



Training Course Outlines

and Terms and Conditions



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General Course Information

Course Outlines

The course outlines on the following pages are for guidance only. The actual content on the day of training may vary slightly due to the aptitude of the delegates, their speed of understanding and their ability to learn the various subjects presented. Some individuals and groups may progress more quickly than others through the same course but every effort is made to cover as much of the content as possible and to give delegates a valuable and positive learning experience.

Online Training

The courses in this brochure are mainly designed for face-to-face delivery. It is possible to adapt them for online delivery but timings may differ, as we would not really recommend a full day online course.

Please speak to us about your requirements and we will be happy to work with you to provide the training you need online. We can use Zoom or Microsoft Teams to facilitate this training.

Course Manuals

Comprehensive manuals are available for every course.

Customised Courses

If the standard courses do not suit your requirements then customised courses can be created. The trainer will discuss the needs of delegates and advise on the best way in which they can be met.

Information Technology Training Needs Analysis Forms

A training needs analysis form for Microsoft Office is available to help assess the current knowledge and skills levels of potential delegates so that they can be better matched to the most appropriate course for their needs.

Training Days

One day courses (six hours of training) may be split into two halves if preferred. A higher fee will be charged for half-day sessions than for one day pro rata if no other training is booked by the same client for the remaining half day.

Two-day courses may be booked to run on concurrent days or split over two different weeks.

Coaching

Coaching meetings are usually 45-60 minutes long but occasionally some may be longer depending on where the coachee is at any given point in the meeting.

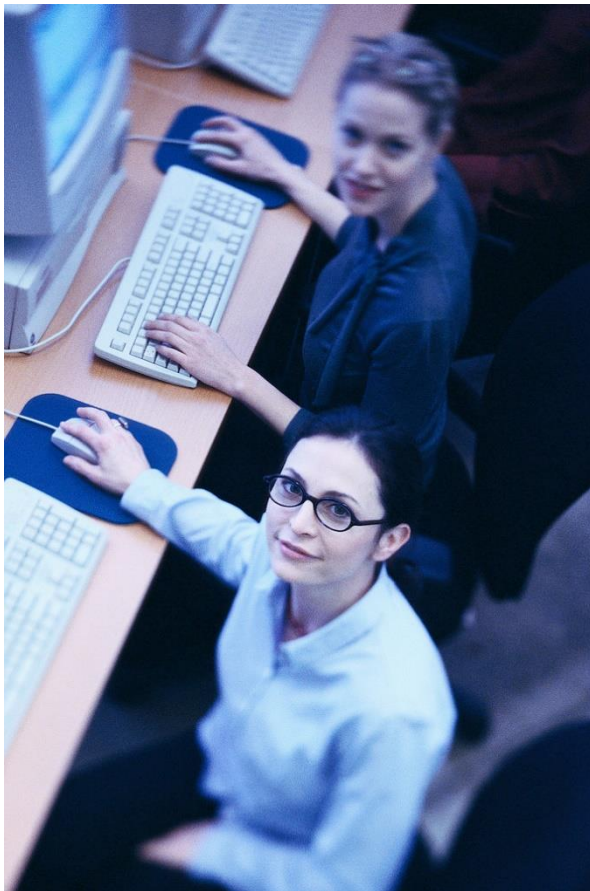
A programme of six hours of coaching time is recommended, which may be delivered in one-hour sessions or one-and-a half hour sessions, as appropriate.

Basic Computer Skills

One Day Course

This course is ideal for beginners to computing. It is intended to provide an introduction to IT for those who have little or no experience of using a computer.

After attending this course, participants should have the confidence and skills to use computers in the workplace or at home. Delegates should also be able to progress onto subject specific courses, such as Microsoft Word.



Contents:

- *Basics*
 - *Hardware, software and using a mouse*
- *The Desktop*
 - *Desktop properties*
 - *The taskbar*
 - *Date and time*
 - *Start button*
- *My Computer*
 - *View options*
 - *Managing windows, resizing and moving*
 - *Scroll bars*
 - *Working with multiple windows*
 - *Managing Files*
- *File Explorer*
 - *The tree pane*
 - *The toolbar*
 - *Sorting documents*
 - *Moving/copying files*
 - *Using folders*
- *The Recycle Bin*
- *Basic introduction to Word*
 - *Creating a New Document*
 - *Entering text*
 - *Saving, closing and opening a document*
 - *Scrolling using the Mouse*
 - *Moving using the Keyboard*
 - *Selecting, removing, deleting and replacing text*
 - *Moving, copying and pasting text*
 - *Undoing/redoing commands*
 - *Using the spelling checker*
 - *Formatting text – font style, size and format*

Microsoft Access

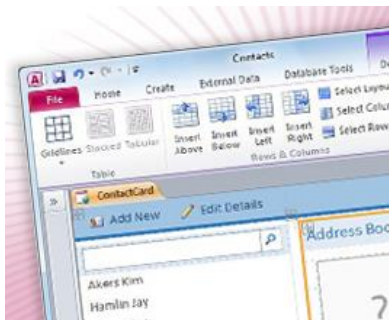
Level 1

One Day Course

This course is suitable for delegates who require an introduction to Microsoft Access, including those who have previously used database facilities in a spreadsheet program and who now need to move to a more powerful application.

A good working knowledge of the Microsoft Windows environment is required. Prior knowledge of working with a spreadsheet program would be useful, but is not essential.

Delegates will learn the fundamental skills necessary to begin using Access. They will learn the basic techniques and tools used to design and create simple databases, tables, queries, forms and reports.



Contents:

- *Introducing Access*
- *Creating Tables*
- *Working With Tables*
- *Setting Field Properties*
- *Editing Tables*
- *Finding & Filtering Data*
- *Printing Tables*
- *Creating Relationships*
- *Using Simple Queries*
- *Modifying Query Results*
- *The Table Analyser Wizard*
- *Using Forms*
- *Using Reports*

Microsoft Access

Level 2

One Day Course

This course is suitable for delegates with experience of using Microsoft Access who wish to extend their knowledge and acquire additional skills and techniques.

Completion of an Access Level 1 course or a sound working knowledge of Level 1 tools and techniques.

Delegates will learn the intermediate skills necessary to apply the principles of effective table design, work with calculations, learn sub-form design and customise reports.

Contents:

- *Modifying Tables*
- *Using Operators In Queries*
- *Designing Advanced Queries*
- *Creating Advanced Queries*
- *Creating Advanced Query Wizards*
- *Manipulating Controls*
- *Using Design View*
- *Using Advanced Form Design*
- *Using Advanced Report Design*
- *Using Editing Tools*

Microsoft Excel

Level 1

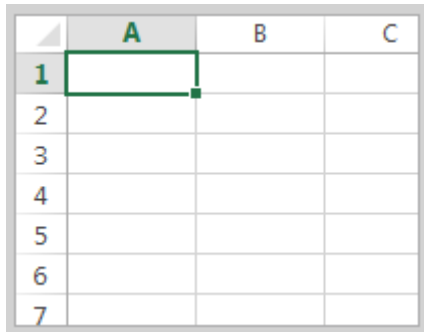
One Day Course

This course is suitable for delegates who wish to learn to use Microsoft Excel and have limited or no prior experience in using Excel or other spreadsheet packages.

Delegates need to have attended a Windows Introduction course or have a general working knowledge of using Microsoft Windows.

Delegates will learn the benefits of working with and creating Excel spreadsheets. They will learn how to create and format simple Excel worksheets and calculate using basic formulas and functions.

They will be able to preview and print worksheets and charts.



	A	B	C
1			
2			
3			
4			
5			
6			
7			

Contents:

- *Exploring Excel*
- *Basic workbook skills*
- *Working with ranges*
- *Creating simple formulas*
- *Copying and moving data*
- *Undo and redo*
- *Formatting numbers and text*
- *Working with columns & rows*
- *Formatting cells*
- *Using AutoFormat*
- *Working with large and multiple sheets*
- *Using page setup*
- *Printing worksheets*
- *Basic charting*
- *AutoFill*

Microsoft Excel

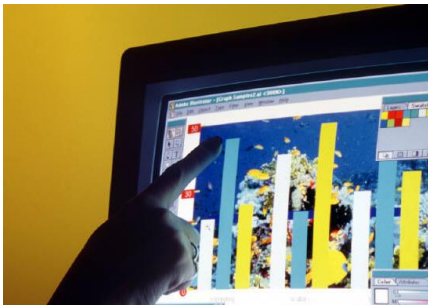
Level 2

One Day Course

This course is suitable for existing Excel users wishing to extend their knowledge and use more powerful analytical features including 3 dimensional (multi-sheet) applications. Existing users of earlier versions of Excel and other spreadsheet programs, with a good working knowledge of Level 1 techniques, may find this a suitable conversion course.

Delegates should have attended the Level 1 course for this or a previous version of Excel or should have been using this or another spreadsheet package for some time and be fully acquainted with the basics.

On completion of this course, delegates will have gained a level of competence in using some of the more advanced features of Excel, including the linking of worksheets and workbooks, database facilities, lookup and logical test functions.



Contents:

Using Multiple Worksheets and Workbooks

- *Managing multiple worksheets and workbooks*
- *Moving and copying data between worksheets*
- *Linking data between worksheets*
- *Creating a 3-D formula*

Charting

- *Using charts*
- *Creating a chart*
- *Managing chart objects*

Advanced Functions

- *Creating and using functions*
- *Working with arguments: the pmt function*
- *Creating a nested function (using the IF Function)*
- *Auditing worksheets*
- *Using the Circular Reference Toolbar*
- *The Watch Window*
- *The Formula Evaluator*
- *Tracing and correcting worksheet errors*

Advanced Formatting

- *Using comments in a worksheet*
- *Working with styles*
- *Custom number formats*
- *Applying a conditional format*
- *Using templates*
- *Verifying your work*

Working with Lists

- *Managing lists*
- *Using the data form*
- *Sorting, filtering and using Auto filter*
- *Using the top 10 feature*
- *Performing an advanced filter*
- *Copying filtered data to another location*
- *Using subtotals*

Microsoft Excel

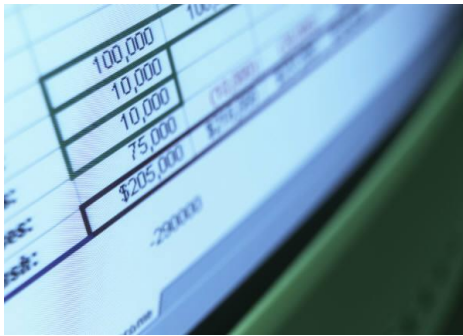
Level 3

One Day Course

This course is suitable for existing users of Microsoft Excel who wish to extend their knowledge to a more advanced level.

Delegates should have attended both Level 1 and the Level 2 courses for this or a previous version of Excel or should have been using this or another spreadsheet package for some time and be fully acquainted with the level of functions which are covered at Level 2.

On completion of this course, delegates will have gained a high level of competence in using more advanced features of Excel, including data tables, macros, pivot tables, reporting functions and customisation of various features.



Contents:

- *Working with lists*
- *Performing "What If" Analyses*
- *Scenarios and Goal Seeking*
- *Using Data Tables*
- *Solving Problems*
- *Creating/Revising Pivot Tables*
- *Querying a Database*
- *Using Macros*
- *Using Custom Functions*
- *Using Custom Toolbars/Buttons*
- *Creating Custom Menus*
- *Working with Views*
- *Using the Report Manager*
- *Working with Other Applications – Importing and Exporting*
- *Protecting Data*
- *Working with Others*

Microsoft Outlook

One Day Course

This course is suitable for any user of Microsoft Outlook who needs to co-ordinate and organise information which is reaching their desktop in many different ways.

Knowledge and competence in using Microsoft Windows is required.

On completion of this course delegates will be able to create, send and organise e-mail, use the calendar facility to schedule appointments and events, edit and delete contacts and manage tasks.



Contents:

- *Working with Outlook Basics*
- *Sending & Receiving messages*
- *Replying & Forwarding Messages*
- *Using the Address Book*
- *Viewing & Sorting Messages*
- *Printings & Deleting Messages*
- *Flagging Messages*
- *Creating Auto Signatures*
- *Inserting Attachments*
- *Opening & Saving Attachments*
- *Inserting Hyperlinks*
- *Using Tracking Options*
- *Viewing Delivery Status*
- *Scheduling with the Calendar*
- *Managing Contacts*
- *Working with Tasks*
- *Using Notes*
- *Organising Outlook Items*

Microsoft PowerPoint

Level 1

One Day Course

This course is an introduction to the PowerPoint package, enabling delegates to produce professional-looking presentations, complete with graphics and special effects. Familiarity with the Windows environment is preferable.

Shortcuts and a selection of ways of doing the various tasks are given to delegates to enable them to produce work more effectively and efficiently.

By the end of this course delegates will have created a presentation on a subject of their choice.

Contents:

- *Exploring PowerPoint*
- *PowerPoint views*
- *Creating and editing slides*
- *Using drawing tools*
- *Using templates*
- *Using master slides*
- *Inserting objects such as charts, tables and ClipArt*
- *Customising pictures*
- *Building slide presentations*
- *Adding transitions and using animations*
- *Setting up timed presentations*

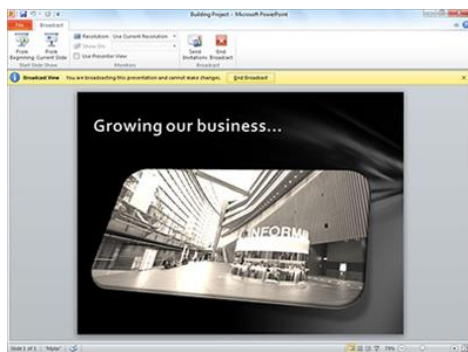
Microsoft PowerPoint

Level 2

One Day Course

This more intensive course covers the intermediate to advanced level in PowerPoint. It offers users who are more experienced with PowerPoint, and who are familiar with the areas covered in Level 1, a more detailed look at some functions and the opportunity to learn more complicated and advanced skills.

Delegates will be able to create presentations for paper, screen or web output and will learn shortcuts and a variety of ways of doing the different tasks given, to enable them to produce work more effectively and efficiently.



Contents:

- *Customising PowerPoint*
- *Customising toolbars*
- *Add-in programs*
- *Inserting and editing tables*
- *Creating and editing organisation charts*
- *Creating and editing charts*
- *Drawing*
 - *Using Drawing Tools*
 - *Shapes*
 - *Group and ungroup objects*
- *Presentation Design*
 - *Design Templates*
 - *Colour schemes and backgrounds*
 - *Master slides*
- *Viewing a Presentation*
- *Running Slideshows*
- *Animating slides*
- *PowerPoint on the Web*

Microsoft Project

Part 1

One Day

This course is designed to familiarise you with some of the advanced features and functions of Microsoft Project so you can use it effectively and efficiently in a real-world environment.

In Microsoft® Project® 2019/2021: Part 1, you learned the basic features of Microsoft Project during the planning phase of a project. This course covers the advanced knowledge and skills a project manager needs to update a project plan in Project during the execution, monitoring, and controlling phases of a project. In other words, once your project plan is approved by the project sponsor, this course will enable you to manage the project so that it is completed on time, within budget, and according to scope.

Course Objectives:

In this course, you will maintain project plans during the execution, monitoring, and controlling phases of a project. You will:

- Update a project plan.
- Generate project views to manage a project.
- Create project reports to share a project's status.
- Reuse project plan information.
- Work with multiple projects.

Target Student:

This course is designed for a person with an understanding of project management concepts and who is responsible for creating and maintaining project plans. Target students will be looking to acquire the advanced knowledge and skills needed to update a project plan in Microsoft Project during the execution, monitoring, and controlling phases of a project.

Prerequisites:

To ensure your success in this course, you should have basic project management knowledge and skills. Additionally, you should be able to create a new project plan, manage time in a project plan, manage tasks in a project plan, manage resources in a project plan, and share a project plan using Microsoft Project.

You should also have basic knowledge and skills for using any current Windows® operating system

Contents:

Lesson 1: Getting Started with Microsoft Project

Topic A: Identify Project Management Concepts

Topic B: Navigate in the Microsoft Project Desktop Environment

Lesson 2: Defining a Project

Topic A: Create a New Project Plan File

Topic B: Set Project Plan Options

Topic C: Assign a Project Calendar

Lesson 3: Adding Project Tasks

Topic A: Add Tasks to a Project Plan

Topic B: Enter Task Duration Estimates

Lesson 4: Managing Tasks

Topic A: Create a Work Breakdown Structure

Topic B: Define Task Relationships

Topic C: Schedule Tasks

Lesson 5: Managing Project Resources

Topic A: Add Resources to a Project

Topic B: Create a Resource Calendar

Topic C: Enter Costs for Resources

Topic D: Assign Resources to Tasks

Topic E: Resolve Resource Conflicts

Lesson 6: Finalising a Project Plan

Topic A: Optimise a Project Plan

Topic B: Set a Baseline

Topic C: Share a Project Plan

Topic D: Navigating in the Microsoft Project Online Environment



Microsoft Project

Part 2

One Day

This course is designed to familiarise you with the basic features and functions of Microsoft Project so you can use it effectively and efficiently in a real-world environment.

It covers the critical knowledge and skills a project manager needs to create a project plan with Project during the planning phase of a project. It will enable you to draft a project plan with Project and share it with your manager (and others) for review and approval.

Note: This course is for anyone who has Project on the desktop, regardless of whether they purchased an “on-premise” edition or subscribed to a “cloud-based” (online) edition. Most project managers and project team members use the desktop application, so that is the main focus of this course. The main features of the online app are presented.

You should have basic knowledge and skills using the Microsoft Windows operating system. While you do not need to be an expert, some experience and competency with Microsoft Office applications, particularly Word and Excel®, will be useful. Finally, having a foundational knowledge of project management concepts will help prepare you for working with Microsoft Project.

Course Objectives:

In this course, you will be able to construct basic project plans using Microsoft Project. You will:

- Identify project management concepts and navigate Microsoft Project Professional.
- Create a new project plan.
- Add tasks to a project.
- Manage task relationships within a project.
- Manage project resources.
- Finalise a project plan.

Target delegate:

The course is designed for a person with an understanding of project management concepts, as well as general desktop computer skills, and who will be responsible for creating and maintaining project plans. It will give you the fundamental understanding of Microsoft Project necessary to construct basic project plans.

Contents:

Lesson 1: Updating a Project Plan

Topic A: Enter Task Progress

Topic B: Enter Overtime Work

Topic C: Edit Tasks

Topic D: Update Cost Rate Tables

Topic E: Update a Baseline

Lesson 2: Viewing Project Progress

Topic A: Use View Commands

Topic B: Add a Custom Field

Topic C: Create Custom Views

Topic D: Format and Share the Timeline View

Lesson 3: Reporting on Project Progress

Topic A: View Built-in Reports

Topic B: Create Custom Reports

Topic C: Create a Visual Report

Lesson 4: Reusing Project Plan Information

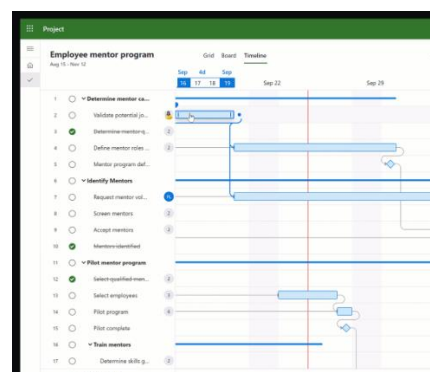
Topic A: Create a Project Plan Template

Topic B: Share Project Plan Elements with Other Plans

Lesson 5: Working with Multiple Projects

Topic A: Share Resources

Topic B: Link Project Plans



Microsoft Teams

2.5 hours – online

This course is ideally for delegates with a basic understanding of Word, Excel and Outlook.

A demonstration of how to use Microsoft Teams aimed at new users, the session encompasses the basics of Teams, covering the three main areas:

- Communication
- Documentation
- Video calls

Delegates are invited to the training session via a Teams link and will be asked to have their cameras and microphones turned on.

Attendees are required to have the following equipment:

- Laptop/PC with Microsoft Teams installed
- Access to video camera and microphone



Contents:

Introduction to Teams:

- *Web Application vs Desktop Application*
- *Logging In/Out*
- *Screen Layout*

Teams:

- *What is a Team?*
- *Creating Teams and Adding Members*
- *Team Tabs*
- *Hiding/Deleting a Team*
- *Creating Channels*
- *Channel Tabs*

Team/Channel Posts:

- *Creating Posts*
- *@ Mentioning*
- *Responding to Posts*
- *Reactions*
- *Emojis, Gifs and Stickers*
- *Attachments*
- *Creating Announcements*
- *Saving Posts*

Files Overview:

- *Viewing/Opening Files*
- *Saving/Sharing Files*
- *Live Editing of Files*
- *Editing a File*
- *File Comments*

Meetings:

- *Creating a Meeting via Teams*
- *Creating a Meeting via Outlook*
- *Accepting/Declining a Meeting*
- *Joining a Meeting*
- *Pre-meeting Setup*
- *Backgrounds*
- *Participant Options*
- *Chat*
- *Sharing Screens*
- *Recording Meetings*
- *Breakout Rooms*

Customising Teams:

- *Profile Options*
- *Out of Office/Availability*
- *Settings*

Microsoft Word

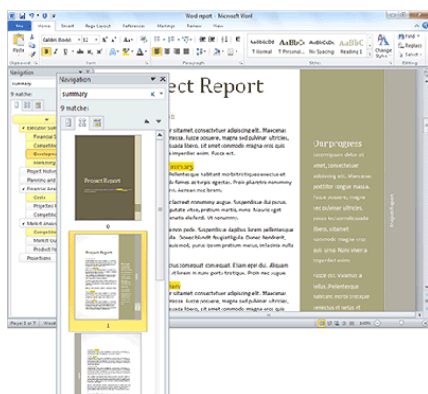
Level 1

One Day Course

This course is appropriate to delegates who are new to Word for Windows, or if they are self-taught and suspect there are better and/or easier ways to do the basic, everyday things.

No prior experience of Word is necessary but the ability to use a mouse is required as is a general working knowledge of Microsoft Windows.

Delegates will learn the benefits of working with Word documents, how to create, edit and print a variety of documents using formatting techniques to improve presentation.



Contents:

- *Exploring Word*
- *Using Help*
- *Using Basic Document Skills*
- *Using Basic Text Editing*
- *Checking Spelling and Grammar*
- *Using The Thesaurus*
- *Using AutoCorrect*
- *Working With Document Views*
- *Printing*
- *Using Character Formatting*
- *Inserting Dates and Symbols*
- *Using Paragraph Formatting*
- *Indenting Paragraphs*
- *Using Document Formatting*
- *Working With Tabs*
- *Using Find and Replace*
- *Managing Files*
- *Handy shortcut tips*

Microsoft Word

Level 2

One Day Course

This course is suitable for existing users of Microsoft Word who wish to extend their knowledge and use more powerful features including tables and mail merge.

Delegates should have attended a Level 1 course for this or a previous version of Word or should have been using this package for some time and be fully acquainted with the basics.

On completion of this course, delegates will have gained a level of competence in using the more advanced features of Word.

Contents:

- *Bullets and numbering*
- *Headers, footers and section breaks*
- *Working with Tabs and Tables*
- *Working with columns*
- *Inserting objects - embedding and linking Excel spreadsheets, charts and photographs*
- *Working with fields/Quick Parts*

Microsoft Word

Level 3

One Day Course

This course is suitable for existing users of Microsoft Word to Level 2 standard, who wish to extend their knowledge and use advanced features and techniques to create more complex documents.

Delegates should have attended Word courses the Level 1 and Level 2 or should have been using this package for some time and be fully acquainted to the Level 2 standard.

On completion of this course, delegates will have gained the knowledge to work with the advanced features of Word, including using graphics working with long documents.

Contents:

- *Working with Styles*
- *Creating tables of contents*
- *Creating and working with Master Documents*
- *Footnotes*
- *Tracking changes*
- *Mail merge*
- *Templates, online forms and document protection*
- *Macros - short cuts for lengthy tasks stored on toolbar buttons*
- *Graphics - adding photographs, Clip Art Drawings, diagrams and charts*

Microsoft Office Workshops, Short, Focused Sessions

Bite-sized, focused IT sessions are available, either to cover one specific topic in detail or to introduce staff members briefly to a program, usually on a one-to-one basis.

Organisations often book us for a day and invite delegates to book a one/one-and-a-half hour session each to address their specific query or bring an actual piece of work with them to look at on a one-to-one basis. A training day is usually set at Introductory, Intermediate or Advanced level but can cover different programs of software in one day.

Any topic may be covered in these sessions, and the length of the sessions may vary according to topic and delegates' abilities.

A day is normally six hours of training.

We would need to know the software packages and subject areas/levels required beforehand to ensure the most appropriate trainer is allocated to the day.

- *Word*
- *Excel*
- *PowerPoint*
- *Outlook*
- *Access*
- *Project*



Introduction to Using Zoom

2.5 hours – online

Suitable for new users, this course is a demonstration of how to use Zoom for new users.

Delegates are invited to the training session via a Zoom Link and will be asked to have their cameras and microphones turned on.

Attendees are required to have the following equipment:

- Laptop/PC with Zoom installed
- Access to Video Camera and Microphone

Topics indicated () are available only with Paid Version of Zoom.*



Contents:

What is Zoom?

- *Pricing plans*
- *Options*

Scheduling a Meeting:

- *Creating a Meeting*
- *Recurring Meetings*
- *Registrations*
- *Meeting ID/Links*
- *Waiting Rooms*
- *Passwords*
- *Sending out Invitations*

Meeting Controls:

- *Mute/Video Control*
- *Virtual backgrounds*
- *Security*
- *Participants*
- *Chat*
- *Sharing Screens*
- *Sharing Files*
- *Recording*
- *Polls*
- *Breakout Rooms (*)*
- *Hosting/Co-Hosting*

Customising:

- *Templates*
- *Meeting Registrations (*)*

Reports ()*

- *Overview of Reports*
- *Meeting Reports*

Assertiveness and Confidence Building

One Day Course

This course will enable delegates to understand the processes which will make them more effective and increase their confidence and sense of achievement. It will give them the tools to help them deal with work colleagues, customers, suppliers and contacts outside work in a productive way and be able to maintain and improve relationships.

Delegates will identify their own personality type and learn to recognise passive, aggressive and assertive behaviour in other people. They will gain tips on how to be more confident and how to behave assertively when others behave aggressively.

Delegates will also learn how to manage awkward people and situations, both at home and at work, and how to improve their communication skills – both verbal and non-verbal.

Contents:

- *Different personality types - assertive, passive, aggressive*
- *Typical body and verbal language used by all types*
- *Analysis of problem areas – people and/or situations*
- *Building rapport*
- *Giving and receiving criticism*
- *Basic negotiation techniques*
- *Handling difficult people and situations*
- *How to appear more assertive to others*
- *Dressing the part*
- *Mini role plays*

Customer Service

One Day Course

This course is suitable for delegates if:

- they deal with customers in their job, either face-to-face or over the telephone;
- they are new to the job market
- they have been employed for some time
- their person-to-person skills and professionalism can be reinforced and updated

Following the course, delegates should be able to:

- Understand the importance placed on customer service
- Know how to evaluate and develop their own customer service strengths
- Realise the value which excellent customer service adds to their own working day and the advantages it brings to themselves and their company

Contents:

- *Background and development of customer service*
- *Good customer service – why it matters*
- *Poor customer service – what to avoid*
- *Analysis of existing skills*
- *Listening skills, body language and assertiveness*
- *Assessing the objectives of the organisation in relation to its customers*
- *Handling complaints and turning them into opportunities*
- *Effective customer communications*
- *Dealing with difficult customers*
- *Internal customers*
- *Measuring success*

Effective Business Writing

One Day Course

Delegates will benefit from attending this course if:

- their job requires them to produce documents
- they feel they know what you want to say but cannot always put it on paper
- they lack confidence in their ability to deal with spellings, apostrophes and grammar
- they need guidance on producing business correspondence.

Delegates should be willing to build on current English usage skills and to develop an awareness of the power and impact of the written word in business.

Following the course, they will have gained the knowledge of how to:

- produce professionally laid out letters, emails, reports and minutes
- write more effectively, using the correct grammar
- use punctuation and capitalisation correctly
- carry out proof-reading and document checking skills
- deal with apostrophes more confidently

Contents:

- *The importance of effective writing in business*
- *Essentials of good writing*
- *Business letter layout*
- *Writing memos and emails*
- *Setting out reports*
- *Writing up minutes*
- *Checking for errors*
- *Tips for spelling and punctuation*
- *Tips for the correct use of grammar*



Effective Event Organisation and Management

One Day Course

Organising a conference, seminar, training day, golf day, or other sorts of events can be an extremely daunting task when it is first assigned, and yet it can turn out to be a really exhilarating one when all runs smoothly.

This course is designed for anyone who might be asked to organise an event, either in-house or external to their organisation.

It provides guidelines on what should be considered and done before, during and after the event, with useful hints and tips to take into account along the way.

Delegates will also learn the value of good customer service and of being assertive and sensitive to the needs of their attendees. They will also understand the benefits of effective administration in organising and running events and gain ideas for procedures which can be put in place.



Contents:

- *Planning*
 - *Responsibilities*
 - *Timing/dates*
 - *Objectives*
 - *Budget*
 - *Checklists and controls*
- *Locations and venues*
- *Publicity*
- *Delegate information*
- *Promotional items/stands*
- *Contracts and insurance*
- *Putting together an 'event kit'*
- *Running the event*
- *Projecting a professional image*
 - *Excellent customer service*
 - *Handling situations assertively*
 - *Personal presentation*
- *After the event*
- *Useful websites*

Effective Supervision and Team Leadership

Two Day Course

This course will help delegates to develop the skills and techniques of effective supervision and team leadership.

The course is designed for those new to the leadership role or those wishing to improve or refresh their basic management skills. It will enable delegates to learn about team and individual goal-setting, motivation, communication, assertiveness, listening skills, performance measurement, coaching and feedback.

The course may be run as two days consecutively or as two separate days.



Contents

- *The role and responsibilities of the supervisor*
- *People management*
 - *Setting individual and team goals and objectives*
 - *Motivating individuals and teams*
 - *Communication, listening skills and feedback*
- *Team development*
 - *Developing team members*
 - *Managing team performance*
 - *Building on strengths*
 - *Recognition*
- *Effective delegation*
- *Managing difficult people and situations*
- *Effective meetings*
- *Problem solving techniques*
- *Personal Development – action planning for the future*

Fast Track New Manager Training and Coaching Programme

***Comprising six training sessions and four coaching sessions
(can be conducted online or in-house)***

This is a unique instructor-led, group training and one-to-one coaching programme, designed specifically to help new managers lead their teams more confidently, effectively and productively.

It will give them the support, tools and techniques to help them to feel more confident (and less stressed) about their role; to interact better with their team, peers, and those senior to them; to manage their team more effectively, build trust and get them to work more productively and cohesively to achieve goals.

It is designed to:

- Help them transition from being managed to managing other people
- Learn how to employ the right people for the right job
- Enable them to manage tasks and responsibilities they have never had before
- Stop them feeling out of depth and help them feel more confident in their new role
- Remove the worry of juggling all their own tasks on top of monitoring the work of their team
- Learn how best to manage the members of their team
- Think about to whom to go to in the organisation with queries or concerns
- Have someone on hand, external to the organisation, to discuss concerns, issues and ideas.

Who should attend:

The course is designed for delegates who are new to a managerial role, whether promoted from within or recruited from outside the organisation, and also those who have never been taught the basics of managing a team and feel they would benefit from such a grounding.

Contents

The seven steps to leading a team with confidence:

Step 1: Validation

Why you? Understanding their new role as a manager, what is expected of them and when, and feeling more confident about being in that post.

Step 2: Organisation

Recruitment and performance of staff.

Step 3: Communication

Meetings and one-to-one; online and face-to-face. Also communicating well with other departments, peers, and senior management.

Step 4: Tasks and Delegation

Managing their own and their team's workload, to ensure work is completed to standard on time.

Step 5: Motivation

Working with the team to make best use of skills, expertise, and knowledge, improving collaboration, communication, creativity, productivity and trust.

Step 6: Transformation

Taking it forward for the future, growing as an individual and with the team

Step 7: Coaching

The training is followed up with four one-hour, one-to-one coaching sessions, when they will have some private time to focus on their own specific issues.

Handling Difficult Customers

One Day Course

This course is beneficial to delegates who:

- deal with customers in their job, either face-to-face or over the telephone;
- are new to the job market or have been employed for some time in a customer service role
- believe their person-to-person skills and professionalism can be reinforced and updated
- may have to deal with upset, angry or aggressive customers

Following the course, delegates will have learnt:

- the importance of and what constitutes good customer service – both face-to-face and over the telephone
- how to best handle customer complaints and issues
- how to manage others in a customer care environment.

Content:

- *The benefits of good customer care*
- *The external and internal customer*
- *Communication*
- *Listening skills and barriers*
- *The three 'A's of Customer Service*
- *Handling complaints*
- *Handling violent customers*
- *Incident reviews*
- *Professional telephone skills*
- *Handling difficult telephone calls*
- *Giving customers your personal best*
- *Coping skills and managing your stress*
- *Creating a personal action plan*

Leadership Skills

Two Day Course

As a Manager, Team Leader or Supervisor, there are certain personal skills and techniques involved in being a good leader.

This course aims to help delegates lead their teams in a more effective way and so improve the performance of both individuals and the department or section.



Content:

- *What is leadership?*
- *The skills of leadership*
- *Motivating teams and individuals*
- *The importance of good communication*
- *Team building and development*
- *Setting goals and objectives*
- *Handling good and poor performance*
- *Managing stress*

Organising and Chairing Meetings Effectively

One Day Course

With meetings taking up so much time at work, it is vital that they are organised and run effectively to make the best use of the participants' time and ensure the best possible outcome for the organisation.

This course will benefit anyone who is responsible for organising and chairing meetings of any size and type.

Delegates will learn how to organise a meeting; hear suggestions on how to manage relevant paperwork; understand what makes a good chairperson and learn the various actions required to ensure that their meetings run smoothly and are an efficient and effective use of the time of those participating.

They will also examine the various personalities involved in meetings and how best to manage them, in particular those who cause conflict.



Contents:

- *What makes an effective chairperson - identifying the skills and qualities of a good chairperson*
- *The role of the chairperson and other meeting participants*
- *Organising a meeting and preparing the venue*
- *Paperwork involved and helpful tools and ideas*
- *Communication – effective questioning, listening, supporting and differing*
- *Challenges and barriers to a good meeting*
- *Promoting participation*
- *Dealing with difficult situations/people*
- *Providing a framework for group decision making, confirming results, summarising and assigning actions.*
- *Sharing success*
- *Following up actions*
- *Evaluation*

Organising Effective Meetings

Half Day Course

This course will benefit anyone who is responsible for organising and/or running meetings of any size and type.

Delegates will learn the processes they need to go through when dealing with meetings and the actions required to ensure that they run smoothly and are an efficient and effective use of participants' time.

Contents:

- *Types of Meetings, those which*
 - *Inform*
 - *Form*
 - *Perform*
 - *Conform*
- *What is involved in each of the following meeting processes?*
 - *Planning*
 - *Organising*
 - *Conducting*
 - *Concluding*

Organising Meetings and Minute Taking

One Day Course

A successful meeting is due not only to the discussion and decisions taken, but also to accurate taking of minutes to show what has taken place and what action is required.

This course will give delegates a good understanding of the purpose of meetings. It will also enable them to take concise minutes which will be easy to read back and form an accurate record of a meeting.

By the end of the course, participants should be able to identify the major administration aspects of planning, organising and managing a meeting, demonstrate an understanding of the function of minutes, use the skills of effective minute-taking through practical activities and have the confidence to interrupt when clarity is required.



Content:

- *Preparation*
 - *What makes an effective meeting?*
 - *What makes a competent participant, minute taker, chairperson?*
 - *Target audience*
 - *Organising and room setting*
- *Relationship with the Chairperson*
- *The agenda*
- *Purpose of minute taking*
- *Procedures*
- *Active listening and barriers to listening*
- *Practical hints and tips for summarising*
- *Note-taking, shorthand and abbreviations*
- *Clarifying what has been said*
- *Identifying key points:*
 - *What was agreed?*
 - *Action to be taken after the meeting*
- *How to create a table of actions*
- *Inclusion of other materials*
- *Appropriate style, language and structure*
- *Procedural aspects – signing off*
- *Meeting simulation/minute-taking practice*
- *Final presentation*
 - *Proof reading*
 - *Rewriting badly written minutes*
- *Personal action plan*

Presentation Skills

One-Day Course

A useful course for delegates wanting to learn how to make presentations to groups of people.

Delegates will learn invaluable hints and tips on presenting and be given the opportunity to develop their skills and confidence by making several short presentations to other members of their training group.

Constructive feedback and coaching will be given throughout the course to help delegates develop and hone their skills.



Contents:

- *Personal presentation/image*
- *Preparation*
- *Background and awareness of audience*
- *Dealing with anxiety*
- *Voice projection*
- *Avoiding annoying habits*
- *Notes*
- *Handouts*
- *Audio visual aids*
- *Handling questions*
- *Feedback*

Recruitment, Interviewing and Appraisal Skills

One Day Course

This introductory course is useful to those who will be involved in the recruitment of new staff.

It will enable delegates to learn the best ways to carry out the various stages of the recruitment process and how to handle interviews.

Delegates will also learn how to best handle the sensitive subject of staff appraisals for those already employed.



Contents:

- *Recruitment*
 - *The costs*
 - *Writing a Job Description*
 - *Composing an advertisement*
 - *Placing an advertisement*
 - *Using recruitment agencies*
 - *Online recruitment*
- *Interviewing*
 - *CVs*
 - *Responsibilities of the interviewer*
 - *Overcoming prejudices*
 - *Body Language*
 - *Interviewing skills*
- *Appraisals*
 - *Purpose*
 - *Content*
 - *Method, including positive feedback*
 - *Follow up*

Report Writing

Half Day Course

This course will help delegates to understand types of reports and the order and way in which they should be presented.

It will look at gathering information and the process to follow when putting a report together, with a variety of activities covering some of these steps to reinforce the learning.

Finally, there will be a brief look at how to present your information professionally using a computer, adding interest with different styles and graphics.

No previous report writing skills are necessary to attend the course.

Contents:

- *Communication*
- *Reports*
 - *Formats*
 - *Planning and preparation*
 - *Outline framework*
 - *Getting started*
 - *Drafting*
 - *Illustrations*
 - *Rewriting and editing*
 - *Final format*
- *Top Tips*

Seven Steps to Managing your Hybrid Working Team

Half Day Course (online or in person)

With many people working remotely either part of the time or full time, and the trend looking to continue in the future, the challenge of managing dispersed employees can be quite difficult for managers.

People's productivity and efficiency needs to be maintained, without micro-managing, technology needs to be managed, communications adapted to suit the mix of working styles.

This course will take participants through seven steps towards adapting processes, thinking about approaches and so becoming more confident and effective in managing a hybrid team.

Contents:

1. *Wellbeing – yours and your team's*
2. *Setting team rules*
3. *Communication:*
 - *Business*
 - *One-to-one*
 - *Social*
4. *Managing workloads, delegating*
5. *Technology*
6. *Training and development*
7. *Coaching support*



Stress Management

One Day Course

This course is designed to help delegates recognise the symptoms of stress and to learn how to deal with them in a positive manner.

Examining all aspects of their life, each delegate will understand the symptoms and understand how to take the appropriate action to lessen the risk of stress affecting their general health and well-being.

Delegates will be encouraged to make an action plan to achieve a better work/life balance and work towards their goals.



Contents:

- *What is stress?*
- *Understanding sources of stress*
- *Recognising stress symptoms – behavioural, emotional, physical, cognitive*
- *Appreciating the positive side of stress*
- *Ways of managing stress more effectively*
- *Eating habits*
- *Relaxation*
- *Stress in the workplace*
- *Managing your time better*
- *Developing a stress management plan to achieve better work/life balance*

Team Building

One Day Course

This course provides delegates with a look at the various aspects needed for an effective team.

Combining theory with practical exercises, delegates will understand the importance of working as part of a team and learn how their effectiveness can have impact on the favourable outcome of a project or business.



Contents:

- *Team functions*
- *Advantages and disadvantages to team working*
- *Characteristics of effective teamwork*
- *What can go wrong*
- *Team leadership – responsibilities and skills*
- *Tools for success*
- *Effective communication*
- *Vision, objectives and goal setting*
- *Problem-solving and decision-making*
- *Delegation*

Telephone Techniques for Professionals

One Day Course

This course introduces delegates to the concept of the telephone being a crucial communication tool in business, where its misuse can lead to misunderstandings, wastage of time and effort, and even loss of valuable customers.

It is suitable for those who are new to using telephones in business and those who have experience in handling phone calls but wish to improve their techniques and learn how to handle more sensitive situations.



Contents:

- *Telephone usage in the workplace*
- *Making greatest use of the telephone and avoiding potential pitfalls*
- *Listening skills*
- *Tone of voice and body language*
- *Productive questioning techniques*
- *Positive ways of projecting the company image over the phone*
- *Analysis of delegates' current telephone behaviour to find ways to improve and build on skills*
- *'Controlling the call' to make the best use of the telephone at work*
- *Taking and passing on messages*
- *Solving the problems of callers - preparing delegates to take responsibility for the successful conclusion of any conversations, and reinforcing customer service*
- *Analysis of different categories of difficult callers and methods for dealing with them*
- *Handling answer-machine and voice-mail messages*

The Effective Administrator

Two Day Course

Administrators provide vital support to a wide variety of department and managers.

This course is for administrators wishing to enhance their personal effectiveness and working practices, improve their skills and contribute more effectively to their team.

Delegates will look at the skills and qualities essential to their success as an effective administrator. They will learn to plan and prioritise workloads, identify areas for improvement in their current working practices, and set goals effectively.

Delegates will also learn what is required to ensure that meetings are organised properly, run smoothly and are an efficient and effective use of the time of the participants.

As communication forms a large part of all jobs, the course will help delegates develop their confidence and interpersonal skills, as well as improve their proficiency in written communications. Internal and external relations will be considered when covering customer care and telephone skills.

Contents:

- *The organisation and its objectives, and the role of the Administrator*
- *Managing time more effectively and improving organisational skills*
- *Setting and achieving goals*
- *Organisation of meetings*
- *Communication and confidence building*
- *Verbal and non-verbal messages*
- *Listening skills*
- *Giving and receiving criticism*
- *Basic negotiation techniques*
- *Better written communications*
- *Giving excellent customer care*
- *Handling difficult people and situations*
- *Effective telephone skills*



The Exceptional Personal Assistant

One Day Course

Personal assistants provide vital support to managers and contribute greatly to achieving organisational objectives.

This course is designed for secretaries and administrators moving into the role of personal assistant or those already in these positions wishing to improve their skills.

Delegates will look at a variety of ways in which they can enhance their position in the organisation and become a valuable “right hand person” for their line manager, as well as achieving and maintaining their own professionalism and identity.

The course will provide them with skills needed by today’s personal assistants, including problem solving, report-writing, organising events and making presentations.

Contents:

- *The organisation and its objectives, and the role of the PA*
- *Managing time effectively*
- *Delegation and negotiation*
- *Problem solving techniques*
- *Effective communication*
- *Writing reports and minutes*
- *Organising events*
- *Preparing and making presentations*
- *Projecting a professional image*

The PA as a Team Leader

Two Day Course

This course will help delegates in a PA role with supervisory responsibilities to develop the skills and techniques of effective supervision and team leadership.

Designed for those new to a leadership role or those wishing to improve their basic management skills, the course will give delegates the opportunity to learn about team and individual goal-setting and motivation, communication, assertiveness, listening skills, measuring people's performance, coaching and feedback.



Contents:

- *The role and responsibilities of team leaders*
- *People management*
 - *Setting individual and team goals*
 - *Motivating individuals and teams*
 - *Communication, listening skills, feedback*
 - *Team development*
 - *Developing team members*
 - *Managing team performance*
 - *Building on strengths*
 - *Recognition*
 - *Effective delegation*
 - *Managing difficult people/situations*
- *Effective meetings*
- *Problem solving techniques*
- *Personal Development – action planning*

Time Management

One Day Course

This course will benefit anyone who wishes to learn how to improve their techniques in time management and who wishes to learn how to prioritise tasks.

It looks at the most common areas of time wastage and offers a range of suggestions and time-saving tips to better control the working day.

This training day involves both individual and group activities to help identify problem areas and potential solutions.

Delegates will leave with an action plan for improving their time management once they return to the workplace.



Contents:

- *Assessment of your personality type to see what type of person you are when managing your time*
- *Assessment of the issues currently experienced*
- *Time saving tips for improving problem areas such as:*
 - *Telephone and other interruptions*
 - *Visitors*
 - *Procrastination*
 - *Personal organisation*
 - *Management of meetings*
 - *Own attitude*
 - *Dealing with paperwork*
 - *Dealing with timewasters*
- *How to prioritise*
- *How to delegate*
- *Managing your time – weekly and daily planning sheets, time logs*
- *Action planning for the future*

Coaching

What is coaching?

Put simply, coaching is a process that enables clients to realise their full potential by helping them to bridge the gap between where they are now, and where they would like to be.

Every top athlete has a coach, and in recent times, coaching has had more widespread appeal as a way for people to achieve goals in their life and work.

The focus is on developing strengths and making sought after changes, which is useful for individuals looking to find a better work/life balance, those seeking specific solutions to professional challenges, or executives who are in need of an impartial sounding board.

How does it work?

The first aim is for the client to identify their real goal(s). With coaching, they then look at the challenges or barriers, assess their resources and what options are available and viable, visualise the outcome and move towards achieving their goals or resolving the issue.

Janet helps her clients work towards maximising their performance, increasing their confidence and self-belief, and handling challenges. Providing a confidential and impartial sounding-board, she helps clients achieve their personal best. Clients are safe in the knowledge that someone is there every step of the way, supporting, encouraging, motivating and helping them to succeed.

With an extensive library of training and management tools at her disposal, Janet can also offer a range of solutions for clients to put to immediate use in their jobs, to help them be more effective and efficient.

Unlike counselling, which looks back in the past to find solutions, coaching starts with today and looks forward to where the client would like to be in the future and helps them get there – pretty powerful stuff.

The coaching may be carried out online, via Zoom or Microsoft Teams, or face-to-face if suitable.

It is recommended that clients register for a programme of six one-hour consultations to gain the best benefit of coaching.

Coaching Clinics

One Day a Month

Workplace Coaching Clinics

The workplace has changed dramatically in the past two years and people are having to adapt to new ways of working. This has led to challenges that people are struggling to adjust to. Managers may be leading teams of individuals who are working remotely for at least part of the time and this can lead to challenges around trust, motivation and inclusion.

Workplace Coaching provides one-to-one access to a coach in the office and supports staff with their immediate pressures, challenges and concerns.

Coaching is carried out in-house and takes into account the culture and needs of the organisation.



It involves the coach being booked in to an office in your organisation on a regular day each month, with appointments made available for staff. Individuals can book in advance to meet with the coach or may be able to drop in if there is space available on the day. They may choose to have just one session, or book a series of consultations over subsequent months, as required. These appointments afford staff members access to someone from outside the organisation, for impartial support and advice, and to help them improve their performance, confidence and job satisfaction.

Coaching appointments are usually 50 minutes long and up to seven meetings may be held in one day (with a ten minute gap between each).

Coaching is proven to help reduce overwhelm and improve morale and motivation. Common issues or worrying trends may be flagged to management, whilst maintaining confidentiality of staff members. The additional benefit of having the Coach in-situ in the workplace makes the environment a more attractive place to be and encourages people to want to come back into the workplace.

Workplace Coaching Clinics are available to be run on site in your organisation once a month.

Online Coaching Clinics

Run in a similar way to the Workplace Coaching Clinics outlined above, Online Clinics are the virtual equivalent, with the one-to-one meetings being held online, either on Zoom or on Microsoft Teams, according to the organisation's preference. Useful for organisations where staff are mainly or completely working remotely.

Again, the coach would be engaged to run a Clinic on a regular day each month and members of staff can pre-book themselves into a 50 minute coaching session.

For fees or for further information on Coaching Clinics, please contact Janet Baker on **07944225290** or email her at janet@inspiretrainingmidlands.co.uk.

Terms and Conditions

Payment

Unless other arrangements are agreed in writing, payment must be made in full no more than 30 days after date of invoice. Payments by BACs please (cheques cannot be processed). Payment information is on every invoice.

Block bookings of four or more days may require payment to be made at the time of booking.

Travel expenses for any training carried out at a location more than 30 miles away from trainer's home base will be charged at 45p/mile on top of the course fees, or full rail/air fare, as will any necessary accommodation and sustenance expenses.

Late Payment Charges:

Late payments will incur a late payment fee, starting with an initial charge of £20 or 10%, whichever is higher, added 15 days after the date of invoice. A further £20 or 10% will be added each calendar month thereafter until payment is received. Should payment not be received in full within two months after training/coaching has taken place legal action will be taken to recover the total amount owed as well as all extra charges and legal costs.

Other charges:

Course manuals are charged at £7/copy per person for every course.

A £10 administration fee will also be charged for each of the following:

- returning cheques (BACs payments only please)
- sending a payment reminder letter
- re-invoicing

Bookings

Upon receipt by us of a confirmation email or completed booking form, a course is considered booked.

Cancellation of training

Cancellation by client:

Cancellation notice must be received in writing 15 days or more before the start date of training.

Penalty Charges: If the cancellation notice is received ten-14 days before the start of training then the client will pay 25% of the total value of training. If cancellation notice is received between four and nine days before the start of training, then the client will pay 50% of the total value of the training. If cancellation notice is received three or less days before the start of training, then the client will pay 100% of the training fee.

The client will pay any expenses, such as for non-cancellable hotel rooms, train tickets already purchased or manuals already printed.

Cancellation by us:

We reserve the right, in every case, to reschedule or to cancel courses as necessary, you will be given a minimum of 15 days' notice with the exception of certain unforeseen circumstances (see below). If it does become necessary to cancel a course, you will be entitled to take that course at a later date or receive a full refund of any course fees paid.

Cancellation due to unforeseen circumstances:

We reserve the right, in every case, to cancel or reschedule the course at short notice due to unforeseen circumstances. This may include power failure, train cancellation or strike, exceptional weather conditions, illness. You will be given the option to reschedule the course at a later date, or have a full refund of any course fees paid.

Responsibility will not be accepted for any consequential loss arising from cancellation or curtailment of any course.

Rescheduling

Rescheduling may be made at the request of Inspire Training Midlands or the client up to five working days prior to the course commencement to any available date within a two-month period, mutually agreed between the client and Inspire Training Midlands.

Rescheduling within two days of the course commencement will incur the normal cancellation charge.

Copyright

No part of the course material provided may be reproduced or transmitted in any form, or by any means, electronically or mechanically, including photocopying, recording or any information storage or retrieval system without the written permission of Inspire Training Midlands. Course material is provided subject to the condition that it shall not, by way of trade or otherwise, be lent, resold, hired out, or otherwise circulated without the prior permission of Inspire Training Midlands. Any unauthorised use, duplication or lending of course material without prior written consent is strictly prohibited.

Online Training Service Availability

Inspire Training Midlands will strive to provide a consistent level of service availability and performance, but will not be liable for failure or delay in performing obligations due to circumstances beyond its control. This includes but is not limited to unavailability or delay of third party services, internet service or power used by the equipment needed, acts of war, sabotage, fire, flood, strike. The company will not be held liable for any errors, damage or other unexpected events resulting from the use of the service.

Non-disclosure

Inspire Training Midlands undertakes not to use any Confidential Information disclosed by participants for any purpose except training or support of the client.

These Terms and Conditions will apply to the contract for us to provide the training services set out in the confirmation email or Booking Form completed by you. No amendment, additions or alterations will be made to these Terms and Conditions, unless agreed in writing between Inspire Training Midlands and the client.

Sub-contracting

Where agreed with the client, certain training jobs may be sub-contracted to associate trainers. The trainer may follow a course outline available from me or they may follow their own course structure. This will be confirmed with the trainer and client in advance of the training.

Payment will be made directly to Inspire Training Midlands (via BACs, details on the invoice) and we will then pay the trainer.

Responsibility will not be accepted for any loss or damage arising from the actions of the trainer and any claim should be made directly with the trainer.

All bookings with an associate trainer must come through Inspire Training Midlands, unless otherwise agreed.

The client should notify me as soon as possible of any problem there may be with a trainer or the training.

Cancellation of coaching appointment

Please note that once a client has booked an appointment with me, it means that I have reserved time in my schedule exclusively for them. If the client cancels the appointment less than 24 hours before it is scheduled to take place, a charge of 50% of the fee for that session will be made. To avoid a cancellation fee, please provide cancellation notice at least 24 hours prior to your appointment.

A client may cancel or reschedule an appointment by phoning or texting me on 07944225290 or sending an email to janet@inspiretrainingmidlands.co.uk.

I will do my best to be on time for the meeting and expect the same of our clients. I will wait for up to 10 minutes for a client to join the meeting before considering them a no-show and ending the meeting. If the meeting was to have been held face-to-face, the client will be liable for any expenses incurred as well.

A coaching programme is non-cancellable. I do allow for "freezes" so that people can take a break from the time schedule if they are overburdened, want to take holiday, etc.

Any queries about these Terms and Conditions, please contact janet@inspiretrainingmidlands.co.uk.

Janet Baker

Biography



Janet Baker is a training expert who heads up the Inspire Training Midlands team and delivers courses covering all aspects of business and IT across a wide range of sectors.

Janet is also an accredited coach and is passionate about helping people to reach their full potential, both in their personal and professional lives.

Early success as a qualified, multi-lingual secretary, saw her go on to work as a personal assistant at senior executive level in various private and public sector organisations.

Qualifying with the Chartered Institute of Personnel and Development was pivotal in Janet's career, galvanising her into making the move to specialise in training.

As a qualified NVQ Assessor and Internal Verifier, she enjoyed many years of delivering NVQs and Modern Apprenticeships, in addition to providing corporate clients with training in IT and personal development skills.

Ultimately, Janet was appointed to manage a training organisation in Birmingham, reporting directly to the board of directors, before later deciding to go it alone.

Since 2002, Janet hasn't looked back, running her own training business and working with organisations from all fields, including manufacturing, services, public, education, voluntary sector and the Arts.

For several years, Janet also carried out work around the country for leading UK examining body, OCR, initially as a Visiting Standards Moderator (External Verifier) for Key Skills, and then as a Training Consultant for them, training educators in the delivery of Functional Skills.

Her approach is to create a friendly, participative learning environment, where delegates engage to learn new skills, gain confidence, realise opportunities and, most importantly, develop as people as well as employees.

When coaching, her style is supportive, constructive and encouraging; giving people a trusted partner with whom to work, empowering them to identify issues and goals, focus on outcomes, motivating them to work towards attaining them and cheering them along the way.

Privacy Notice

This Privacy Notice tells you what to expect in relation to the personal information about you which is collected, handled and processed by Inspire Training Midlands. In the matter of any data collected by Inspire Training Midlands of 43 Hilston Avenue, Halesowen, West Midlands, B63 4BT, the company is the Data Controller.

We acknowledge and agree that any personal data of yours that we handle will be processed in accordance with all applicable data protection laws in force from time to time. Currently, the Data Protection Act 1998 applies. With effect from 25th May 2018, the General Data Protection Regulations ("GDPR") will come into force, which will change the law.

The information we may collect

Information we hold may have come from you by filling out the contact form on the website <http://www.inspiretrainingmidlands.co.uk>, by emailing with us, telephoning, writing a letter or completing a feedback form after training.

The information about you or your colleagues we may collect, hold and process is set out below:

Information collected and processed for arranging and delivering training or coaching programmes:

- Name
- Address
- Email address
- Telephone number
- Job role
- Training or coaching requirements
- Any other information you provide.

How we use the information

The above information is used to provide you with information about our courses, coaching, business services and general updates that are available to you, via our capacity as a training consultancy, coach and business services provider. These updates are to assist you in securing a suitable training course, business service or coaching arrangement. We will only send you information on the specific areas you have declared as an interest or ones we think would serve you well.

The information may be used as follows:

- To give you information on a suitable training course, business service or coaching session
- To keep you informed of other suitable courses or coaching opportunities as they arise
- To keep you informed of the other business services offered by us.

How we hold the information

All the personal data we have is stored on either computer, if paper-based (for example, coaching forms, notes and feedback forms), securely locked away. All computers/memory sticks are password protected and encrypted.

The website and email are set up and hosted on a fully trusted 4096-bit SSL Certificate, which creates a secure connection between the website and you as a visitor. It is hosted in a data centre in London, within a secure compound, 24 hour security, CCTV and technicians always on site. The website has a permanent firewall in place. Data on servers are kept separate to other organisations' data.

Disclosure of your information

Your training requirements will only be shared between the two trainers, Janet Baker and Deby Homer, as necessary.

Personal data provided to us shall not normally be transferred to a company, country or territory outside this company. We will only share your data with third parties in this way if you consent to this.

What is the legal basis for processing the information?

We will rely on the basis of a legitimate interest to process the information which is collected at the outset from our marketing and training processes.

Your rights

You have the right at any time to ask for a copy of the information about you that we hold. If you would like to make a request for information please email info@inspiretrainingmidlands.co.uk. We will require either an original copy of ID (passport/driving licence etc.) or a certified copy.

In addition to this right of access, you also have the following rights: erasure, restriction of processing, objection and data portability. If you wish to make a request of this nature please email info@inspiretrainingmidlands.co.uk. Where there is a legal or contractual obligation for us to retain your data we will notify without undue delay.

Retention of your data

In accordance with GDPR Article 5(1), (e) about storage limitation, personal data shall be kept for no longer than is necessary for the purposes for which personal data are processed.

Withdrawal of consent

If you have provided us with your consent to process your data, for the purpose of using our services, you have the right to withdraw this at any time. In order to do so you should contact us by emailing info@inspiretrainingmidlands.co.uk.

Concerns

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to Information Commissioners Office at <https://ico.org.uk/concerns/>.

Contact

Please address any questions, comments and requests regarding our data processing practises to info@inspiretrainingmidlands.co.uk.

Changes to the Privacy Notice

This Privacy Notice may be changed by us at any time.