

## Foundation Skillset Certifications

### Course Outlines

#### Career Mindset Certifications

1. Career Planning	5. Interview and CV Writing
2. Developing a Career Strategy	6. Intro to a Social Media Career
3. Finding your perfect career (career radar)	7. Kick Start your Career
4. Interviewing Skills	

#### Professional Skillset

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#### Personal Toolset

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31. Handling Conflict in Low-Value Relationships	45. Stress Management in the Workplace
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#### Health & Safety Essentials

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# Career Skillsets

## 1. Career Planning

Estimated course length: (1 hour)

Choosing the right career path is important because it begins the career pathway of your working life. Many times, people choose the wrong career and become bored, listless or quit their job because they can't do it anymore. If you are just starting out or considering what courses to take in college, now is the time to determine what career is best for you and why. If you have been in your career for a long time and want to make a change, you can also use this career planning course to help you determine what career is best for you and why.

This course gives you an introduction to various careers and how to select the right one for your needs. The first module addresses the various career sectors available and jobs within those sectors. Our second module focuses on how to choose the right career and take the steps to attain that career over time.

### Learning Outcomes

- The different career options available to you
- What you might be good at depending on your skills
- The skills that employers look for
- How to determine strengths and weaknesses (and how to improve them)
- Questions to ask yourself to determine the right career for you
- How to research career paths
- How to create a SMART goals list and create an action plan

## 2. Developing a Career Strategy

(0.75 hours)

Learning how to develop a career strategy is essential to improving your overall employability, whether you're currently working and looking to improve your position or are starting out on a new career path.

This course provides a comprehensive guide to developing the right career strategy for you, including the science of self-auditing, defining your strengths and weaknesses, and finding out what motivates you.

From how to gain a competitive edge to improve employability, to furthering your education and making the right connections, this course covers everything you need to know about every aspect of developing a successful career strategy.

- How to audit yourself and establish your strengths and weaknesses
- How to define your motivations and use them to find the ideal strategy
- The science of gaining a competitive edge to improve career prospects
- How to improve your personal skill sets and education and find the right connections

### **3. Finding Your Perfect Career for Success and Enjoyment (CareerRadar)**

(3 hours)

Using emotional intelligence for the perfect career and ideal workplace is an essential guide to both finding the perfect career, but also providing insights into a harmonious and productive work environment for you, by harnessing the power of emotional intelligence and a very clever online tool!

We will begin with a guide to getting on the right career pathway, including how important it is for employers and employees, and discuss the most important factors to consider when deciding on your ideal career pathway. We will also delve into some of the many career types that CareerRadar offers on their app and discuss the nature of the work and the daily tasks.

The role and importance of emotional intelligence in the workplace and how it can be used to improve sales, resolve conflict and develop teamwork is discussed, along with the importance of understanding personality types. We look at the CareerRadar app and how it can help both employers and employees, and how it provides a real-time job search function based on your location and personal profile elements, and also how it facilitates networking options for organisations.

#### **Learning Outcomes**

- How to get on the right career path by considering important factors, such as personality, education, and interests
- How to go about searching for your ideal job and what to consider when searching online for work
- How to use emotional intelligence to improve your career search, sales performance and teamwork, and the traits that improve emotional intelligence in the workplace
- The importance of knowing your personality type and a guide to CareerRadar's personality test and the 16 personality types
- The complete guide to CareerRadar, including how to register, generate a profile and receive personalised job suggestions, and the many benefits that CareerRadar offers to employees, employers and anybody who is looking to improve their emotional intelligence

## **4. Interviewing Skills**

(1.25 hours)

One of the best things that you can teach yourself is how to have success during an interview. Interviews are very intimidating for most people because they are so important. You can't get a job these days without going through the interview process - and that one moment can make or break your chances of getting the job of your dreams.

This course gives you a full overview of everything you need to know about the interview process. We talk you through the steps you should take in the days before the interview and then we present several tips on what you should wear when interviewing. On top of this, we share some of the most common interview questions and how to answer them and give you examples of questions that you can ask the interviewer before leaving.

### **Learning Outcomes:**

- Why there are different types of interviews and what happens at each type
- The steps that you should take in order to fully prepare yourself for the interview
- What you should wear to an interview
- What the most common interview questions are and how to answer them in a way that impresses the interviewer
- What you should do in the hours and days following your interview to ensure success

## **5. Interview Skills and CV Writing**

(11 hours)

Whether you are entering the job market for the first time or looking for a complete change in career, improving your CV writing and interview skills is the first step to securing your ideal job.

These skills are crucial for career success, but few of us have been taught them at school. This course will give you a comprehensive overview of how employers screen applications, what they are looking for at all stages of the recruitment process and how to demonstrate that you are the perfect person to fill the position.

You will discover the best strategies for succeeding at an interview, how to tackle psychometric tests and assessments, how to build rapport with an interviewer and how to negotiate salary and benefits you deserve. Learn how to approach your job search with confidence and take control over your career.



### Learning Outcomes

Module 1: How to Put Together an Effective CV

Module 2: How to Put Together an Effective Cover Letter

Module 3: Conducting Research Prior To An Interview

Module 4: How to Prepare for The Most Common Interview Questions

Module 5: Communication Strategies for Interview Situations

Module 6: How to Handle Group Interviews & Assessment Days

Module 7: How to Handle Telephone and Video Interviews

Module 8: How to Handle Psychometric Tests

Module 9: How to Negotiate Salary and Job Conditions

Module 10: Following Up After an Interview and Learning From The Experience

## **6. Introduction to Social Media Careers**

(1.5 hours)

The Introduction to Social Media Careers course is essential to anybody in today's job market. Social media careers are one of the fastest-growing segments and there are many amazing opportunities out there for all skill levels.

This course provides you with a complete guide to social media careers. In Module 1, we define the role you will play and discuss the various traits and skills needed to successfully enter the social media world, as well as help you decide if it's the right fit for you.

We also discuss the qualifications you'll need and give you tips on how to gain valuable experience before you apply for a position.

In Module 2, we delve deeper into social media careers by defining and discussing the main career pathways to follow and which one suits your abilities best.

If you think you may want to join this vibrant and creative world, this is the ultimate guide to help you in your social media career.

### Learning Outcomes

- The traits and skills required to work in the industry
- The qualifications needed and how to gain experience
- How to decide whether this is the right industry for you
- All about the different career pathways and how to decide which is best for you
- The various social media job titles and what is required for each one

## **7. Kickstart Your Career**

(15 hours)

This Kickstart Your Career course gives you everything you need to know about entering the workforce for the first time or re-entering after a career break. At the conclusion of this course, participants have the tools they require to confidently pursue a career in the field of their choosing.

The course covers many topics related to successful integration into any working environment from the communication skills you need, to preparing effectively for applying for roles. We have developed this course to give students important information about how to successfully enter or re-enter the workforce.

Throughout the course, students are provided with instruction, tips and techniques for learning how to manage their time, how to work in teams and how to communicate effectively with their managers and colleagues. The course also covers negotiation skills that are crucial for working with others and earning a fair salary for yourself. Students of this course further learn about how to improve their personal effectiveness, manage customer relations and how to deal with stress on the job. At the conclusion of the course, students receive a certification, providing they have successfully completed each module.

### **Learning Outcomes**

Module 1: Introduction/Time and Priority Management

Module 2: Assertiveness

Module 3: Improving Personal Effectiveness

Module 4: Stress Management

Module 5: Customer Relationship Management

Module 6: Dealing with Difficult People and Situations

Module 7: Working in Teams

Module 8: Negotiation Skills

Module 9: Data Protection in the Workplace

Module 10: Job Interview & CV Writing Skills

**Professional Skillset**

## 8. Business Letter Writing

Estimated course length: (0.75 hours)

Learning about business letter writing is absolutely essential for anybody looking to communicate professionally and effectively in a business environment. This is true whether you're looking to capture the attention of a potential employer or trying to improve your current communication skills within your company.

This course provides a comprehensive guide to effective business letter writing by teaching you the correct tone, voice and grammar to use when compiling your letter.

From how to be specific and remain focused, to tips and practical examples of formal business letters, as well as application and cover letters, this course covers everything you need to know regarding writing the most professional business letters possible.

### Learning Outcomes

- How to use the correct tone and voice in your letter
- The most effective grammatical tools for business letter writing
- How to remain focused and specific in your writing
- The correct structure of formal business letters, as well as application and cover letters

## 9. Communication Skills

(10 Hours)

Communication with customers on a daily basis is part of all roles and ; therefore, having the right skill set, in order to clearly and effectively communicate, is crucial to your career success.

This Communication Skills Certification will give you all of the skills and knowledge that you need, in order to build upon and improve their existing communication skills.

### Learning Outcomes

- What high impact communication is and how to use it for maximum business success;
- A guide to understanding your own communication style and tips on how to make positive changes to it;
- How to use good communication skills in the workplace, in order to make positive impressions, create good professional relationships and make an impact across different levels of the organisation;

- The importance of first impressions and how to use communication skills, in order to facilitate good relationships and quickly and easily build rapport and trust;
- Some of the barriers to good communication and how to get around them;
- Why body language is so important, when effectively communicating, and practical guidance on how to use body language to maximum effect, in both the workplace and in personal situations;
- How to use active listening techniques, in order to develop empathy and an understanding of other people's perspectives;
- Ways in which to deal with negative behaviours in a positive manner and quickly turn around difficult situations;
- Ways in which to elicit both positive and negative feedback and how to use feedback, for continuous improvement.
- How to audit yourself and establish your strengths and weaknesses
- How to define your motivations and use them to find the ideal strategy
- The science of gaining a competitive edge to improve career prospects
- How to improve your personal skill sets and education and find the right connections

## **10. Data Analysis**

(0.75 hours)

Data is everywhere, and it is becoming an increasingly important part of working life, regardless of industry or position. Making sense of this information and using it to your benefit involves data analysis.

Everyone from the CEO to members of the marketing department depend on this type of analysis, as it can provide direction to your company, helping you to better meet your business goals.

Data analysis is a very complex field, requiring a broad range of knowledge, including computer modelling and statistics. Learning the basics behind data analysis is the best place to start, making the field seem less overwhelming and helping you benefit from data analysis sooner.

This course gives you a broad introduction to the field of data analysis, helping you put it into practice as soon as possible. We begin by providing definitions of key terms, ensuring that you understand them in the context of information gathering and processing.

Next, we discuss the recommended data analysis model, giving you step-by-step instructions. Best practices are reviewed next, giving you general tips on how to process the best data. Finally, we review the use of software, to assist you in this process.

### **Learning Outcomes**

- The definitions of data and analysis within a business context
- The seven steps that are involved in the data collection/analysis process



- The importance of hiring a highly skilled and qualified team
- The top three tips for working with business data
- How to effectively use Microsoft Excel for analysis purpose

## **11. Workplace Monitoring and Data Protection**

(0.75 hours)

Learning about workplace monitoring and data protection is absolutely essential for anybody in any organisation of every type and size - whether you're an employer, employee or directly responsible for data collection compliance.

This course provides a comprehensive guide to understanding the legal requirements involved with employee data collection and the legally binding stipulations of the new General Data Protection Regulation (GDPR) for all UK organisations.

From a comprehensive look into GDPR principles and the definition of 'personal data', to ways to ensure compliance as an employer and the rights and responsibilities involved in workplace monitoring, this course covers everything you need to know about workplace monitoring and data protection.

### **Learning Outcomes**

- Handling the Requests for Personal Data
- The general principles of the GDPR and how they pertain to your organisation
- A comprehensive definition of 'personal data' and all it entails
- How to ensure full legal data protection compliance
- The rights and responsibilities of workplace monitoring for employers and employees

## **12. Disability Awareness**

(3 hours)



People with disabilities represent a large untapped labour pool, offering valuable skills, qualifications and assets for employees, yet they continue to be restricted when it comes to participating in the workforce.

Disability crosses all barriers and it's important that employers and businesses begin to increase their standards of diversity to include employees with disabilities. By removing unfair discriminatory barriers and making reasonable accommodations for their needs, employers can benefit from the skill sets that people with disabilities offer.

This course aims to help you and your business understand the benefits of recruiting and hiring individuals with disabilities and guide you in opening your application process to all possible candidates.

### Learning Outcomes

- About the barriers that people with disabilities face when looking for employment
- What the benefits of employing staff with disabilities are
- The role that HR plays in recruiting and hiring people with disabilities
- About recruitment strategies that can help increase your access to potential applicants
- Tips on interviewing people with disabilities
- About proper disability etiquette in the workplace

## **13. Document Presentation**

(0.75 hours)

Almost everyone, regardless of your position, career or even age has had to produce a document at least once in their lives. If you are involved in the business world, are a student, or have ever needed to communicate to others in writing, you know the importance of good document preparation. It is not enough to just get your ideas out there; you must do so in a way that is clear, concise and easy for others to understand.

This course goes over everything you need to know about how to present a properly produced document. We begin by outlining the steps you should take before you sit down to start writing, emphasising the need to stay on topic while writing compelling and well-researched text. Next, we talk about how to write an introduction and conclusion, while also giving you tips on how to craft the body of any document in a way that makes it easy to read. Finally, we talk about the technical details of document presentation.

### Learning Outcomes

- The six steps to creating a compelling, attractive and readable document
- How to choose a topic when faced with a written assignment

- The importance of research when developing your content
- How to ensure you stay on track when writing your document
- The five elements you should never overlook in document preparation

## 14. Email Management and Ethics

(2.5 hours)

Email is unavoidable in today's workplace. Regardless of industry, sector, or even position, you are bound to require the use of email in some capacity at some point in your career. Employees need to understand how to use email properly in a workplace context, and employers must be able to develop and implement email policies that reflect the values and goals of the organisation, while also staying well within the legal framework set out regarding email communication with clients. Learning more about how to manage your email and conduct business through email in an ethical way is an important part of any job role.

This course goes into detail about email management and ethics, giving you the tools you need to conduct your business through email without alienating customers or going against the law.

### Learning Outcomes

- The purpose of workplace email
- The difference between encrypted and unencrypted messages
- How you should craft the contents of an email
- Relevant laws relating to email marketing
- Why you should create a written email policy
- How to create a robust policy that includes everything you need

## 15. Microsoft Excel Level 1

(15 hours)

**Please Note:** This course uses the Microsoft 365 version of Excel. Any other versions will have some differences in the functions.

Microsoft (MS) Excel is one of the most widely used data capture and analysis tools in the world. Whether the team member is new to the use of Excel spreadsheets or already has some knowledge of the software and is looking to improve upon their skills, this series of courses – Level 1, Level 2 and Level 3 Excel – can assist.

This Level 1 starter course is recommended for anyone in the business that may use Excel for uncomplicated data capture and analysis, such as tracking simple expenditure or for calculating sums or totals. The course is ideal for anyone who:

- Has never used Excel before;
- Has only a basic understanding of the software;
- Wishes to update their skills to the latest version of the software.

### Learning Outcomes

Module 1:	Introduction to Excel
Module 2:	Add
Module 3:	Multiply
Module 4:	Subtraction in Excel
Module 5:	Dividing
Module 6:	Sort
Module 7:	Percentage
Module 8:	Running Totals
Module 9:	Print
Module 10:	Paste Special
Module 11:	Merge
Module 12:	Filter
Module 13:	Average
Module 14:	AVERAGEI

## **16. Microsoft Excel Level 2**

(10 hours)

**Please Note:** This course uses the Microsoft 365 version of Excel. Any other versions will have some differences in the functions.

The Microsoft (MS) Excel Certification Level 2 course will take what the team member learnt in the Level 1 course and expand on it, teaching them more advanced concepts than those that were presented in the earlier course.

The material in the Level 2 course is designed for those who work with Excel in the workplace and wish to improve their skills. Whether the employee is involved in investments, banking or consulting, the content will be useful for anyone who tracks and analyses a lot of data.

Employees who are new to the workforce will need to ensure that they are equipped with at least intermediate (Level 2) Excel skills.



Before starting this Level 2 course, the employee should have a good grasp of the Level 1 Excel functions. Those with experience in Excel may feel that they can skip the Level 1 course, but it is advisable to at least review the course material, before starting the Level 2 material.

### Learning Outcomes

Module 1:	Sum Product Formula
Module 2:	Data Validation With Date
Module 3:	Data Validation with Whole Numbers
Module 4:	Data Validation with List Feature
Module 5:	ABS Function
Module 6:	CHAR Function
Module 7:	CLEAN Function
Module 8:	CODE Function
Module 9:	EXACT Function
Module 10:	AVERAGEA Function
Module 11:	AVERAGEIF
Module 12:	AVERAGEIFS Function
Module 13:	CELL Function With 10 Variations
Module 14:	LARGE Function
Module 15:	MAX Function
Module 16:	MEDIAN Function
Module 17:	MIN Function
Module 18:	MODE Function
Module 19:	N Function
Module 20:	RANDBETWEEN Function (Insert Random Numbers)
Module 21:	RANK Function
Module 22:	Remove Duplicate Values
Module 23:	ROUND Function Up/Down
Module 24:	Add Custom Background Image
Module 25:	Change Text To Lower Case
Module 26:	Change Text To Upper Case
Module 27:	Change Text To Proper Case
Module 28:	Insert Special Character
Module 29:	Use Autofill : A Time Saving Trick
Module 30:	Treemap Chart
Module 31:	Sunburst Chart
Module 32:	Use Tables
Module 33:	Use Templates
Module 34:	Use Themes

## 17. Microsoft Excel Level 3

(10 hours)

**Please Note:** This course uses the Microsoft 365 version of Excel. Any other versions will have some differences in the functions.

The Microsoft (MS) Excel Certification Level 3 course will take what the team member learnt in the Level 1 & 2 courses and expand on it, teaching them more advanced concepts than those that were presented in the earlier course.

Formulae or functions are what advanced users of Excel want from this tool. When you use formulae, not only can you see the data that you require for your work, you can also analyse it and get answers to complex questions.

Although anyone with some Excel knowledge can use formulae, such as SUM, a user who has the advanced Excel skills presented in this course will use other formulae, both alone and combined, such as MATCH, INDEX, DSUM and VLOOKUP.

In addition to knowing and using these formulae, an advanced user of Excel knows how to debug these formulae, how to audit them and how to choose the perfect formula for the particular task to be carried out.

### Learning Outcomes

- How to set A Password to an Excel document;
- LOOKUP Advanced formula options and manipulations;
- Other advanced functions: OR, AND, CHOOSE, INDIRECT, REPLACE, LEN, LEFT, FIND;
- Functions of CEILING, CORREL, DATEDIF, DATEVALUE, DAVERAGE and EDATE;
- Colouring a column and row with a formula;
- Highlighting a cell with a formula;
- Functions of ISODD, ISNUMBER, ISTEXT, ISLOGICAL, ISNONTEXT, ISERR and ISBLANK;
- Functions of DGET, DMAX, DPRODUCT, DCOUNTA, DCOUNT and DSUM;
- How to calculate depreciation in Excel, including SLN depreciation and SYD depreciation;
- Calculating loan IPMT and EMI;
- Functions of DATEDIF, DATEVALUE, EDATE, EOMONTH, MATCH and INDEX;
- Full explanation of the INDEX and MATCH functions;
- Looking up data;
- Selecting only cells containing comments;
- Hiding formulae;
- Automatically inserting serial numbers;

## 18. Microsoft Word Level 3

(20 hours)

**Please Note:** This course uses the Microsoft 365 version of Word. Any other versions will have some differences in the functions.

The Microsoft (MS) Word Certificate Level 3 course is designed for those who wish to learn how to work with Microsoft Word software.

Everyone in a business environment needs to be competent in word processing software, and MS Word is the most widely used of these software applications.

Microsoft Word can be used for both business and personal use. The course covers a complete overview of the features within MS Word, and the team member will master the skills necessary to create, edit and print their own Word documents.

Upon successful completion of all 53 modules and the passing of a multiple-choice examination, a course certificate is awarded. The fully validated certificate can be conveniently downloaded.

### Learning Outcomes

- How to enter and delete text in a document;
- Splitting and joining text;
- Functions in Word;
- Find and replace text;
- Spell check, thesaurus and word count;
- How to format your document;
- Creating and editing borders and tables;
- Creating an automatic table of contents;
- Inserting images, shapes and Clipart;
- Printing features;
- Creating and editing headers and footers;
- Design features in Word;
- Inserting videos;
- Inserting footnotes and endnotes;
- Using mail merge;
- Sending E-mail in Word;
- How to add and edit hyperlinks;
- Quick access toolbar.

## **19. Microsoft PowerPoint Diploma**

(15 hours)

The PowerPoint Diploma course provides the knowledge and skills needed to create and deliver PowerPoint (PPT) multimedia presentations.

Widely used in education, training and business environments, PowerPoint provides the vehicle for creating professional slideshows, videos and presentations. It incorporates many features, including the ability to produce handouts of the presentation.

This course provides the skills to add text, images and charts to any presentation.

The certificate is awarded, after successfully completing a multiple-choice examination at the end of the course.

### Learning Outcomes

- Create and save a PowerPoint presentation;
- Add, delete and arrange multiple slides;
- Insert charts, captions, quotes and name cards;
- Inserting and formatting text within your slides;
- Working with text alignment, bullet points, line spacing and columns;
- Utilise text direction and vertical alignment;
- Inserting images, shapes, charts and creating photo albums;
- Insert online and screenshot images;
- Insert tables, text boxes, headers and footers;
- Using SmartArt and other formatting features;
- Converting your presentations into different formats;
- Add and edit hyperlinks;
- Transitions and animations;
- Using Spell Checker and Thesaurus;
- Create and add screen recordings within your slides;
- Using linking and annotation features;
- Adding notes and comments;
- Use the handout and notes master tools.



## 20. Presentation Skills

(0.75 hours)

You've probably been giving presentations all your life. They often start children early in primary school, having them get up in front of the class to present something small. Then, perhaps you presented a research paper or an academic study.

In adult life, presentations are no less ubiquitous. Sometimes they can be less formal, but, depending on the type of work that you are in, the odds could be high that you would have to present something.

No matter what stage of life you're in, you're likely to be asked to present in front of people, and this can be an intimidating prospect for many of us.

This course outlines the steps that you can take to make you feel comfortable and confident giving a presentation. Firstly, we go through what makes a good presentation, so that you know what to aim for. Next, we go over how to properly prepare for a presentation. We learn some do's and don'ts, talk about engaging your audience and give some tips on how you can practise public speaking.

This course is sure to help you be more confident speaking in front of people. One of the reasons why giving a presentation can be scary is that people don't know the steps to take for it to go right. Well, you have come to the right place to find out.

### **Learning Outcomes**

- The components of a good presentation
- How to prepare for a presentation
- What to avoid when giving a presentation
- How to present effectively to your audience
- How to have presence and engage your audience

## 21. Time and Priority Management at Work

(5 hours)

It is rare in any organisation or business to find a role that does not require time management. Most operations depend on timing in some form and, therefore, an employee who can effectively manage and prioritise their time is always a great asset.

When people are set deadlines, they work to achieve them, but it is highly probable that, within your company, you have employees who could push themselves a little further and contribute more, if they had better time management skills.

This course is suitable for all levels of employee whose working patterns and processes would be improved with time management knowledge and some relevant time management tools.

This also applies to team leaders and managers who are responsible for setting tasks and deadlines for a group of employees, enabling them to prioritise and set achievable deadlines.

### Learning Outcomes

- A comprehensive introduction to time management - what it is and why it's important in the workplace;
- Tips and advice on how best to plan and schedule time in the workplace, so that tasks, projects and jobs can be completed in a timely manner;
- How to place an importance on tasks, so that they can be properly prioritised, so that everything gets done efficiently and on time;
- Learning why and how to schedule discretionary time and why that's so important;
- Information about an employee's working style and how to use that style, in order to invest in yourself, for a high rate of success;
- Using effective time management skills so as to manage others in the workplace, to enable effective delegation and task completion;
- An understanding of personal time management skills and how to use or improve them, to bring about success in the workplace.

## Personal Toolsets

### 22. Anger Management

(0.5 hours)

Anger is a normal and sometimes useful emotion, but excessive anger can have serious personal and professional consequences. Fortunately, most people can control their temper via self-help measures, professional help, or both.

In this course, you will learn how to control your anger and seek outside help in regulating your temper.

#### Learning Outcomes

- Why it's important to recognise your personal anger signs
- How to use breathing exercises to bring anger under control
- How to make positive lifestyle changes that will reduce your anger
- Why you may wish to reduce your alcohol consumption
- When to seek professional help

### 23. Assertiveness Skills

(5 hours)

Understanding the importance of and demonstrating assertiveness skills in the workplace is crucial for career success.

The Assertiveness Skills Certification offers a wealth of information about how to improve assertiveness and confidence, on both a professional and personal level.

You can benefit from knowing that you have the required knowledge and skills, in order to demonstrate assertive behaviours, making you more likely to succeed in your role and bring benefits to your organisation.

#### Learning Outcomes

- A definition of assertiveness and a detailed examination of the differences between behaviour styles, such as assertive, aggressive and passive behaviours;
- Practical tips on how an assertive style can help an employee in the workplace and assist them in achieving their career goals;
- The importance of the balance between assertive and confident behaviours, when building sound professional and personal relationships;

- How assertiveness links to body language and listening skills and how to use both to the greatest advantage in your business;
- Great practical tips on how to understand and use assertive communication in a variety of different scenarios;
- Ways to get around barriers to thinking and behaving in an assertive manner, including flawed thinking processes and negativity;
- How to be more influential in the workplace, in order to achieve success.

## **24. Boost Your Work Efficiency**

(2 hours)

Regardless of whether you're completing household chores, working at a job or starting your own business, efficiency plays a crucial role in our lives. In general, efficiency involves producing greater results with fewer inputs and saving on time without compromising on quality. When you incorporate efficiency in your business, work or your daily life, you will enjoy numerous benefits in the form of high-quality work performance, fewer errors, business success and minimisation of time wastage.

### **Learning Outcomes**

- Incorporating efficiency in communication, outsourcing processes and marketing
- How to work for maximum efficiency and develop single-minded focus while minimising errors
- How to create outlines and multi-task while maintaining efficiency levels at the same time
- How to incorporate efficiency in technical aspects of marketing such as creating videos, repurposing content from videos to achieve your business goals and how to use Internet tools to create impactful videos
- How to efficiently automate your marketing campaigns so that they generate traffic on their own without constant supervision

## **25. Communication Basics**

(0.25 hours)

Sound communication skills are vital to your success in the workplace. Unfortunately, many people find it hard to communicate or decode spoken and written messages. This can give rise to arguments and misunderstandings.

This course will provide you with an insight into the pillars of communication, and how you can use them to enhance your relationships at work and at home.

**You Will Learn:**

- The basic model underlying all forms of communication
- The most common problems that arise during communication, and how to resolve them
- How to deal with conflict in the early stages
- How to use body language to emphasise your message
- What to do if you do not understand what someone else is saying

## 26. Conflict in the Workplace

(8 hours)

Resolving conflicts is essential to the function of all businesses. Conflicts are inevitable; how they're dealt with is optional. Conflicts can either reduce productivity or create a hostile working environment, or they can be resolved in a manner which strengthens working relationships. To get the best results you need to know how to approach them. This course tells you exactly how to transmute negative encounters in the workplace into a beneficial opportunity for growth.

This course has been created for management, staff and anyone interested in possessing the knowledge and skills to resolve workplace conflicts. It covers key themes vital to resolving conflicts. All the information is based on up to date scientific research and has been successfully applied in the workplace to resolve real life conflicts and is presented in easily understandable language.

The skills, tools and knowledge contained in this course are illustrated with examples to help you grasp the fundamental concepts of conflict resolution. Worksheets, quizzes, tests and interactive exercises are provided to reinforce and aid your learning.

### Learning Outcomes

- How to identify the primary causes of conflict within the workplace
- The impact of conflict in the workplace
- How to manage conflict in the workplace
- The importance of positive workplace behaviours
- How to identify and properly resolve interpersonal conflicts in the workplace
- How to identify different communication styles and how they impact workplace conflicts
- The skills needed to address conflicts in the workplace
- How to deal with angry people in an effective and calm manner
- How to be assertive and communicate your needs without aggression
- How to create win-win resolutions which resolve conflicts and create harmony
- How to take personal responsibility for conflict resolution

## 27. Decoding Direct/Indirect Messages

(0.75 hours)

Many of us go into situations with communication with no concept of the type of communicators we are. Some people are direct communicators, and some are indirect communicators. Each type of communicator portrays different types of messages to others. In order to be a better communicator, both in your personal and professional life, you need to understand how to decode these messages.

This course gives you an overview of both direct and indirect messages. It fully explains what each of these communication styles are and how people use them in both personal and professional settings. This course also covers how to use both direct and indirect messages in your communications with others and it gives specific scenarios that help you to easily see the differences between them. Finally, the course covers both the specific traits that each of these types of communicators have and it also covers how you can communicate better based on the type of communicator you are.

### Learning Outcomes

- How to understand what direct messages are
- How to understand what indirect messages are
- How both direct and indirect messages are used during communication
- The traits of both direct and indirect communicators
- How to communicate with others based on your communication type

## 28. Effective Decision-Making

(0.25 hours)

Every day, you are faced with millions of choices. Decisions are everywhere, from the moment you wake up until the moment you go to bed. Some, such as what to wear that day, are minor, while others, such as what course of action to take with your business, who to hire or what policies to enact, are much more major.

Each one is important. For example, if you cannot decide what to wear, you may take a lot longer to get ready in the morning or may not feel as confident, once you get to work.

Understanding more about this process gives you the tools that you need, in order to make the right choices for your life. This course goes into detail about the entire decision-making process. It begins by talking about the various styles of decision making, giving you examples of each.

Next, we explore the traps that often plague decision making. Falling into these traps can derail your entire process or cause you to make an unwise choice. Finally, we give you the five steps that you

should follow, to ensure that every decision that you make is best for you, your needs and the situation at hand.

### Learning Outcomes

- The differences between emotional, intuitive and rational decision making
- When it is an ideal situation for each style
- The various decision-making traps that you can easily fall into, if you are not careful
- How to avoid each trap listed
- Details about each step that you need to follow in the process, and why they are important

## **29. English Grammar — Improve Your English**

(1.25 hours)

English is a notoriously difficult language to get right, especially when it comes to its written form. The rules of English grammar can seem arbitrary and are difficult even for native speakers to grasp fully.

However, as complicated and difficult as mastering English grammar can be, it is an essential part of improving your written and verbal communication. Without these skills, you may find it hard to get your message across in a way that others can easily understand.

This course introduces you to the basics behind English grammar. By going through both modules, you can learn enough about the rules of grammar to instantly improve your writing.

We begin by talking about the nine parts of speech in detail, reviewing how to properly use each one.

Next, we move on to talk about the rules surrounding punctuation marks.

Finally, we leave you with a few points that you can keep in mind, when you are proofreading your work.

### Learning Outcomes

- The difference between a noun, a pronoun and a proper noun
- When to use adverbs and adjectives and how to use them properly
- The rules of comma use, including a discussion about the Oxford comma
- How to properly use apostrophes and when to avoid using them
- The difference between a run-on sentence, a comma splice and a sentence fragment, along with how to avoid each one in your work

## **30. Handling Conflict in High-Value Relationships**

(2.5 hours)

Conflict is an inevitable part of any relationship. No matter how much we like or even love another person, we will not be in full agreement all of the time. Unfortunately, most people have never been taught how to handle arguments or resolve disputes.

This course is packed with practical tips and strategies to help you understand another person's point of view, work together to come up with viable solutions and hold constructive conversations that will strengthen your relationships.

### Learning Outcomes

- Why listening is key to conflict resolution, and how to further your understanding via active listening techniques
- How to see a situation from another person's point of view by using a three-point strategy
- How to successfully negotiate and reach an amicable compromise
- The differences between assertive, passive, passive-aggressive and aggressive behaviour, and how to use positive 'I' statements to communicate your point of view

## **31. Handling Conflict in Low-Value Relationships**

(0.75 hours)

Learning how to handle conflict in low-value relationships is essential for every one of us in all aspects of our lives.

From the workplace to our families and romantic relationships - low-value relationships often result in conflict and we need to deal with it properly.

This course provides a comprehensive guide to dealing with conflict in low-value relationships by properly defining these relationships and providing effective strategies to deal with them at work, in your family and in your love life.

From how to remain professional at work while dealing with low-value conflict, to avoiding family guilt-traps and knowing when you need to end low-value romances, this course covers everything you need to know about handling conflict in low-value relationships.

### Learning Outcomes

- A full definition of low-value relationships and how to identify them in your life
- How to successfully handle low-value conflict in your workplace while remaining professional
- How to avoid guilt-traps and manipulation during low-value family conflicts
- How to identify low-value partners and make healthy choices to avoid conflict
- Benefits of Taking This Course
- You will eliminate stress and be happier and healthier in all areas of your life
- You will avoid unhealthy relationships and attract positive connections by learning your own value
- You will improve your standing in your workplace and increase your chances of a promotion
- You will learn to make the tough decisions that will ultimately improve your life



## **32. Hourly Planning and Habits**

(0.25 hours)

Planning is key to effective time management. It's difficult to feel on top of things if you're unprepared, so it's important to get into the habit of scheduling your time in advance.

Keeping a schedule for your day will help you manage your time more efficiently and, by breaking down tasks into hours, you will have a lot more control over what you're doing.

From choosing the right time management tools to breaking down tasks, this course will be looking at smart ways in which to schedule your day, as well as discussing other habits that will help you in managing time.

### **Learning Outcomes**

- What tools you will need for proper time management
- How to create a to-do list
- How to use a daily planner to break down tasks into hours
- The benefits of properly planning your day

## **33. How to Build Resilience**

(0.75 hours)

Resilience is a significant determinant of personal wellbeing. Some people appear naturally more robust than others, but real resilience consists of skills and behaviours that anyone can learn.

In this course, you will discover the factors that determine resilience, and how to harness findings from contemporary psychological research to improve your own approach to dealing with life's setbacks.

### **Learning Outcomes**

- The benefits of resilience
- The main pillars of resilience
- Why social support is key in building resilience
- Why changing your attitude towards problems can make you more resilient
- How to maintain a positive self-image, and why doing so will improve your resilience

## **34. Identifying Causes of Conflict**

(2.5 hours)

Identifying the causes of conflict is essential for everyone today. As the pace of modern life increases, so does conflict, and learning to identify the causes helps to properly deal with it and ensure productivity and contentment.

This course provides a comprehensive insight into conflict - what causes it, how to identify potential problems and, most importantly, how to manage it.

From the full definition and categories to the actual consequences and ways to minimise and manage it, this course covers everything you need to know about handling conflict.

**Learning Outcomes:**

- The full definition and different types of conflict
- The difference between good and bad conflict
- How to identify the causes of conflict
- The consequences of conflict
- The skills needed to handle conflict

### **35. Improve Your Social Skills**

(0.75 hours)

Good social skills are essential for success in every area of life. People who are willing and able to make positive connections with others are also mentally and physically healthier.

In this course, you will learn practical strategies and tips that will improve your communication skills, help you build relationships and recover from social rejection. With practice, anyone can learn to navigate social situations with ease.

**Learning Outcomes**

- Why giving compliments is a good way to begin practising your social skills
- How to make small talk that will help you develop positive relationships
- How to listen to others
- How to appear confident, even in situations that make you nervous
- What you should do if you make a mistake in front of others

### **36. Interpersonal Skills**

(2 hours)

Interpersonal skills are social skills that allow you to interact and communicate with people around you. They shape who we are and how others view us in our daily lives.

These abilities are learned from the experiences you have had throughout life. While this skill set can come easily to many people, some people find it more difficult socialising in the workplace, home and elsewhere.

As we are all a product of our environment, everyone is different in how they learned to socialise with others. Finding ways in which to better ourselves is and always has been attainable.

In this course, we are going to discuss the importance that these skills play in leading a successful and fulfilling life. You are going to discover that there are ways in which to train yourself to use your learned behaviours, to enrich and enhance any situation in which you may find yourself. The result is a more confident version of yourself that can assess and overcome problems and issues.

It takes time, but the beauty of interpersonal skills is that they can always be taught and relearned when needed. Working on these behaviours daily can lead to a more rewarding life and career.

### **Learning Outcomes**

- How vital interpersonal skills are in the workplace, home, and other environments
- How you can improve your skill set through practice and other methods
- That you don't have to keep using the same behaviours that you have done in the past
- How a strong skill set gives you confidence and peace in any situation

## **37. Learning Impressive Telephone Techniques**

(7 hours)

Even with more and more businesses setting up shop in the digital world, telephone interaction remains an integral part of the customer experience. For some businesses, a telephone call may be the only interaction that a customer has with the company or organisation.

However short a telephone call may be, it leaves an impression. Every business hopes that its staff are professional and efficient, when answering the telephone, but not everyone has a good natural telephone manner or the skills to react quickly, as a call evolves.

This course equips staff who use the telephone to do their job with the skills to handle calls in a positive and efficient manner, to create a lasting impression and an excellent customer experience.

The course is suitable for anyone who will benefit from being able to strengthen their customer relationships.

### **Learning Outcomes**

- How to project a professional and courteous persona over the telephone;
- An understanding of and how to use a professional telephone etiquette in a natural way;
- How to form and retain a positive first impression on the telephone with different types of customers;
- How to sound professional, confident and in control, while on the telephone;
- Handling key phrases that come up during business phone calls, so that they can be used appropriately and effectively;
- Improving the clarity of communication, while speaking on the telephone;
- Building and enhancing listening skills;
- Effectively handling difficult or angry customers, in order to bring about a positive resolution;

- Recognising issues over the telephone and working to effectively negotiate and resolve them, for the benefit of everyone involved;
- Handling telephone rage, abuse and threats in a confident and effective manner, in order to diffuse the situation and resolve the problem;
- Gathering and applying important tools that help ease the anxiety and stress that can arise during a business phone call.

### **38. Listening Skills**

(0.25 hours)

Listening is essential for professional success and stable relationships. Poor listening skills result in misunderstandings and conflict. Therefore, everyone can benefit from learning to listen well.

In this course, you will learn the differences between effective and ineffective listening and how to make sure that you have understood your conversation partner's message.

#### **Learning Outcomes**

- The difference between active and passive listening
- Why you need to consider non-verbal communication alongside spoken words, when listening to someone else
- How to remain focused during a conversation
- Why you must take care not to interrupt others
- How to make sure that you have understood what someone else has told you

### **39. Managing Your Workload**

(0.75 hours)

Today's work environment exerts high pressure on employees, making it difficult to work efficiently. Work can overwhelm you. You can feel stressed and pulled in all directions, losing the ability to focus. With ever-increasing schedules and more jobs in need of your attention and time, the workplace environment can be endlessly demanding.

Therefore, there is a need for a solution to help entrepreneurs and employees to better handle their workloads and deliver exceptional results. Workload management is a skill that everyone should develop to cope in the modern workplace and overcome its high pressures.

The solution to managing a high workload is adopting a proactive mindset instead of a reactive approach. This course has been developed to help you learn how to manage your workload effectively and efficiently.

#### **Learning Outcomes:**

- How workload can affect your life
- The need to learn how to manage your workload

- How to manage your workload
- The benefits of workload management

## **40. Mindfulness Certification**

(10 hours)

The Mindfulness Certification course provides a comprehensive introduction to the art of mindfulness and the real life physical and emotional benefits that it offers to those who practise it.

From learning about mindfulness history, through to the situations it can help with, and exercises to follow and practise, students will receive a thorough grounding in this simple but highly effective antidote for the stress of modern life.

This online course provides students with the opportunity to cover the certification's curriculum in their own time and at their own pace.

### **Learning Outcomes**

This Mindfulness Certification has been designed to give students a comprehensive introduction into the art of mindfulness and will set you on the route to a calmer, happier, more fulfilling life.

- What mindfulness is, its history, and its relevance in modern life
- The role of meditation in mindfulness, its benefits, and dispelling the myths
- What Mindfulness-Based Stress Reduction (MBSR) and Mindfulness-Based Cognitive Therapy (MBCT) are, and their benefits
- The role of Hatha yoga stretches
- The clinical applications of MBSR and MBCT and the conditions they can help manage, their similarities and differences
- The impact of emotions on physical health
- How mindfulness can improve our daily lives, and how to reprogramme persistent negative thinking and automatic reactions
- Mindfulness and parenting
- How mindfulness can improve leadership and management skills
- How to become a mindfulness instructor
- Mindfulness exercises to put into practice

## **41. Motivation Skills**

(0.75 hours)

Are you ready to change your life for the better? This course shows you how to become the person you've always wanted to be. What's the secret? Motivation. Do you have trouble getting motivated? It can be difficult to find the energy to get things done. But motivation is key to living a productive life. So, it's essential that we learn how to get motivated and stay motivated to get done what we need to. This course explains the basics of what you need to know about motivation. We talk about why it can be difficult to get motivated, tips for increasing your motivation and how to stay

motivated. If you're looking to become a more motivated person, then this course is a step in the right direction.

Motivation is a mental game. So, the first thing we do in this course is to look at the kind of thinking that destroys motivation. If you don't understand why you have trouble getting motivated, then it can be hard to know where to start. Once we understand where the trouble lies, we can begin to work on the problem. In this course we go over the steps that help people change their thinking and ultimately, change their behaviour and become more motivated. The last step is to keep yourself going and not go back to your old ways. This is covered in the last part of the course.

### Learning Outcomes

- What gets in the way of motivation and how to stop it
- Why you might struggle with motivation
- How to begin to motivate yourself
- How to think positively and stay motivated

## **42. Problem Solving**

(0.75 hours)

Problem solving is a skill that you need in every single area of your life. From facing unexpected issues at home to confronting workplace challenges, problem solving skills are essential. For those in the business world, not having these skills can be the difference between lucrative success and failure.

Coming up with ways in which to identify, address and solve problems is not always easy. Thankfully, there are a few key techniques and methods that you can master, making problem solving a much less daunting task.

This course goes into detail regarding problem solving, including the important problem-solving skills that you need to develop.

We begin by giving you a brief introduction to problem solving, along with a discussion of the very basic steps involved.

Next, we discuss the process that you can go through in order to identify why a problem is occurring, along with a step-by-step guide to implementing this strategy in your life.

We also review a four-phase problem solving technique that is commonly used in workplaces across the UK.

Finally, we review the five steps you need to correct an issue once you have identified it.

### Learning Outcomes

- The basic steps involved in solving any problem
- How to determine the root cause of any issue
- How to use one of the most popular problem-solving methods currently used in most industries across the country

- How to come up with a series of solutions that may address the issue
- The importance of post-implementation testing and evaluation

### **43. Promoting Positive Behaviour**

(2.5 hours)

Undesirable behaviour in the workplace or home can weaken relationships, lower morale and create a toxic, unproductive atmosphere. Unfortunately, promoting positive behaviour in others can be a challenge. Simply asking them to change seldom yields the results you want. The good news is that, when you reframe your approach to behavioural change, you can promote positive behaviour in any setting.

This course will give you practical tips and strategies to aid others in adopting more constructive behaviours, while strengthening your relationships.

#### **Learning Outcomes**

- Why workplace and family culture have a big effect on a person's behaviours, and how to make changes that promote positive
- Why clarifying your values and expectations promotes positive change
- How to model desirable behaviours, and why you must remain consistent in your approach
- How to encourage individuals to repeat positive behaviours, and how to recognise progress
- Guidelines to follow when steering individuals towards their goals, and how to help them reach their full potential

### **44. Sexual Harassment Awareness**

(3 hours)

A recent study of UK workplaces found that over 50% of all women have been sexually harassed at some point in their careers. Numbers like this paint an unpleasant image of workplaces across the country. Sexual harassment at work can lead to several negative consequences, including low productivity, loss of interest in work and even the development of depression and anxiety.

Understanding your role as an employee in preventing sexual harassment at work always leads to healthier working environments.

This course provides you with important information about preventing sexual harassment at work, focusing on the role of the employee. It begins by providing you with a few important definitions. It then moves on to talk about the behaviours exhibited by those who are victimising others, as well as those of victims. Next, specific strategies for prevention are provided. Finally, we examine the role of the employer and the employee in active prevention.

#### **Learning Outcomes**

- Exactly what sexual harassment is
- The relevant pieces of legislation relating to harassment
- How to recognise sexual harassment when you see it

- The rights, roles and responsibilities of employers in sexual harassment prevention
- The rights, roles and responsibilities of employees in sexual harassment prevention
- Specific strategies you can use to prevent harassment at work

## **45. Stress Management In the Workplace**

(7 hours)

Stress is one of those words that employers dread. A certain amount of stress is good for motivation and productivity, but, when it reaches a level that affects productivity and morale, it can result in sickness and time off work. A stressful workforce is generally not a happy one - it can be demotivated and inefficient.

Being able to recognise the signs of stress is key, and that is where this course comes in. For any employer that understands that the welfare of their employees has an impact on the bottom line, this course delivers valuable key outcomes.

The course is beneficial to team leaders and managers who need to be able to identify stress, who is stressed and what the stressors are.

It is also useful to employees who work in continuously stressful environments, as it provides them with tools and skills, in order to manage their stress levels, to maintain a good level of wellbeing.

### **Learning Outcomes**

- A comprehensive overview of what stress is and what it looks and feels like, as it relates to the workplace and the particular role of the employee;
- Tips, tricks and advice for learning how to deal with stress in the workplace;
- Understanding what burnout means and what it involves and how stress comes about and what contributes to it;
- The negative effects that stress has on the body and how to cope with stress in the workplace;
- How to develop the skills and confidence with which to deal with stress at work, under all circumstances and in all scenarios;
- How to encourage and respond to all types of feedback, both positive and negative, in an effective way;
- Tips, tricks and advice that help employees learn to deal with stress at work in a positive way;
- How to create an action plan that can be personalised, in order to help anyone deal with stress in the workplace.

## **46. Success Habits**

(0.75 hours)





Success is not an isolated event. It is the culmination of many small actions and habits over time. Habits shape all areas of our lives, from how we think about our problems to the food choices we make at every meal.

In this course, you will learn which habits you need to adopt to enjoy success in your professional and personal life.

### Learning Outcomes

- Why it is important to cultivate good habits
- Why successful people tend to value their sleep
- Why you should read on a regular basis
- The habits that will help you handle your workload
- The habits that will help you deal with setbacks and remain calm in times of stress

## **47. The Basics of Critical Thinking**

(0.75 hours)

One of the most important skills you can develop is your ability to think critically. Critical thinking can help you in your personal life or at work. It aids in problem-solving giving you the tools you need

to carefully analyse and evaluate a situation to devise an action plan. Developing these kinds of skills involves learning more about critical thinking, and then putting that knowledge into practice.

This course goes into detail about the critical thought process and how you can apply it to your life. It begins by giving you the tools you need to get started, including a discussion of the identification of central problems. Next, we move on to talking about the specific skills you need if you are to perfect your ability to think critically. Next, we go through the critical thought process step by step, so you know exactly how to put your critical thinking skills into practice.

Finally, we review a few common mistakes people tend to make when going through the critical thought process.

### Learning Outcomes

- How to use the “five whys” technique to determine the underlying issue
- The importance of being able to analyse a problem, and why you need to do so from multiple perspectives
- The five critical thinking skills you need to develop
- The six steps to critical thinking
- The importance of evaluating your outcome

## **48. The Importance of Ethics**



(0.75 hours)

Imagine a world where there was no right or wrong - one where everyone makes their own baseless rules, and we are not bound by any laws, regulations, or compassion for others. This would be a world without ethics - and if you don't think that this would be a good situation, you can fully understand why ethics are so important.

This course gives you an overview of the importance of ethics in our lives. It begins with a brief definition of what ethics are and how we can define this ideal and continues with an introduction about why it is important to live an ethical life.

This course also examines the different elements that make up ethics and while explaining this, you further can see how important ethics are in everything we do, from communicating with others and the decisions we make at work, to what we believe is 'right' or 'wrong'.

### Learning Outcomes

- How to define ethics in an easy-to-understand way
- Why it is so difficult to define ethics across the board
- Reasons why ethics are so important throughout our lives
- Why there are so many elements that go into ethics
- How ethics can affect every decision we make

## **49. Body Language**

(15 hours)

This extensive and comprehensive online course covering the subject of body language and non-verbal communication is a great way in which to help you learn more about successful communication, allowing you to professionally liaise with customers and colleagues and giving confidence to negotiate, sell and resolve conflict in a more effective manner.

Body language is increasingly recognised as an important but often neglected form of personal and professional communication, and this course offers students a valuable insight into the field, including tips on the practical application of body language.

### Learning Outcomes

- Module 1: Introduction to Body Language
- Module 2: Dimensions and Attributes
- Module 3: Basics of Body Language (Part I)
- Module 4: Basics of Body Language (Part II)
- Module 5: Hand Gestures and Introduction to Handshakes
- Module 6: Different Types of Handshakes and Crossed Arm Postures
- Module 7: Eye Signals and Eye Contact
- Module 8: Gestures and Postures that Reveal Deceit and Lies
- Module 9: Body Language for Career Success
- Module 10: Cross-Cultural Interpretations of Body Language, Common Gestures and Postures in Daily Life

## Health & Safety Essentials

### 50. Basic Fire Safety Awareness

Estimated course length: (4 hours)

Learning all you can about fire safety is important for homeowners and businesses alike. Keeping your home, family, staff, and company protected in the event of a blaze is a priority for many people. One way many individuals protect themselves is by developing a comprehensive fire safety plan.

This course provides a comprehensive overview of the importance of fire safety. This is achieved by talking about how fires begin, how they spread, and their common causes. The course also reviews basic building features designed to keep occupants safe, the details about fire extinguishers and their use, as well as the steps to take in the event of a blaze.

#### Learning Outcomes

- The three elements that combine to form the “fire triangle” as well as ways in which fire can spread
- Common causes of fire and preventative measures you can take to reduce the risk
- The features most buildings have to prevent fires from spreading, warn occupants about a risk, and keep them safe while evacuating
- The main types of fire extinguishers and how to tell when you should use each one
- Information about the methods employed to use most standard fire extinguishers, regardless of type
- What to do in the event of a fire, including how to alert others to the dangers posed

### 51. Coronavirus Awareness

(2.5 hours)

It is important to learn about coronavirus, particularly at a time when there is so much confusing and contradictory information available on the internet. You do not need to be a scientist to learn what this virus is all about and how you can protect yourself, your family, colleagues and employees.

This course will teach you some basic information about viruses, and you will learn what can be done in the workplace to ensure any risks to the virus are minimised, keeping employees, customers and suppliers safe.

Lastly, the course will discuss strategies that have been using to prevent the spread of the virus and the various ways they have been helping their populations.

### Learning Outcomes

- What a coronavirus is and what COVID-19 is, and why is it such a big problem for us
- How the virus attacks the body and causes so much illness
- What we can do to protect ourselves and our employees
- What steps are being taken to prevent the spread of the virus, and what is likely to happen in the future

## **52. Equality in the Workplace**

(2 hours)

The concepts of 'equality' and 'diversity' are widely discussed in regard to the workplace. If you take the words on their own they are actually quite different, equality is the state of being equal, especially in rights and opportunities. Diversity is the state of being different or varied.

However, these 2 things should not be seen as opposite to each other, after all people can be different but they still have the same rights. When it comes to places of work there is legislation in place to ensure that we all meet our responsibilities in relation to equality and diversity... And one way to make sure we meet these responsibilities is through training.

It will be beneficial for you to understand your rights in the workplace, but also to be able to respect the rights of others.

### Learning Outcomes

- What is Equality & Diversity
- Equality and Diversity Legislation
- What do we Mean by Discrimination
- Promoting Diversity
- Links Between Values, Attitudes and Beliefs
- Stereotypes, Prejudices and Discrimination
- Institutional Discrimination
- Valuing Others
- Resistance to Feedback

## **53. Health & Safety Basics & Essentials**

(1.75 hours)

This course covers simple everyday aspects that should be practised daily. It is vital that everyone practises excellent personal hygiene, environmental cleanliness, and is aware of safety and emergency procedures. These practices are vital to your personal image, and the health and safety of the various

members of a household. Many individuals find this course helps to prepare them for the workforce. Each practice can help shape a person into a responsible and trustworthy one where health, hygiene and safety are concerned.

You Will Learn:

- Skills to ensure that you keep yourself safe and healthy
- How to practise personal hygiene and maintain a clean environment
- How to address emergency readiness and deal with random situations

## **54. Health & Safety – We are All Responsible**

(3 hours)

Health and Safety applies to everyone in the workplace. Every year thousands of people suffer from work-related illness and injury, so it is in everyone's best interest to learn how to keep safe and healthy when in the workplace.

In this course you will learn about some common hazards workers face on a daily basis. You will discover how the relevant health and safety law works in both theory and practice, equipping you to spot these common hazards in any working environment, and to play a role in minimising harm.

Learning Outcomes

- What health and safety means, why it is important that everyone in the workplace understands their responsibilities, and how health and safety legislation is implemented
- Why employers must carry out risk assessments and what they need to do once they have identified workplace hazards.
- The risks that come with manual handling activities including lifting and carrying, and how these can be prevented
- The factors that make fires and electrical explosions more likely to occur in the workplace and how these hazards can be minimised or eliminated
- The importance of maintaining a safe workplace environment for employees and visitors; understanding the negative effects of employees working in a risky environment, which increases the likelihood of slips, trips and falls

## **55. Mental Health Awareness**

(3 hours)

This course will provide you with an introduction to the concept of mental illness, the signs and symptoms of the most common mental illnesses and how mental distress can be successfully managed.

Mental Health concerns are on the rise in the workplace, and being able to manage your own mental health as well as recognise the symptoms in others will assist you to succeed in your job.

### Learning Outcomes

- What is meant by the terms “mental health” and “mental illness”, how psychological distress manifests itself and how mental illness impacts a person’s life.
- The main symptoms of depression, anxiety disorders and panic attacks.
- The symptoms of schizophrenia, the truth behind common misconceptions surrounding this illness and the nature and impact of psychosis.
- How medication and talk-based therapies are used in the treatment and management of mental illness, and why some people with mental illness need to stay in hospital on an inpatient basis.
- How and why people self-harm, the nature of suicidal thoughts and how to help someone who is contemplating ending their own life.

## **56. Personal Safety**

(2.5 hours)

Personal safety is something that everyone needs to focus on in all areas of their life. This is true in both your personal life and your professional life.

Incidents of workplace aggression and violence are on the rise, making it important to know how to protect yourself. Additionally, there are a growing number of employees who work in remote locations or on their own. Keeping everyone safe from potential risks and hazards while working in such an environment is an obligation on the part of both employers and employees.

This course goes into detail regarding personal safety, with an emphasis on personal safety while at work. We begin by giving you a brief introduction to the topic, including a definition and legal obligations in the area of health and safety.

Next, we move on to talk about personal safety as it pertains to those who work alone, whether it is in an office or retail setting or if it involves working remotely from home.

The course also reviews ways to stay safe while travelling on business, including why you should check in with your home office daily. Finally, we talk about how to stay safe when working at off-site locations.

### Learning Outcomes

- The definition of personal safety

- The legal obligations placed on both employers and employees to create and maintain safe workspaces
- The best precautionary measures to take when you are working on your own or at another site
- How to stay safe while on the road
- Important strategies you should know when self-administering first aid

## **57. Stress Management in the Workplace**

(7 hours)

Being able to manage stress in the workplace is critical for a successful workplace. Being able to manage your own stress will greatly assist your enjoyment and assist for you to be successful.

Being able to recognise the signs of stress is key, and that is where this course comes in. For any employer that understands that the welfare of their employees has an impact on the bottom line, this course delivers valuable key outcomes.

The course is beneficial to those who need to be able to identify stress, who is stressed and what the stressors are. It is also useful to employees who work in continuously stressful environments, as it provides them with tools and skills, in order to manage their stress levels, to maintain a good level of wellbeing.

### **Learning Outcomes**

- A comprehensive overview of what stress is and what it looks and feels like, as it relates to the workplace and the particular role of the employee;
- Tips, tricks and advice for learning how to deal with stress in the workplace;
- Understanding what burnout means and what it involves and how stress comes about and what contributes to it;
- The negative effects that stress has on the body and how to cope with stress in the workplace;
- How to develop the skills and confidence with which to deal with stress at work, under all circumstances and in all scenarios;
- How to encourage and respond to all types of feedback, both positive and negative, in an effective way;
- Tips, tricks and advice that help employees learn to deal with stress at work in a positive way;
- How to create an action plan that can be personalised, in order to help any everyone to deal with stress in the workplace.