

Training Portfolio

A-Z OF TRAINING ...
AT A GLANCE



Capability Area	Course Title(s)
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

	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

	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

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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