

Training Portfolio

A - Z OF TRAINING ...
AT A GLANCE



| Capability Area | Course Title(s) |
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| Accountability | Personal and Professional Accountability |
| Assertiveness & Confidence | Assertiveness at Work Developing Confidence |
| Business Writing | Effective Business/Report Writing Plain English and Accessible Writing Perfect Proofreading |
| Career Progression and Management | Competency Based Interview Skills Interview Skills for Interviewers Managing and Developing Your Career Personal Branding Recruitment and Selection for Panel Members Writing Successful Application Forms Writing Successful CVs |
| Change | Change and Resilience Dealing With Change Managing Change Ready for Change |
| Coaching/Mentoring | Coaching Skills for Mentors Leading through Coaching Solutions Manager as Coach Practical Mentoring Skills |
| Collaboration/Relationships | Building Positive Relationships Collaborative Stakeholder Relationships Emotional Intelligence Influencing and Negotiation Skills Influence with Confidence The Emotionally Intelligent Manager |
| Communication Skills | Communicate as a Leader Difficult Conversations Communication Impact Emotionally Intelligent Listening Storytelling |
| Conflict | Dealing with Difficult Behaviours Managing Conflict |
| Customer Service | Complaints Handling Customer Service and Wellbeing Customer Service Excellence Dealing with Angry Customers Improved Outcomes through Enhanced Customer Relations |
| Finance and Governance | APMG Better Business Cases (Accredited)* Credit Management Developing a Business Case/Economic Appraisal Finance for Non-Financial Managers Governance and Accountability International Financial Reporting Standards Managing Cash Flow Practical Budgeting Skills Preparing Management Accounts Sage Cloud & Computerised Accounting Sage Cloud & Computerised Payroll Understanding Financial Statements Xero Cloud Accounting |

* Accredited/Certified Training

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| | Fraud Risk Management |
| Governance and Risk | Business Continuity Planning Fraud and Cyber Security Awareness GDPR (UK&EU) Data Legislation Practical Risk Management Whistleblowing |
| Health & Wellbeing | Mental Health Awareness for Managers Reducing Overwhelm and Gaining Control Resilience and Wellbeing Wellbeing at Work |
| Human Resources | Challenging Unconscious Bias Conducting Investigations Equality and Diversity in the Workplace Harassment Contact Officer Training HR Fundamentals Investigative Interviewing Managing Sickness Absence Manual Handling People Management Performance Management Recruitment and Selection |
| Hybrid/Flexible Working | Delegating to a Remote Team Effective Hybrid/Flexible Working Manage and Motivate a Remote Team |
| Innovation & Improvement | Introduction to AI Continuous Improvement and Problem Solving Innovation and Improvement |
| IT/Marketing Tools Training | Adobe Acrobat PRO Adobe Dreamweaver Adobe InDesign (2 days) Adobe Photoshop Canva for Non-designers CEH (Certified Ethical Hacking)* Cisco/Avaya courses (various)* CISM (Certified Information Security Manager)* CISMP (Certified IS Management Principles)* Creating Accessible Word Documents Creating Video on a Mobile Device Data and Information Management Fraud & Cyber Security Fundamentals of Digital Marketing and Social Media Google Ads Hootsuite IT Application training ITIL training (various)* LinkedIn MailChimp Email Marketing Mastering MS Teams Microsoft 365 technical training (various)* Microsoft Azure* MS Access MS Excel – VBA + Basic/Intermediate/Advanced MS Outlook MS PowerPoint MS Project MS Word Intermediate and Advanced |

* Accredited/Certified Training

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| | Oracle (various)* Power Platform (various)* |
| Leadership & Management | Communications Skills for Leaders Inspiring Leadership Leadership Development Leading Change and Projects Leading High Performing Teams Leading Self Leading through Change Leading through Coaching Solutions Leading with Intent The Engaging Leader |
| Management | Conducting Investigations Delegation Skills Equality and Diversity in the Workplace Making Better Decisions Managing Sickness Absence People/Performance Management Supervisory and Management Skills Line Management Essentials |
| Meetings/Events | Effective Meetings Masterclass Event Management Facilitation Fundamentals Facilitation Skills Masterclass High Engagement Remote Meetings Minute Taking |
| PA Development and Business Support Skills | Advanced PA Development Programme Effective Business/Report Writing Effective Notetaking Inbox Management/Effective Communication Managing Small Projects Minute Taking PA Development Programme |
| Presentations and Training | Impactful Presentations Presenting to the Board Train the Trainer Accredited* / Non-accredited |
| Procurement | A Practical Overview of EU Procurement Contract Management Drafting Tender Documents (Specification Writing) Introduction to Procurement Legislation Selection and Tender Evaluation Procurement Refresher Tender Writing for Bidders |

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| Project Management / Digital Transformation | AgilePM Basics (Non-Accredited) AgilePM Introduction (Non-Accredited) AgilePM with Scrum (Non-Accredited) APM Project Fundamentals (PFQ)* APM Project Management (PMQ)* APMG Agile Scrum Master* APMG Better Business Cases* APMG Change Management* APMG Earned Value Management* APMG Managing Benefits* APMG-Agile Project Management* BCS – Business Analysis* Introduction to MSP Introduction to Project Management (PRINCE2) Management of Risk* Managing Small Projects Managing Successful Programmes* MOP, MOV, P30 and PMP* MS Project Power BI PRINCE2 Agile* PRINCE2 Project Management* Scrum Master (Non-accredited) User Story Writing* UX training* (Non-accredited) |
| Resource Management | Making Time for Important Work Planning and Organising Prioritising the Right Things Resource Planning Supervisory and Management Skills Taking Control of Your Inbox Time Management |
| Teams | High Performance Teams Taking the Lead Team Leader Training Teams and Conflict Teamwork and Motivation Teamwork Essentials |
| Fire Safety & Emergency First Aid In association with our trusted partner Fire Safety Solutions NI | Emergency First Aid at Work* Evacuation Aid / Equipment Training* Evacuation Chair Training* Fire Awareness Training* Fire Induction Trainer Training Fire Manager Training* Fire Warden/Marshal Advanced Training* Fire Warden/Marshal Training* |

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