

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

3