

Course Offerings through Jacqueline McGregor

COURSE TITLE	LEARNING OBJECTIVES: By the end of the course delegates will be able to;	DURATION
Professional Boundaries on Social Media	<ul style="list-style-type: none"> • State what is professional boundary? • Acceptable versus unacceptable behaviour in use of social media • The impact of social media on professional boundaries • Examples of social media legal cases • Practice scenarios specific to your type of business 	1.5 hours
GDPR – Is your business ready?	<ul style="list-style-type: none"> • Understand why General Data Protection Regulations (GDPR) has been introduced and how it impacts your business • Learn the key changes (GDPR) • Identify the steps to take to prepare your business for GDPR and utilise the templates provided to help your business be ready for GDPR 	1.5 hours
Assertiveness skills	<ul style="list-style-type: none"> • Explain the difference between passive, assertive and aggressive behaviour • Demonstrate techniques of assertive behaviour • Learn how to communicate assertively in what you do as well as what you say • List the steps to assertiveness 	6.5 hours
Time Management skills	<ul style="list-style-type: none"> • Draw up a to-do-list to get an overview over activities and milestones • Set priorities • Draw up a written daily plan in accordance with prioritisation of tasks, considering “buffer times,” energy levels and temporary allocation of distractions • Use email and voicemail effectively • Recognise how to be more efficient by reflecting which further tasks to delegate in future 	4.5 hours
Presentation skills	<ul style="list-style-type: none"> • List the benefits of a good presentation • Address different learning styles • State the main criteria of presentations: media, environment, voice, language, body language, posture, attire • Demonstrate the techniques involved in a presentation 	2 days
Work-life balance	<ul style="list-style-type: none"> • Recognise the term ‘stress’ • Identify what causes stress in an individual • Explain the difference between pressure and stress • Recognise the symptoms of stress in an individual 	4 hours

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	<ul style="list-style-type: none"> Learn methods of coping with and preventing personal stress 	
Communication skills	<ul style="list-style-type: none"> Define communication Explore Transactional Analysis and NLP models in relation to communication Develop listening and questioning techniques 	6 hours
Leading change	<ul style="list-style-type: none"> State the difference between Change and Transition Appreciate the phases within the Transition plan Identify tools and techniques to manage self and others through change Review RAG status framework as a tool to manage change 'readiness' levels 	4 hours
Leadership skills	<ul style="list-style-type: none"> Identify their values and the potential impact of this on their work practice Explore their own personality preferences and style and understand how this impacts others Identify and explore Leadership styles Recognise and be aware of their preferred leadership style and the impact it has on their work Recognise the roles and responsibilities of a line manager 	1 day
Motivation skills	<ul style="list-style-type: none"> Define motivation in the workplace Explore various theories of motivation Identify factors that motivate you and your team members Recognise challenging behaviours in the workplace and develop strategies to handle these 	1 day
Appraisal skills	<ul style="list-style-type: none"> Recognise the importance of preparation for an appraisal Identify the key stages of an appraisal Set achievable and measurable objectives/ targets for the appraisee Recognise typical mistakes that can occur in an appraisal 	6.5 hours
Interviewing skills	<ul style="list-style-type: none"> State the legal implications associated with recruitment Identify the stages of a selection interview Explain the theory behind Behavioural Interviewing Use Behavioural Questioning techniques Demonstrate the techniques involved in selecting the right candidate for a position 	2 days
Stress management skills	<ul style="list-style-type: none"> Identify the impact of stress on a business/ team/department Recognise the symptoms of stress in a team/department Identify the causes of stress in a team/department Learn methods of preventing stress in a team/department 	4 hours

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	<ul style="list-style-type: none"> • Consider the legal aspects of dealing with stress in the workplace • Learn practical skills in dealing with stress in a team/department • Recognise you the Manager as a source of stress 	
Customer service skills	<ul style="list-style-type: none"> • Appreciate and state why Customer Service is important • Increase the quality of their Customer Service by; <ul style="list-style-type: none"> - Focusing on their awareness skills - Making the customer feel valued and welcome - Finding out and meeting customer needs and wants 	1 day