that will help you keep children safe from adults and other children who might pose a safeguarding risk.	After completing all the activities in this course, you should be able to describe key concepts for safeguarding children, recognise the types of abuse children can encounter, respond to safeguarding concerns and demonstrate appropriate safeguarding behaviours.
	Safeguarding Vulnerable Adults	The activities in this course provide essential guidance on the policies and procedures that will help you be vigilant for potential signs of abuse and ensure the safety of vulnerable adults under your care.	After completing all the activities in this course, you should be able to describe key concepts for safeguarding vulnerable adults, recognise the types of abuse vulnerable adults can encounter, respond to safeguarding concerns and demonstrate appropriate safeguarding behaviours.
Social & Corporate Responsibilities	Anti-Money Laundering	This course explores the act of money laundering and its implications. It looks at ways in which proceeds of crime are hidden, the threat this poses to society and the type of businesses who are particularly vulnerable to becoming a victim of money laundering. We will look at the relevant laws and the penalties for those who are caught in the act!	Explore the act of money laundering and its implications; Look at ways in which proceeds of crime are hidden; Who is particularly vulnerable to becoming a victim of money laundering; The relevant laws and the penalties for those who are caught in the act
	Anti-Slavery	This course explores what is believed to be a historic problem but what is in fact a very current issue and that is slavery. We will look at the origins of slavery and the types of slavery that exist today. We will look at how to identify victims of slavery and what action can be taken.	Explore what slavery is; The origins of slavery and the types of slavery that exist today; How to identify victims of slavery and what action can be taken
	Bribery Act	Paying, accepting, or even just agreeing to a bribe is a criminal offence and organisations that don't prevent bribery could be prosecuted and face unlimited fines and run the risk of going out of business.	This refresher course is suitable for sales, procurement, and senior management staff by providing information on what is appropriate and not appropriate in a business negotiation process.

	Competition Law	Competition Law is intended to promote and maintain fair market competition, through the regulation of anti-competitive conduct. This module explores the two main laws that protect competition in the UK and the penalties for non-compliance.	Explore the two main laws that protect competition in the UK; Explore the penalties for non-compliance.
	Cyber Security	This course explores cybercrime and its consequences. We will look at effective risk management and what to do if you spot suspicious activity. We will provide you with some important guidance for staying safe and secure online.	Explore cybercrime and its consequences; Look at effective risk management and what to do if you spot suspicious activity; Staying safe and secure online.
	Driving at Work	This course looks at the law in relation to the safety of employees who drive for work. It provides advice and guidance for both employers and employees on managing the risks in the prevention of road traffic accidents and highlights the consequences of non-compliance.	The law in relation to the safety of employees who drive for work; Managing the risks in the prevention of road traffic accidents; The consequences of non-compliance
	Environmental Awareness	The way we treat our environment is becoming increasingly important. How we live our lives, impacts the earth both on a global and local level. This course is designed to enable the learner to identify the key areas affecting the environment along with workplace related environmental issues.	This course is suitable for anyone who wants to reduce their carbon footprint and promote the importance of a healthy environment.
	Fair Treatment of Customers	Customers want to do business with people they can trust. The fair treatment of customers should be at the core of every organisation. This module explains what consumer protection means for UK citizens in the 21st century, and the benefits that can be derived from these regulations. It continues to detail the legal rights of consumers in the United Kingdom, based on a variety of legislative and statutory instruments and the regulatory bodies that administer and enforce them.	Explore consumer protection legislation in place to ensure customers are treated fairly.
	Fraud Awareness	With fraud costing the UK economy billions of pounds every year, fraud awareness continues to be one of the most fundamental skills to learn in business. This course will delve into the definition of fraud on both a legal and a practical basis and examine some of the different form's fraud can take. It will also detail some of the ways in which you can identify the red flags that can point to fraud and begin to consider the next steps.	Understand the definition of fraud on both a legal and a practical basis and examine some of the different form's fraud can take.

	Right to work	To encourage a fair and open employment market, the UK government introduced Right to Work checks designed to mitigate the impact of illegal working by preventing the exploitation of individuals and ease the potential negative economic impact. This module explores who's eligible to work in the UK, what documents are considered acceptable for proving this eligibility and the consequences of breaking the UK's Illegal Working laws.	Understand who's eligible to work in the UK, what documents are considered acceptable for proving this eligibility and the consequences of breaking the UK's Illegal Working laws.
	Supporting Wellbeing and Attendance	This course aims to provide learners with the knowledge they need to proactively support wellbeing and attendance in the workplace, and sensitively and consistently respond to absences when they do occur, both short-term and long-term.	By the end of this course, you will be able to: Promote a supportive workplace culture, create the conditions for open and honest conversations and participate in managing absence.
	Sustainability	This course explores the importance of sustainability and ways in which we can reduce our harmful impact on the environment to make a better world for future generations. It looks at the consequences of inaction, the importance of environmental awareness and looks to individuals, businesses and governments to bring about change.	Explore the importance of sustainability; How can we reduce our harmful impact on the environment to make a better world for future generations; Look at the consequences of inaction, the importance of environmental awareness and looks to individuals, businesses and governments to bring about change.
	Whistleblowing	Officially known as making a disclosure in the public interest, whistleblowing can often seem like a daunting and complicated process, with individuals afraid they won't be taken seriously or will encounter reprisals in the workplace. This module explores the legal protections offered to whistle-blowers, the responsibilities of employers to respond to disclosures made in the public interest and what individuals can expect throughout the process.	Explore the legal protections offered to whistle-blowers, the responsibilities of employers to respond to disclosures made in the public interest and what individuals can expect throughout the process.

	Workplace Security	Ensuring the appropriate security is in place is a vitally important part of maintaining a workplace. Whether a threat arises from casual misconduct or serious criminal activity, it's something that can cost the company money, diminish morale and even affect the operation of the business. This module will examine the threats that today's businesses must prepare for, address how those threats can affect the company and the people who work there, and detail the various security measures that can protect you from those threats.	Examine the threats that today's businesses must prepare for, address how those threats can affect the company and the people who work there, and detail the various security measures that can protect you from those threats
Teamwork	Collaborative Working	This module explores the reasons for collaboration in the workplace, the different types of collaboration and the key to successful collaboration, including establishing a strong team and picking the right tools for the job.	Explore collaborative working, the reasons for doing it and the benefits it brings.
	Dealing with Conflict	This module explores the reasons for conflict, how to handle it and most importantly how to resolve it.	Explore the reasons for conflict, how to handle it and most importantly how to resolve it
	Digital Collaboration	This module explores the 3 elements all businesses need to support digital collaboration with any organisation. Learners will also examine the 6 key considerations all organisations should look at when investigating into developing their digital collaboration tools. This module also gives practical tips to the learner on the dos and don'ts of digital meetings and how to engage with stakeholders digitally.	
	Effective Delegation	Delegation is vital to the success of a team. This module will explore the benefits of delegation, deciding what to delegate, planning and then briefing your team and monitoring the team's progress.	The benefits of delegation; Deciding what to delegate; Planning; Briefing your team; Monitoring the team's progress
	Effective Meetings	The most common meetings are those which aim to inform, consult, solve problems or make decisions. This module looks at the planning stage, in which you set objectives, create an agenda and decide who will attend the meeting, where it will take place and when. We will also explore some useful hints and tips to make your meeting a success.	Planning meetings, in which you set objectives, create an agenda and decide who will attend the meeting; Where it will take place and when; Make your meeting a success

	Find Your Role	Everyone has a role to play in a team. Management theory identifies nine roles that are essential to the success of a team. This module explores the nine roles and the characteristics of each. We will look at how performance can be improved in teams and uncover some destructive behaviours that can occur if team members are unhappy in their role.	How performance can be improved in teams; Destructive behaviours that can occur if team members are unhappy in their role
	Managing a Conflict at Work	You will learn what conflict is, the causes of conflict, how and why conflict arises and signs and symptoms of conflict. It covers what conflict management is, the stages of conflict, styles for managing conflict and legal issues. Finally, you'll cover conflict resolution strategies and managing conflict effectively.	Identify different types of conflict Recognise how and why conflict arises at work. State the signs and symptoms of conflict. State what conflict management is and why it's important to act early. Distinguish between the main stages of conflict. Use different styles to deal with conflict. State what legal and organisational requirements should be met. Use appropriate strategies to successfully manage conflict at work
	Performance Troubleshooting	Performance problems are likely to occur at some stage in the workplace. This module will examine the Human Performance system, a method of identifying performance problems before looking for solutions	. We will look at how the working environment can influence performance and the importance of giving feedback when dealing with performance problems.
	Teamwork	Everyone will be part of a team at some point during their working life. Effective teams can help to secure success for individuals, teams and businesses and this module will help learners to understand how team dynamics work.	By the end of this module, you'll have covered what teamwork is and the different types of teams, the strengths and weaknesses of team working, the typical roles performed in a team, the value of knowing your team, the characteristics of effective and ineffective teams and why celebrating team success and learning from mistakes is important.

	Team Work NEW	This course focuses on teamwork; the key strengths and weaknesses of team working, as well as different types of teams.	By taking this course you will be able to work more effectively as a team, identify different types of teams and identify the key stages of team development
	Working in teams	This module looks at the different types of teams, both short-term and long-term. For the best chance of success teams should set clear, defined objectives, this module explores the SMART method. The key element to a team's success is motivation, here we will look at the different types of motivation and how you can motivate your team to achieve its objectives.	The different types of teams, both short-term and long-term; The SMART method; The different types of motivation and how you can motivate your team to achieve its objectives
Workplace Wellbeing	Ambiguity	Being able to manage ambiguous situations has increasingly become a common skill required in the workplace, with change quickly becoming the only certainty. Employees are required to act on incomplete information, adapt to change and imagine what's possible in an uncertain future. In this module, we'll explore what is meant by ambiguity and how it can be effectively managed in the workplace as well as consider how the art of mindfulness can help individuals prepare for uncertain futures.	Explore the concept of ambiguity and learning to thrive in the unknown
	Avoiding Burnout	Employee burnout has become more common in recent years, as organisations struggle to manage the impact increased workloads have on employees' mental wellbeing. Over time we will all experience feelings of depletion or mental exhaustion, it is important to recognise these feelings in ourselves and those who we work with. Once feelings of burnout have been identified having steps and measures in place to reduce those feelings or stop them from developing are vital in maintaining employee wellbeing.	This module helps you understand what burnout is; learn to recognise the first signs of burnout and to manage those feelings; explore different techniques to take control of burnout.
	Benefits of Good Sleep	Sleep has a direct impact on your physical and mental health, with a lack of sleep or poor-quality sleep proven to take a serious toll on your mood, energy levels and workplace productivity.	This module explores why sleep is important for your general health and wellbeing and helps to identify habits, behaviours and environmental factors which could be affecting your sleep
	Better Judgements	Involving an internal thought process, through which a decision is made, judgements impact all aspects of our lives. This module looks at how judgements are made, the barriers to better judgements and how they can be overcome by countering default bias, taking risks and learning from experience.	Explore how judgements are formed and learn some useful skills for improving your judgement.

	Changing Behaviours	Changing a behaviour or habit can often seem to be a daunting process, making us resistant to the idea. Yet it's only through change that we can grow and evolve, becoming more productive both in our personal lives and at work. By the end of this module you'll have a better understanding of the scientific processes behind changing a behaviour as well as how to establish new habits of your own.	This module gives a better understanding of the scientific processes behind changing a behaviour and how to establish new habits of your own.
	Creativity	Creativity is important in the workplace as it can benefit both the organisation and employees by enabling businesses to be flexible and branch out in different directions. This module explores the importance of creativity and how you can make it one of your top skills, as well as support and encourage its development in others.	Understand why creativity is important in the workplace and how you can make it one of your top skills as well as how to support and encourage its development in others.
	Critical Thinking	Critical thinking is essentially your ability to reason and question ideas, arguments and findings. This module explores critical thinking, the importance of taking an analytical and objective approach to problem solving, and ultimately how to think smarter.	Explore and develop the skill of critical thinking
	Curiosity	Curiosity is a strong desire to learn, know and understand something new. It's the key ingredient of learning, helping you to open your mind, broaden your horizons and live a more interesting and stimulating life. In this module, we explore what it means to be curious, why it's important and the multiple benefits it brings.	Explore and develop the skill of curiosity
	Digital Wellbeing	Digital technology and the culture it creates has transformed our lives, impacting the way we work, access information, communicate and socialise. This module explores the effects that digital culture can have on our lives and the ways in which we can participate whilst still maintaining our wellbeing.	Help you become aware of the content you consume online and how you consume it; Learn to be mindful of your interactions on social media and other platforms; Explore the need to take care to maintain a healthy perspective while engaging in digital culture.

	Empathy	Empathy is an emotional response to another person's emotional state, where you move beyond your own concerns to recognise their emotions, understand their perspective and offer assistance. We all naturally exhibit some form of empathy, however, it's important, especially in the workplace, to exhibit that empathy effectively. On completion of this module you should have a better understanding of the different types of empathy and how to develop your own ability to effectively empathise with others.	This module explores a better understanding of the different types of empathy and how to develop your own ability to effectively empathise with others.
	Everyday Energy	Our everyday lives can be very demanding and therefore sustaining energy levels can be quite a challenge. This module explores the four key areas of energy, physical, emotional, mental and spiritual and looks at how these energy levels can be increased and maintained.	Explore the four key areas of energy, physical, emotional, mental and spiritual; Look at how these energy levels can be increased and maintained
	Financial Wellbeing	Did you know that the state of your finances has a direct impact on your wellbeing? This module explores ways to look after your finances, the impact of financial difficulty and the benefits of a healthy relationship with money on our overall wellbeing.	Examine the need to live within your means and save for your future. Help you become aware of what to do if you find yourself in financial difficulties; Recognise where to go and what to do if you need support improving your financial wellbeing.
	Great Conversations	Conversations are an important part of workplace culture. This module explores the importance of conversations in the workplace, techniques for starting a conversation and how a combination of active listening, questioning techniques and confidence can help to make you a great conversationalist.	Explore the importance of conversations in the workplace.
	Healthy Living	This module explores the importance of a healthy diet, exercise and sleep and the influence each of these have on an individual's health and wellbeing. We will look at a variety of food types and what makes a healthy lunch box. We will explore the benefits of exercise and finally look at some methods for improving the quality and quantity of your sleep.	Explore the importance of a healthy diet, exercise and sleep and the influence each of these have on an individual's health and wellbeing; Look at what makes a healthy lunch box; Explore the benefits of exercise; Look at some methods for improving the quality and quantity of your sleep

	Impact and Influence *NEW assessment included	Our impact on those around us is far greater than we can imagine. Sociologists tell us that the most introverted people influence 10,000 others in their lifetime. People often go about their lives without considering how they affect others. But actually, the easiest way to make an impact is to show kindness.	Recognise how you make an impact on others, differentiate between impact and influence and identify strategies to make a positive impact on a working culture.
	Letting Go	Letting go involves accepting things as they are and moving on, but the process isn't always easy, in fact, as one of the biggest challenges we can face, it takes some practice. This module explores the process of letting go, providing useful tips to help you let go of the things which no longer serve you to make space for those that do so you can break the negative cycle caused by carrying emotional baggage.	Explore the process of letting go.
	Life Balance	Achieving life balance will enable you to pursue both professional and personal interests, but achieving this balance can be quite a challenge. On completion of this module, you'll be able to recognise the signs of an unhealthy life balance, discover the secrets of finding and then sustaining a positive work-life balance and finally how to encourage others to achieve it.	This module recognises the signs of an unhealthy life balance, discovers the secrets of finding and sustaining a positive work-life balance and looks at how to encourage others to achieve a positive work-life balance.
	Living and Working with Addiction *NEW assessment included	Addiction can impact not just the individual but also those who support them such as friends, family, work colleagues. This module is designed to raise awareness of how addictions develop and what impact they can have. Learners who complete this course will understand how they can offer support to someone living with addiction but also what support can be offered in the workplace.	By the end of this module, you'll be able to explain what addiction is, recognise how addiction can develop, be aware of different types of addictions and identify ways of supporting someone living with addiction
	Managing Emotions	Driving both positive and negative behaviour, emotions help us to understand others, and help others to understand us. This module explores the different types of emotion, emotional triggers and techniques for effectively managing your emotions in the workplace.	Effectively manage your emotions in the workplace.
	Mindset	Mindset is a set of beliefs that affect how you think, feel and behave. The mindset you adopt affects your outlook on life, shapes your actions and impacts your future... but your mindset is not set in stone. This module explores the different types of mindset and how to modify your own, to make a positive impact on your life	Explore the different types of mindset and how to modify your own, to make a positive impact on your life

	Mindfulness	Focused on living in the present moment, mindfulness is a form of awareness which over time, and with a bit of practice, can improve an individual's physical and mental wellbeing as well as boosting their performance at work. This module explores what mindfulness is, how it forms part of our everyday lives and the benefits it brings individuals in both their personal and professional lives.	Explore mindfulness and its benefits.
	Mental Health	Mental health affects everyone and should be treated the same way as physical health. As a manager it's your responsibility to look out for the mental wellbeing of your team and ensure they receive the support they need. This module explores what an organisation can do to support individuals in the workplace who are suffering with a mental health problem.	Explore what an organisation can do to support individuals in the workplace who are suffering with a mental health problem
	Personal Agility	In today's modern world, the pace of life is faster than ever before, so you need to be able to think on your feet and adapt to new situations. Personal agility enables you to handle life's curveballs. This video explores ways in which to develop your personal agility skills	Identify eight key personal agility habits, develop your workplace agility and understand how being agile can benefit you both professionally and personally.
	Positive Thinking	Positivity is not about having your heads in the cloud, it's about recognising the negative aspects of a situation and choosing to focus on the opportunities instead. As a positive workforce is a more productive workforce, this module explores the power of positivity in the workplace and how it can be improved.	Recognise the negative aspects of a situation and focus on the opportunities instead; Explore the power of positivity in the workplace and how it can be improved
	Psychological Safety	Ensuring that your organisation has good psychological safety is vital to the success and making sure you have high performing teams. Our psychological safety module explores what it means to have psychological safety in an organisations, the benefits and challenging of psychological safety as well as what can be done to develop psychological safety.	By the end of this module, you'll be able to explain what psychological safety is, how psychological safety is beneficial to the success of an organisation, evaluate the different behaviours which can impact on psychological safety.
	Relationship Building in the Hybrid Workplace	When you cultivate positive and supportive relationships, you are more likely to feel happy and fulfilled, however when relationships break down you may find yourself embroiled in conflict. This module looks at how to both build and maintain positive working relationships, as well as how to handle conflict situations in the workplace.	By the end of this module, you'll be able to understand why relationships matter in the workplace, build and maintain positive relationships and handle a relationship conflict in the workplace

	Relaxation	Relaxation is essential to help you look after yourself when you're feeling stressed or overwhelmed. This module explores different relaxation techniques and the benefits of rest and recovery from the stresses of everyday life.	This module explores different relaxation techniques and looks at the benefits of rest and recovery from the stresses of everyday life.
	Resilience	In today's fast-paced work, resilience is an important skill for all individuals as it relates to your ability to 'bounce back' and move on from challenging situations. This module will help you develop a better understanding of how to be resilient in the face of adversity, by bending instead of breaking under pressure.	Help you develop a better understanding of how to be resilient in the face of adversity; Learn to bend instead of break under pressure
	Sickness & Absence	Sickness and absence is a key issue for organisations as it presents a significant operational and financial burden. This module explores the impact of staff sickness and absence on the organisation and looks at the role of the manager in dealing with sickness absence in the workplace. We will also examine the requirements with which employees must comply when absent from work.	Explore the impact of staff sickness and absence on the organisation; Look at the role of the manager in dealing with sickness absence in the workplace; Examine the requirements with which employees must comply when absent from work
	Value and Purpose	Value and Purpose help us grow and develop as individuals by representing the things that are important to and have meaning for us. This module explores how both value and purpose influence our professional lives and the ways in which you can add value to the lives of others.	Explore how both value and purpose influence our professional lives; Look at the ways in which you can add value to the lives of others
	Winter Wellbeing	How you feel, both physically and mentally, impacts not only your performance at work but your relationships too, with healthy employees being both more engaged and more productive throughout the working day. But remaining healthy during the winter months can be a challenge. In this module, we'll explore ways of staying physically and mentally healthy during the winter season.	Explore ways of staying both physically and mentally healthy during the winter season.