

# Inspiring a spirit of learning

Leadership & human skills development

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fraser

# Message from Lynsey

As we move through 2025, **navigating uncertainty remains ever-present.**

Creativity, innovation, and human connection are more critical than ever—especially in an increasingly AI-driven world. That's why our new **Navigating Uncertainty POV** paper is so timely—be sure to check it out!

Recent reports, including the **World Economic Forum** and our own **L&D Impact Survey**, highlight a major shift in favour of **leadership** and **human skills**, and a growing emphasis on **performance**. Organisations are focusing more on measuring what matters and **helping people perform at their best**—something we're passionate about.

To support this, we've launched two key innovations:

- **Performance Boosters** – A five-step, action-focused learning experience designed to accelerate skills development and enhance performance.
- **Performance Consulting** – A new service to help HR/L&D reposition learning as a performance enabler, better aligning learning with real business performance.

We're here to support—to listen, understand your challenges, and help find the right solutions. Speak to the team at Hemsley—we love to talk.



*Lynsey Whitmarsh*

Hemsley, CEO

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Need a quick  
overview of Hemsley?

[CLICK HERE](#)



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A to Z Glossary

# Hemsley Fraser

Leadership and human skills. Reimagining learning.

## WE HELP ORGANISATIONS...

- ✓ Improve retention, engagement & performance
- ✓ Develop manager & leader capabilities
- ✓ Upskill & reskill teams
- ✓ Boost connection, resilience & adaptability



Leadership Programme

Development for Frontline Leaders



 We partner
  We deliver
  We support

## OUR CLIENTS INCLUDE...



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# Creating a **spirit of learning** for great brands, through:

## **COURSES & DIGITAL LEARNING**

**Powering up individuals and teams** – boosting their skills, capabilities and performance – through training courses, learning experiences and digital learning.

## **CUSTOM PROGRAMMES**

**Delivering custom and large-scale global learning experiences** – co-creating programmes across a blend of *content, technology and services* – to meet the goals and performance improvements needed.

## **CONSULTING & SERVICES**

**Partnering clients to transform their learning & performance development** – helping them achieve the growth expectations of individuals, teams & the organisation.

### **Hemsley's core areas**

Management & leadership development

Human skills / people development

Project management skills

We support across 100 core leadership and human skills topics to create a spirit of learning, boost performance and growth.  
*Talk to us today about how we can support learning and performance development in your business.*

# Our geographical reach

Working with our partners at pace, wherever they are!

- Over **2,000** subject matter experts
- **Thousands** of learning assets
- **In-house** digital design studio
- **In-house** learning design team
- **In-house** enterprise solution management
- **Global** content-delivery team

## Industries of our partners



## Our associate network

North  
America  
**100+**

Europe  
**250+**

Africa &  
Middle East  
**25+**

Asia-Pac  
**75+**

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# What differentiates Hemsley?

**01**

## Turn-key offering

Across content, technology and services. One-stop-shop but not 'one size fits all'.

**02**

## Outcome focused

Delivering the results you need. Skills and capabilities, mindset, and behaviour change.

**03**

## Global reach

Everywhere you need us to be – 90 countries and 70 languages. Proven cohesion of our global teams.

**04**

## Flexibility & pace

Chosen because of the agility and client-focus we bring to L&D provision.

**05**

## Trusted brand

Hemsley is renowned for providing high quality products and services – over 900 clients.

**06**

## Engaging learning

Creating a spirit of learning – developing human capability to thrive in a rapidly changing world.

[hemsleyfraser.com](https://hemsleyfraser.com)

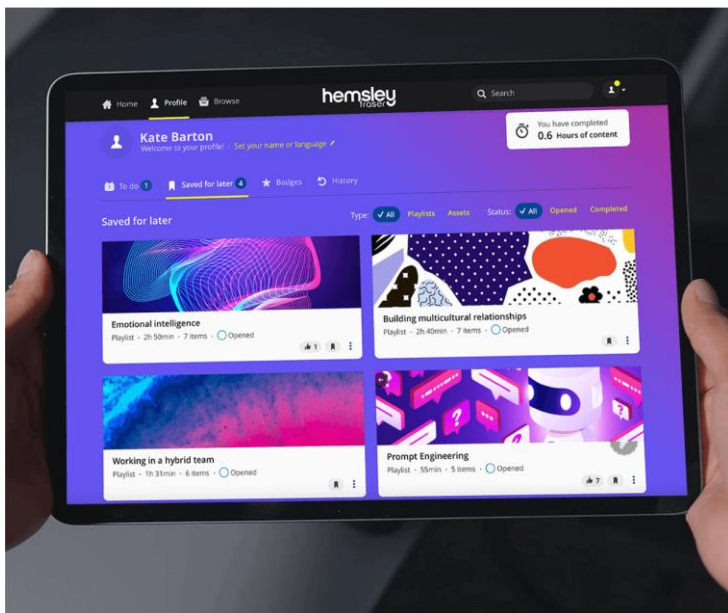
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# Content

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Underpinning our rapid and cost-effective tailoring of content to meet client needs is a vast award-winning library of digital on-demand and classroom-based content

# Hemsley content



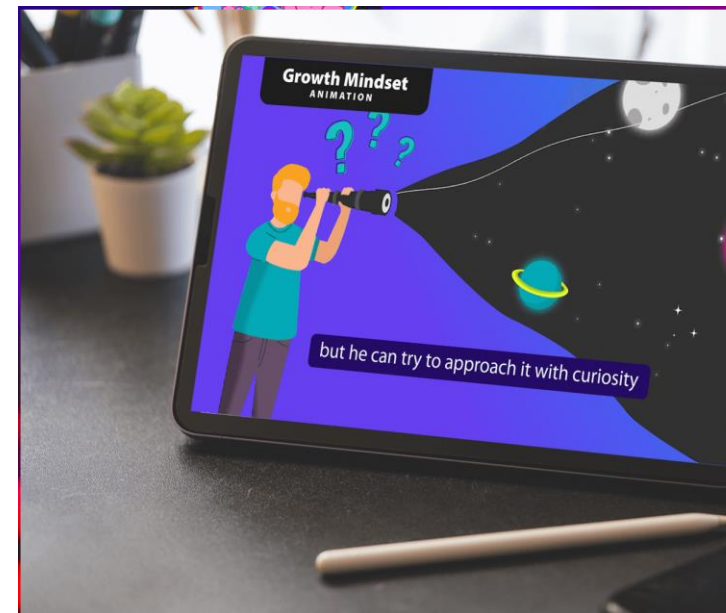
## 100 Core Topics

- Career development & leadership skills
- Available in multiple languages
- 5+ assets per topic



## Pre-curated programmes

- Management & Leadership programme
- Individual & Team experiences
- Project management & accreditation



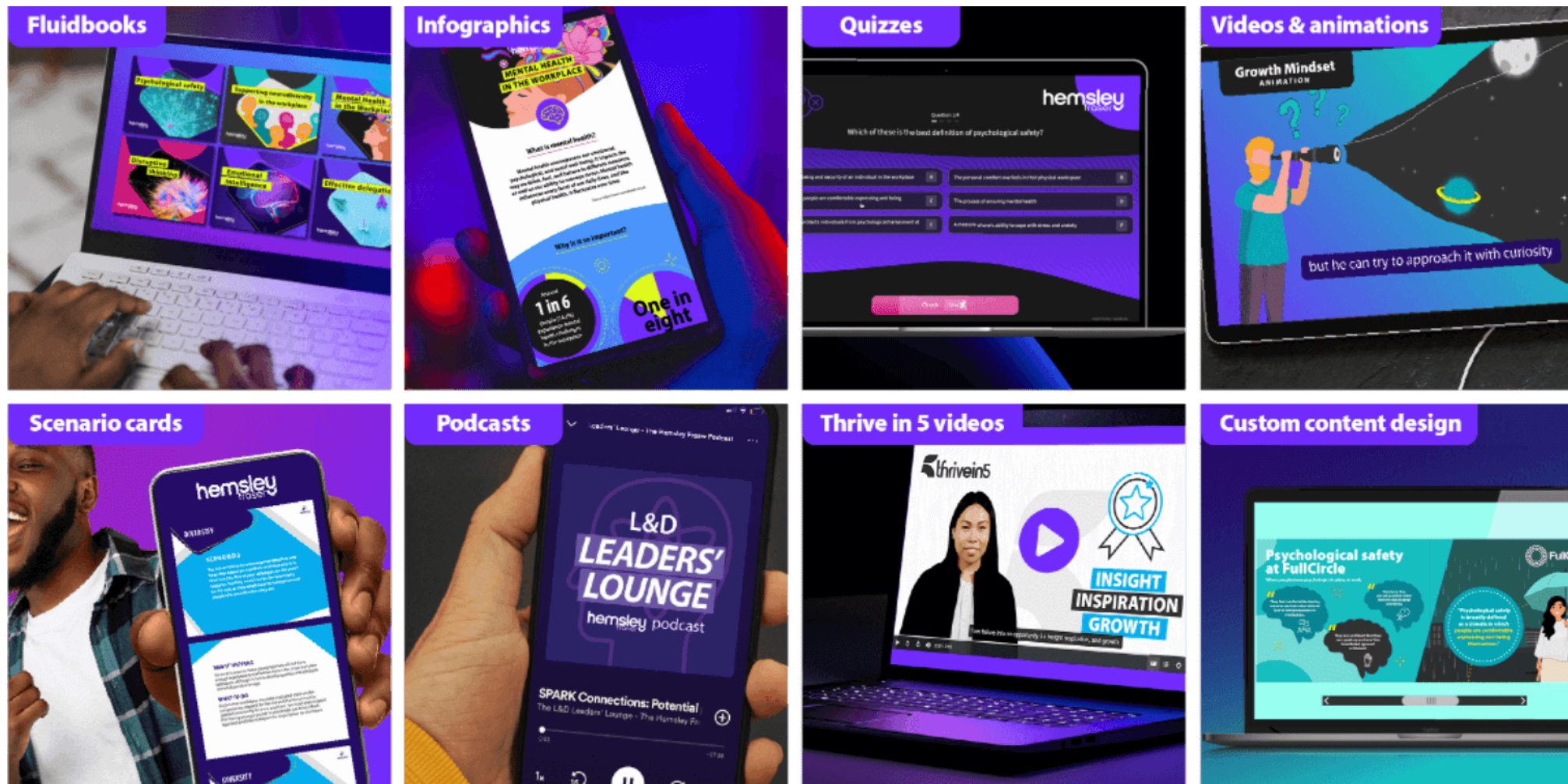
## Specialist

- Regionally & functionally specific content
- DEI&B
- Vast library of custom client content

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# Online self-study

Example of our award-winning multi-modal library of content, & custom content development options



# Live workshops

Virtual or in-person



Expert-led training sessions to help develop your groups and teams.



Available for in-person or virtual delivery.



Facilitation, production and content, we'll take care of everything.

There are multiple expert-led training options available, including live workshops, 90-minute bite-size training sessions, experiential learning, and 25-minute run-it-yourself sessions.

## Part of our Core library

Bitesize sessions



Live workshops



**LIVE**

Run-it-yourself sessions



Experiential



# Training courses

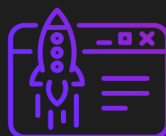
Choose from our library of pre-built blended training courses – available for individuals, groups & teams

More than just courses – they are learning journeys!



## EXCITE

On-demand digital learning playlist



## ENGAGE

Live session delivered virtually or in-person



## EMBED

Supporting on-demand digital learning playlists

Option of coaching session

We use our proven **excite, engage, embed** method to ensure the learning experience is engaging and the learning is sustained.

**GO TO PAGE 47**  
to review training course portfolio

*Training course portfolio*

Updated August 2024

### Core topics include:

- Management & leadership
- Personal development
- Project management
- Essential business skills
- Wellbeing & life skills

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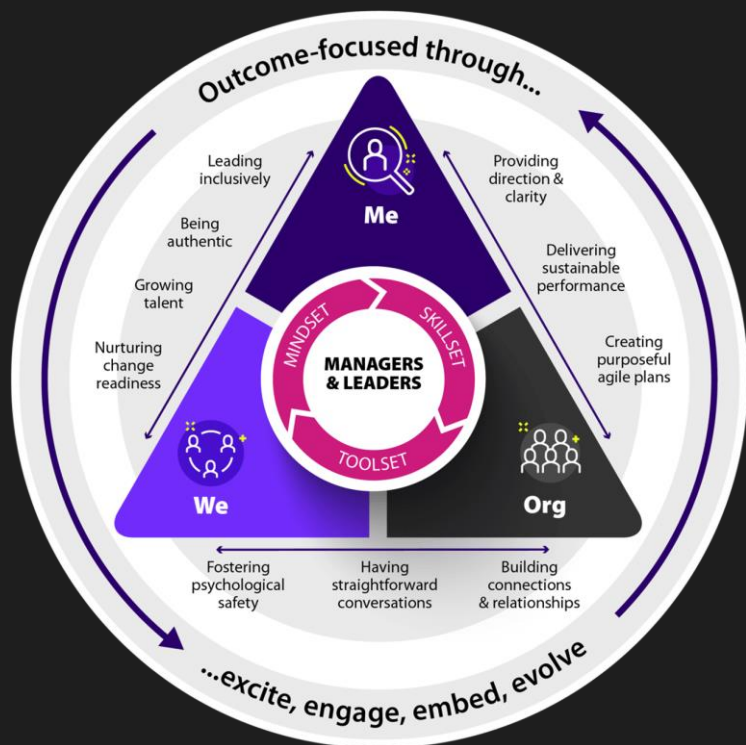
# Management & Leadership Programme Experience Structure

A curated blended development experience – encompasses the 10 key capabilities leaders need to succeed in today’s work environment.

Want to learn more about the programme?



[CLICK HERE](#)



PROGRAMME LAUNCH	BUSINESS PLANS /GOALS: CO-CREATE	ME (SELF)	WE (TEAM)	ORG (BUSINESS)	PROGRAMME CLOSE
<p><b>Excite: Contextualising &amp; relevancy</b></p> <ul style="list-style-type: none"> <li>Context for the programme – why this &amp; why now</li> <li>Integration with organisational values &amp; goals</li> <li>Understand what's to come &amp; what's expected</li> <li>Meet with network</li> <li>Coaching group &amp; contract</li> <li>Learning journal</li> </ul> <p>Self-assessment</p>	<p><b>Creating purposeful, agile plans</b></p> <ul style="list-style-type: none"> <li>Connect individual purpose with the organisation's purpose &amp; strategic direction</li> <li>Planning process &amp; tools</li> <li>Team participation in current &amp; future planning</li> <li>Establish a rhythm of reviews so plans are up-to-date, compelling &amp; effective</li> </ul> <p>For each module (using our 'Excite, Engage, Embed' methodology)...</p>	<p><b>Developing a human leadership mindset</b></p> <ul style="list-style-type: none"> <li>Being authentic</li> <li>Fostering psychological safety</li> <li>Leading inclusively</li> </ul> <p>Excite: Self-paced learning resources</p>	<p><b>Developing people &amp; relationships</b></p> <ul style="list-style-type: none"> <li>Growing talent (includes coaching skills)</li> <li>Building connections &amp; relationship</li> <li>Having straightforward conversations</li> </ul> <p>Engage: Interactive &amp; engaging facilitated series of 3-hour workshops, delivered 2-4 weeks apart</p>	<p><b>Developing performance</b></p> <ul style="list-style-type: none"> <li>Providing direction, clarity &amp; structure</li> <li>Delivering sustainable performance</li> <li>Nurturing change readiness</li> </ul> <p>Embed: Work-based application resources &amp; on-demand extending the learning</p>	<p><b>Evolve: Driving business impact &amp; measuring success</b></p> <ul style="list-style-type: none"> <li>Completion of learning application activities</li> <li>Post-programme learning check &amp; individual learner feedback</li> <li>Line Manager feedback</li> <li>Evaluation of business planning project</li> </ul> <p>Review of self-assessment</p>

← Continuous learning & check-ins | Self-directed meetings with the learners' managers, Networking coaching groups to meet after each module, Learning application activities →

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# Performance Boosters

**Performance Boosters** are a new asset type that combine immediately actionable workplace guidance with a new curation of our best Core learning resources. Each Performance Booster will cover a broad topic area and allow learners to access targeted, relevant, and actionable learning via a self-contained **Fluidbook Air**.



Want to see  
our Fluidbook  
Air product  
in action?

[CLICK HERE](#)

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# Fluidbooks

A **Fluidbook** is an interactive digital tool designed to deliver engaging, user-friendly learning experiences. With its accessible on-demand content, it is a fresh take on traditional e-learning combining multimedia elements like videos, animations, and quizzes to create an intuitive and visually appealing journey. Perfect for self-directed learning, boosting retention, and supporting performance in the flow of work.



**We have a library of 100+ pre-built Fluidbooks**

Covering the most in-demand topics.



**Our clients love Fluidbooks!**

*"There cannot possibly be a more complicated industry to explain than ours – and that's the beauty of our new Fluidbook – it clearly teaches complex topics in an engaging modality."*



Want to try  
a Fluidbook  
yourself?



**CLICK HERE**

# Our library of Fluidbooks

## Some of our most popular Fluidbooks...

- Challenging Conversations
- Disruptive Thinking
- First Time Manager
- Growth Mindset
- Inclusive Leadership
- Mental Health in the Workplace
- Psychological Safety
- Relating to Others
- Unconscious Bias

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View our full library of Fluidbook topics

**SCAN HERE**



# Infographics

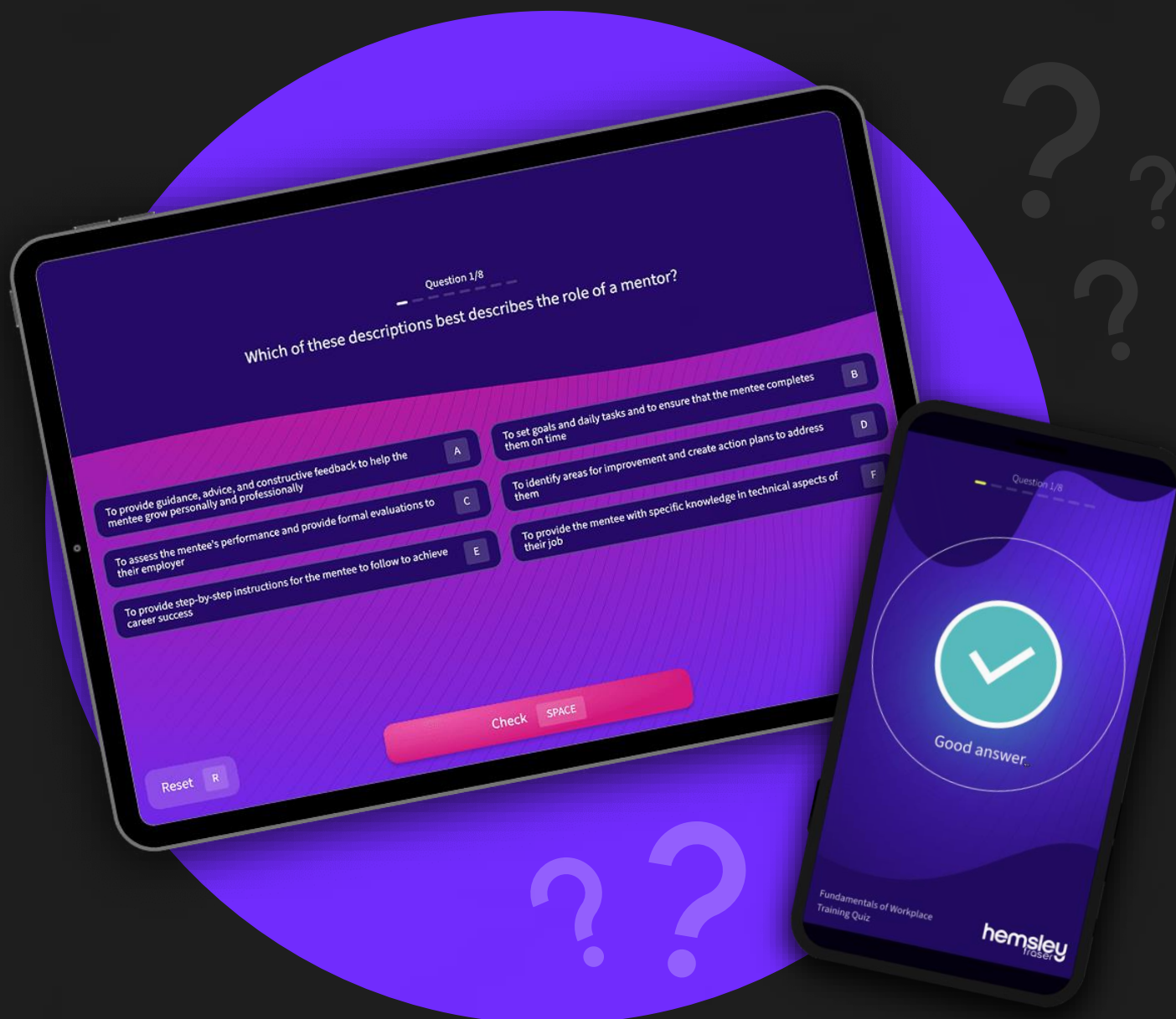
Infographics are accessible and scalable on all devices and screen sizes. The flexible design adapts to unique brand requirements and can be designed and produced in just a matter of days.



Explore our Mental Health in the Workplace Infographic

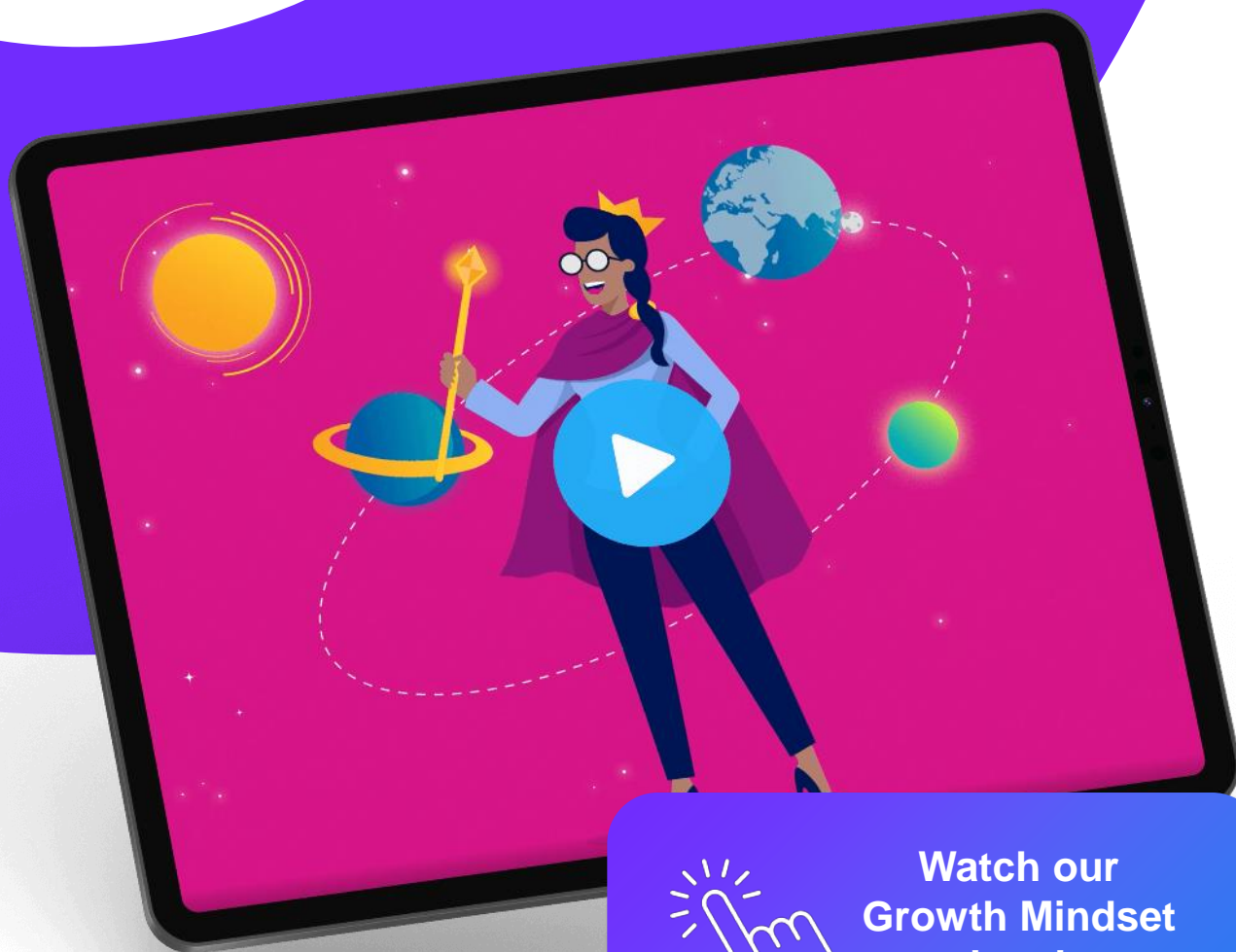
[CLICK HERE](#)

Examples of our **Mentoring** and **Prompt Engineering** Infographics



# Quizzes

Use multiple choice and interactive quizzes as part of a learning journey to test the knowledge of your learners on a specific topic and find out how much they really know.



Watch our  
Growth Mindset  
animation

[CLICK HERE](#)

# Videos & animations

Our filmed videos and animations bring learning to life through fun and engaging visuals.



Short (<5 minutes) videos that are perfect for on-the-go learning



Learners can see skills come to life

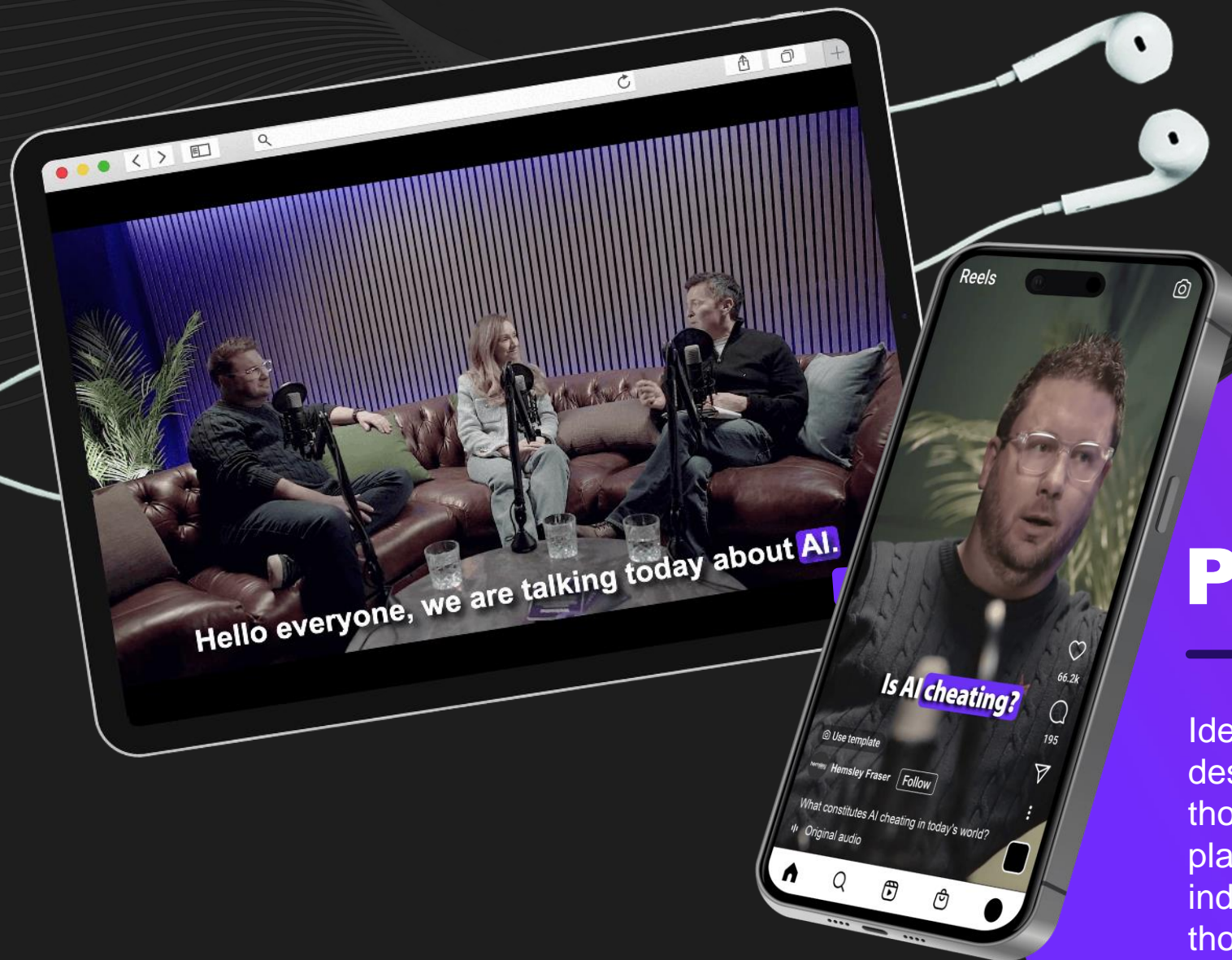


Videos are creative, engaging and, most importantly, very memorable

# Scenario cards

- Online 'index cards' that take the value and ease of use of 'old-school' study cards to **the next level**
- Opens to one side... then flip to the second side when you mouse over them
- Great for a variety of purposes, including **process reviews, role-play scenarios, product upskilling**, and much more
- Cards come individually or in packs of 8, 10, 25, or 5





Watch & listen to  
our podcast  
discussing the  
topic of AI.

[CLICK HERE](#)

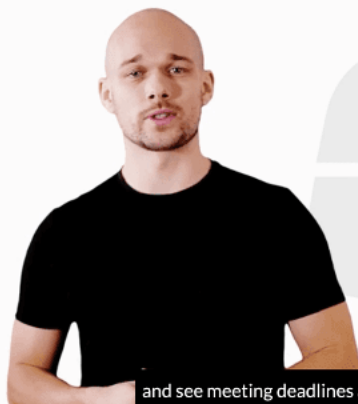


## Podcasts

Ideal for those who like to learn at their desks, or on the go as they run, and for those who are visually impaired. This format places learners a click away from a range of industry experts, organisational leaders and thought-provoking discussions.



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and see meeting deadlines as a crucial aspect of their responsibilities.



4

**DO'S &  
DON'TS**

# Thrive in Five' videos

A great option for mobile learning, our 'Thrive in Five' videos are just two to three minutes long and suit learners that are on the move using smart devices. The micro-learning uses this structured methodology to create punchy and engaging video animations:

- 01) Problem
- 02) Things to remember
- 03) Practical tips
- 04) Do's and don'ts
- 05) Things to try

# Languages

Online content is available in:



## Expert-led sessions can be delivered in:

- Afrikaans
- Arabic
- Austrian
- Bahasa Indonesian
- Brazilian Portuguese
- Cantonese
- Czech
- Danish
- Dutch
- Egyptian
- English
- Estonian
- Finnish
- Flemish
- French
- French Canadian
- Polish
- Portuguese
- German
- Greek
- Gujarati
- Hebrew
- Hindi
- Hungarian
- Italian
- Japanese
- Kannada
- Korean
- Mandarin
- Malaysian
- Norwegian
- Pakistani
- Romanian
- Russian
- Spanish
- Spanish for Central & South America
- Swahili
- Swedish
- Tamil
- Telugu
- Thai
- Turkish
- Vietnamese
- Urdu

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## global Management & Leadership Programme



Creating Purposeful, Agile Plans

01



Being Authentic

02



Leading Inclusively

03



Having Straightforward Conversations

04

infinity lines

### Constructive conflict

According to CPP Global,



85%

of employees experience inevitable conflicts at work,

while



29%

said they have to deal with conflict almost constantly.



Globally, the average time employees spend resolving disagreements in the workplace every week is 2.1 hours. In the US, it rises to 2.8 hours per week.

### Transitioning to management

#### Congratulations!

You've been promoted. Or maybe you've started starting a new job at a new company. Either way, you have a fresh start - and a new set of challenges.

Becoming a manager for the first time is an exciting step, but sometimes a daunting one. It's helpful to view the process of becoming a manager as a transition and to consider your starting point, so that you can focus on what is most useful for your development.

#### Are you:

- Completely new to managing people?
- In a new position at a new company?
- Managing a team in your existing company?
- Managing a large team or just a few people?
- Already familiar with your team members?
- Or are they all new to you?

In this book, we'll explore the knowledge and skills needed for all these different starting points

Click here to read four shocking statistics that every manager needs to know

4

5

Included in our services...

# Custom content development

Ensure maximum relevance and business benefit with custom content. We provide a full range of design and asset creation services to support your learning aims.

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# Technology

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Learning should be accessible to every employee, truly scalable, and flexible enough to evolve with your organisation

# The tech stack



## THE HUB

- SaaS
- Plug and Play
- Quick to deploy
- LXP



## MOS

- Custom/flexible
- Consultative build and implementation
- Single instance
- LMS/smart portals and extended enterprise

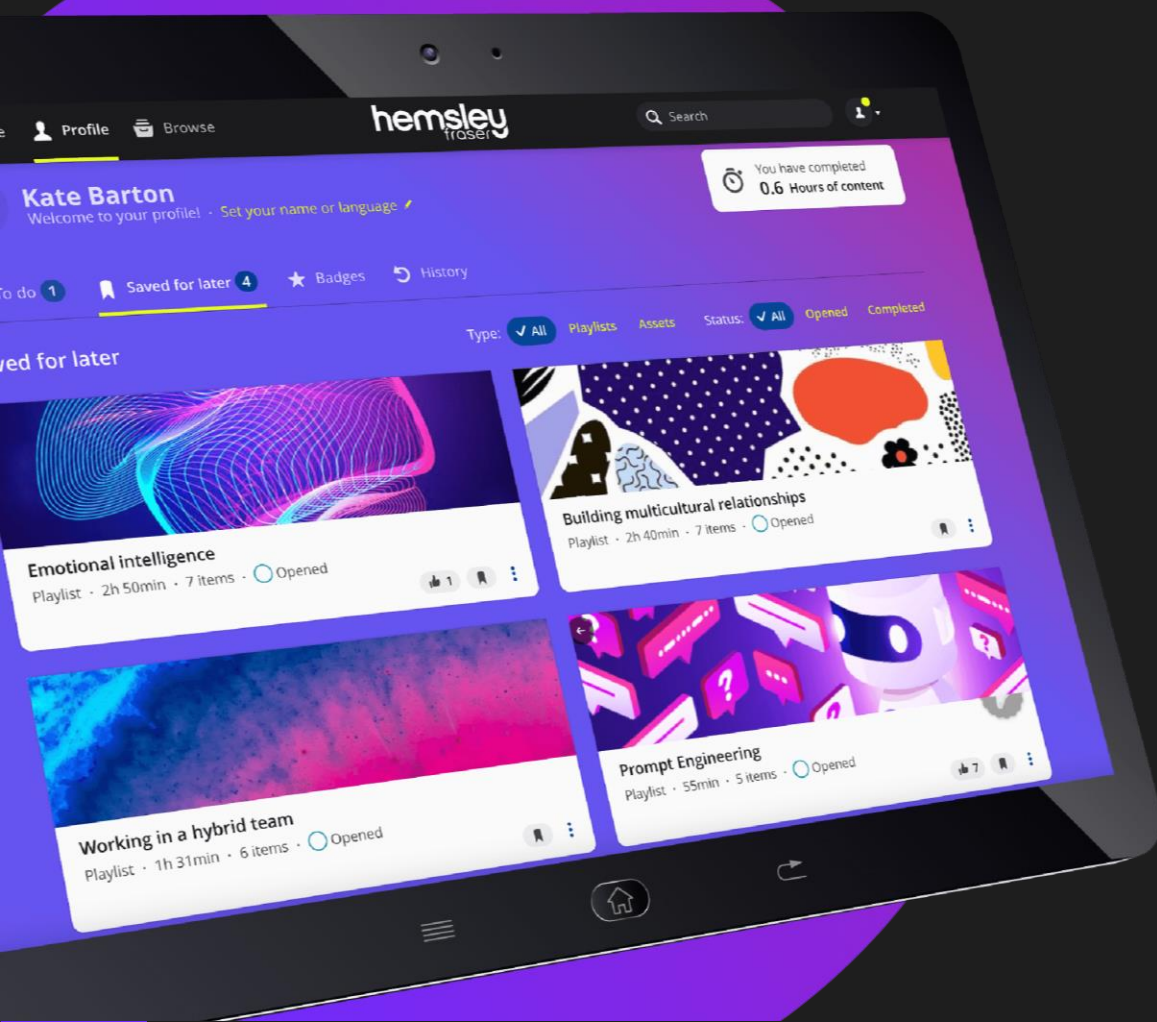


## STS

- **STS SimulTrain®** – a game-based online project management competencies simulation

# Hub Learning Experience Platform

Experience the learning not the technology – Hemsley's elegant, mobile-friendly LXP makes learning the star of the show



## HUB FACTS

- So intuitive, learners understand how to use it from day one!
- Advanced curation framework ensures content is always relevant
- Virtual cohort feature allow learners to interact with each other
- The Hub can host any content including your own and 3<sup>rd</sup> party
- Visual interface looks & feels like social media apps
- Advanced reporting and analytics powered by machine learning
- Mobile-friendly, available on all devices 24/7/365
- Works with your existing tech-stack – allowing you to enhance instead of replace!
- Truly global with interface in 17 languages & content in 14 languages

Now available with AI discovery features

# The value of the Hemsley Hub LXP



## With the Hub, you get...

- An intuitive familiar interface
- Highly curated, vetted content choices
- In-the-moment customisation options
- All content sources work in the Hub



## That means...

- Learners enjoy the experience from day one
- Learners are guided on a journey (no paralysis of choice)
- Learners get what they need when they need it
- You can plug the Hub in to your existing ecosystem

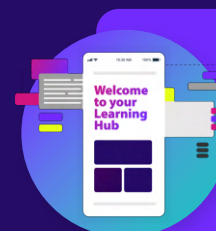


## Which leads to...

- More visits, more learning, and more growth
- The Hub becoming learners' go-to resource
- Measurable progress and behavioural change
- Returns on investment

# Learning resource hosting

Two learning resource hosting options to suit your organisational preference:



## WE HOST

(Cloud-based subscription model)

- Take the Hub as a standalone LXP with or without our learning content
- Or plug the Hub into your existing LXP to drive engagement and interest in what you're already using



## YOU HOST

(Content license model)

- Our content has multiple global Top 20 awards – if you just want that content in your LMS, no problem!
- Easily upload and arrange our content in your ecosystem with a quick & simple upload from our secure file transfer platform

HR & Learning tech/AI transformation

# Discovery & consulting service

Addressing your challenges

## Are you...

- ✦ Struggling to identify the next steps in your technology journey?
- ✦ Unsure how to bring AI into L&D?
- ✦ Overwhelmed by the pace of technological change?
- ✦ Looking to optimise your current tech stack for better learning outcomes and to be future proof?
- ✦ Finding it challenging to align technology investments with business goals?

Our Discovery & Consulting service helps navigate these challenges by providing clarity and direction for your AI and technology initiatives.

**Jon Fletcher**

Chief  
Technology  
Officer



## Outcomes

- ✦ Share cutting-edge insights on AI/technology trends and applications
- ✦ Gain deep understanding of specific needs and pain points
- ✦ Provide expert analysis of challenges and opportunities
- ✦ Identify potential quick wins and long-term opportunities
- ✦ Establish a foundation for any potential long-term supporting strategic partnership

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## Hemsley's approach...



### Discovery:

- Blend of structured questions & open dialogue
- Understand client challenges, opportunities & organisational context
- Q&A & insight sharing
- Summary & next steps

### Report:

- Robust report with solution options
- Tailored implementation strategies
- Clear outcomes & success metrics

### Research & preparation:

- Research & insights gathering aligned to brief & organisational context
- Challenges, barriers, concerns, opportunities – options

### Consulting engagement:

- Virtual or face-to-face consultancy sessions
- Industry & AI Insights – understand the industry direction, trends & marketplace.
- Business strategy support – explore, discuss & identify challenges & tech/AI opportunities, solutions/ecosystem
- Quick wins & medium/longer-term opportunities
- Transition & implementation planning – technology, data & behaviour change... as well as human-centric skills
- Clear actions & outcomes

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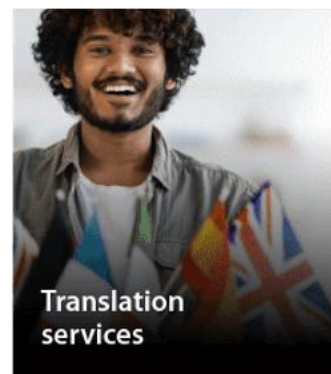
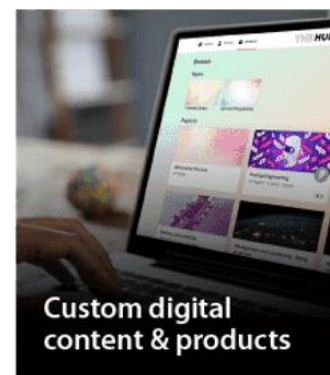
# Services

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Our clients love our approach to learning  
but it's not the only reason they choose us!

# Services

Our end-to-end service offering allows our clients to rely on Hemsley as **a true learning partner**



Click here or visit [hemsleyfraser.com](https://hemsleyfraser.com) to learn more about all our services

# Symphony – Supercharge your learning impact

Empower your organisation with Symphony, the premier solution for **boosting** and **evaluating** learning impact.

## Boosting Learning Impact



Supercharge your learning programmes and propel your organisation towards excellence by driving the highest learner commitment and completion rates, ensuring transformative behavioural changes and delivering unparalleled return on investment.

## Evaluating Learning Impact



Weave a compelling narrative of your programme's journey, offering rich insights into competence and behavioural shifts, business outcomes, and promotional support to elevate its success profile, empowering senior learning professionals to showcase success.

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# L&D consulting & instructional design

## Consultancy

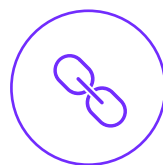
We are experts in the field of learning, not only in delivery and design but in all aspects of learning, including:



Digital transformation



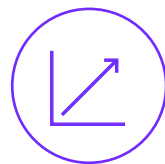
Technology/  
platform advice &  
recommendations



Supply chain  
analysis



Apprenticeship  
strategy guidance



Performance  
improvement  
analysis



Learning &  
development  
strategy guidance  
& expertise



Capability, skills &  
competency  
frameworks



Coaching & 360  
feedback/  
diagnostics



## Architecture & instructional design

A learning architecture is much more than a simple project plan; it's a visually-focused document that clarifies your strategic vision, illustrates how the different parts of your programme(s) fit together and serves as a guiding framework for everything to come.



# It's all in the delivery!

Expert-led training programme delivery

Face-to-face in-person workshops



Virtual instructor-led sessions



Experiential in-person experiences



Content,  
facilitation &  
production...

We'll take care  
of all of it!

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# Coaching

Our coaching helps your people identify their strengths, achieve their goals, and reach their full potential... Leading to a high-performing workforce ready to tackle whatever comes their way. **We blend coaching into the rhythm of your enterprise.**



## Learning Programme Coaching

Learning programmes are a significant business investment. Learning needs to excite, engage and embed – and coaching can accelerate all of these.



## Leadership Coaching

Leadership coaching is often commissioned as part of a talent review process to support a development move, need or transition. For example, the first 90 days in a new business unit.



## Team Effectiveness Coaching

Unlike team building, team coaching is a sustained intervention with a focus on practising and embedding new habits.

# Learner & faculty management

Our customer support teams can handle all learner management, including:



**Sending workshop invitations/follow-ups**



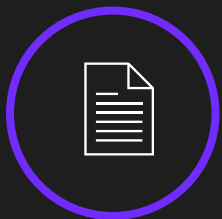
**Keeping track of rosters**



**Managing workshop waitlists**



**Issuing pre and post-work**



**Creating reports**



**1st-level learner support**



We have dedicated **faculty management** staff in both the UK and the US who are 100% dedicated to sourcing, vetting, contracting onboarding, and upskilling our faculty members.

How much (or how little) would you like us to help? **The choice is yours!**



You do everything



We do everything



We share responsibility

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# Engagement & promotional communication

To ensure the success of your large-scale learning initiatives, you need to secure stakeholder engagement and get learners in the right mindset.



Example shown: printed comms z-card



Content and collateral creation including: z-cards, branded emails, digital signage, social business software posts, audio podcasts and video podcast



Dedicated strategic communications partner



Customised multi-modal stakeholder and learner engagement strategies

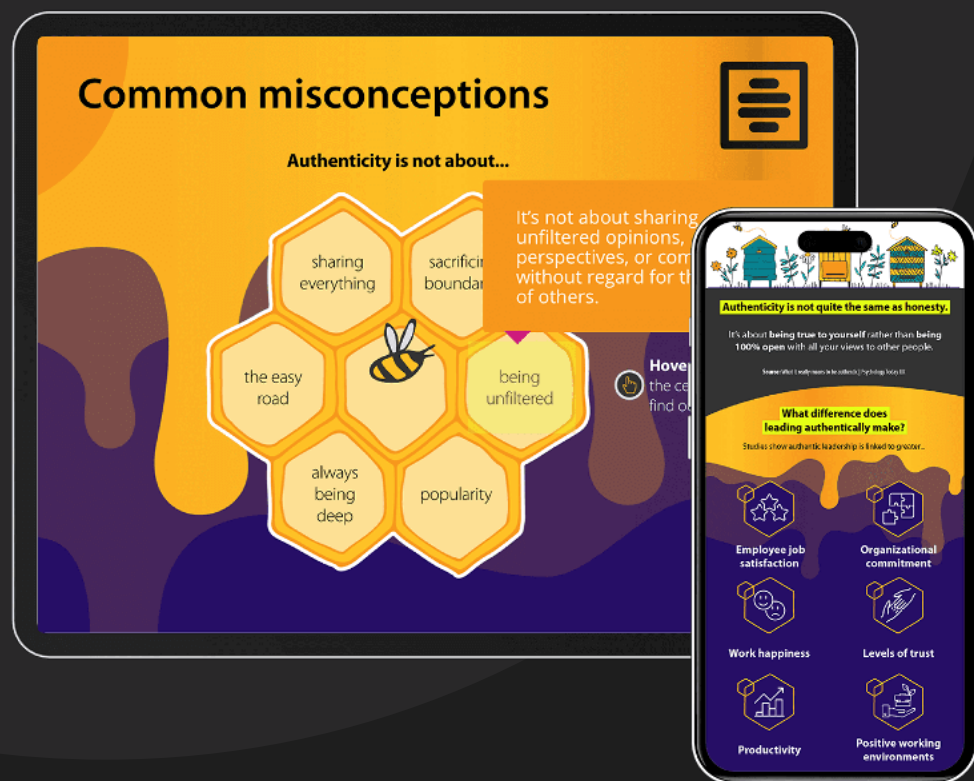


Ongoing progress calls followed by 'in-flight' insights and adjustment recommendations

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# Branding & graphic design

Great graphic design helps ensure that learning content and experiences **feel relevant, engaging,** and have a **consistent look and feel.**



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# Working with Hemsley

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# Flexible options to meet your needs

## STANDARD

### Choose from our pre-configured options

-  Training courses – team experiences
-  Management & leadership programme experience

#### Choose from our library of course topics:


- Management & leadership
- Personal development
- Project management
- Essential business skills
- Wellbeing & life skills

#### Management & leadership programme levels:

- First-line manager
- Middle manager
- Senior manager

## CUSTOM

### Design & build your own solution


-  Create a customised programme to suit your specific needs and context, at the pace you need

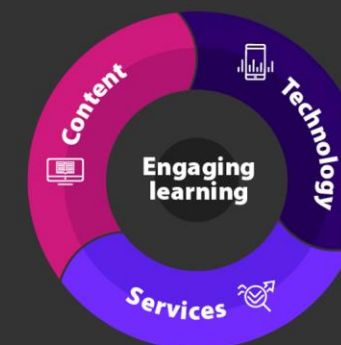
#### Create a custom programme to suit your specific needs & context

1. Choose from our core content library – online self-study & live expert-led
2. Select bespoke design, content creation & personalisation options
3. Identify if you need supporting technology – learning hub, LMS, simulations
4. Explore the support services needed to help bring the learning to life

## PARTNER

### Full-service support to achieve your strategic goals

-  Ask Hemsley for whatever you need – get our help with any or all your learning and people development needs



# Benefits of partnership

When you work with Hemsley, your account team members will **work together to help you achieve success...** and avoid common problems.

We drive engagement

**So you never have to ask:**  
Why is no one signing up for our courses?

We drive application

**So you never have to ask:**  
Why aren't my team using their new skills back at their desks?

We help create a learning culture

**So you never have to ask:**  
Why aren't my employees interested in this amazing programme?

We advise on achieving business alignment

**So you never have to ask:**  
Why doesn't my boss see the value of my programme?

We create easy to follow learning journeys

**So you never have to ask:**  
Why can't my team find what they need on our LMS?

We offer thought partnering

**So you never have to ask:**  
What's next for my learners?

We provide data-driven insights

**So you never have to ask:**  
How do I know that my programme is having an effect?

We help you demonstrate ROE/ROI

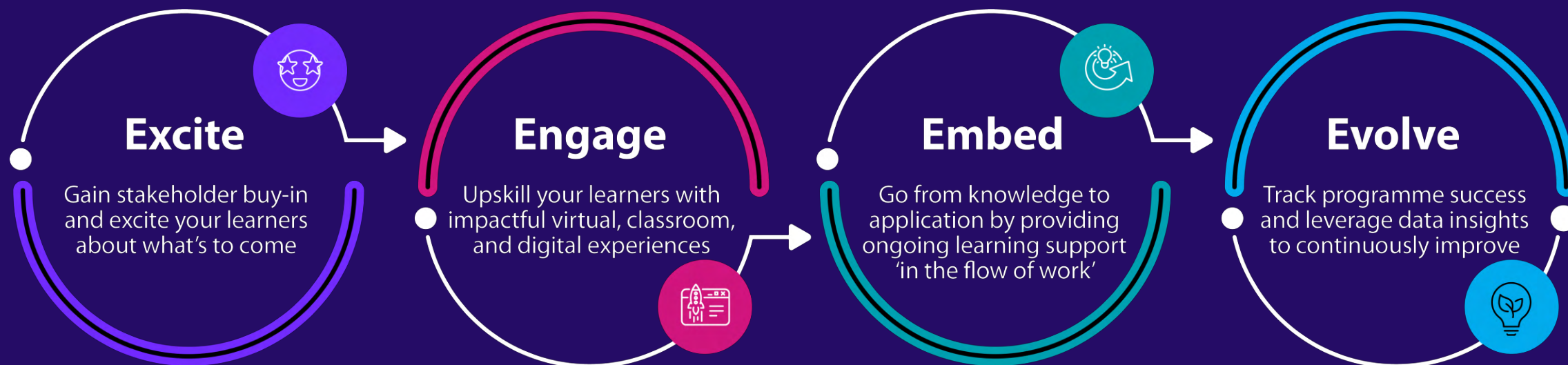
**So you never have to ask:**  
Why aren't my team using their new skills back at their desks?

We have vast industry knowledge

**So you never have to ask:**  
How does my programme compare to others?

# Hemsley's 4E methodology

**Successful learning programmes don't happen in isolation.** To achieve maximum transformational power and realise true behavioural change, we recommend that clients follow Hemsley's '4e' learning methodology.



# Innovation at Hemsley

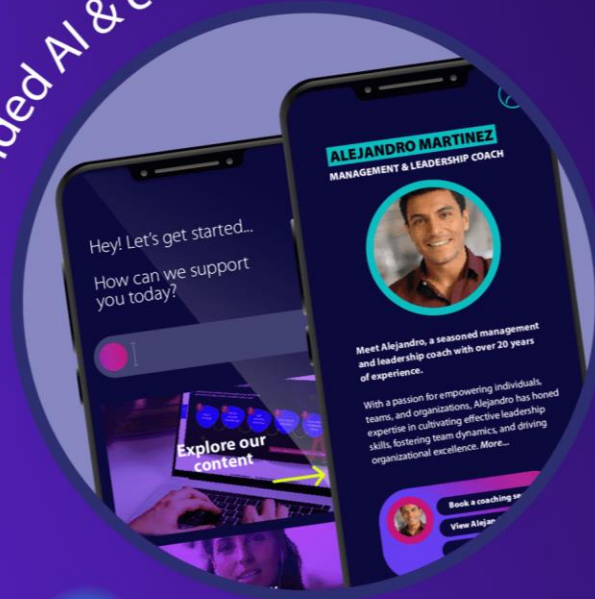
Take a peek at the exciting things that are coming!

We love exploring technologies and creative approaches to learning – and there's lots happening at Hemsley!

- Audio Fluidbooks
- Learning Bytes
- Metaverse experiences
- AR & digital badges
- Branch scenarios

Be **ready** for tomorrow

Blended AI & coaching app



Audio Fluidbooks



Learning Bytes



Why not join one of our Innovation Labs!



[hemsleyfraser.com](https://hemsleyfraser.com)

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# Training course portfolio

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A complete guide to our on-demand and expert-led course and content options

# Glossary (A-Z)

- 360 Degree Feedback
- Advanced Coaching
- Advanced Influencing & Persuading
- Advanced Management Skills
- Advanced Negotiation
- Advanced Skills for Senior Office Professionals
- Agile Leadership
- Agile Project Management
- APM Project Fundamentals (PFQ)
- APM Project Management (PMQ)
- Assertiveness at Work
- Becoming a Plan-Based Project Manager
- Belonging in the Workplace
- Building a Positive Culture
- Building Accountability
- Building Multicultural Relationships
- Building Networks
- Building Resilience & Handling Stress
- Building Resilience in Self and Others
- Building Your Confidence
- Business Jargon Busters
- Career Planning (Designing your career)
- Challenging Conversations
- Coaching
- Collaboration
- Commercial Awareness
- Communication Skills
- Communication Styles
- Compassionate Leadership
- Connectedness
- Constructive Conflict
- Continuous Improvement
- Creating Quality
- Decision Making
- Developing Leadership Presence
- Developing Others
- Developing Personal Brand & Impact
- Disability Awareness
- Disruptive Thinking
- Diversity, Inclusion & Cultural Awareness
- Drive
- Effective Delegation
- Effective Meetings
- Effective Mentoring in the Workplace
- Effective Writing
- Emotional Intelligence
- Employee Engagement
- Facilitation Skills
- First Time Manager (Introduction to Management)
- Flexibility & Agility
- Fundamentals of Key Account Management
- Fundamentals of Sales
- Giving & Receiving Feedback
- Goal Focused Project Delivery
- Growth Mindset
- Habit Building
- Handling Difficult Situations
- Handling Stress & Conflicting Needs
- High Impact Leadership
- How to be an Ally Against Racism
- ILM Level 3 & 5
- Inclusive Leadership
- Influencing & Negotiating with Senior People
- Influencing
- Innovation & Creativity
- Interviewing Skills (Recruitment and Interviewing)
- Intro to Effective Project Management
- Introduction to Customer Service
- Leadership Under Pressure
- Leading a Hybrid Team
- Leading Project Teams
- Leading without Authority
- Manager v Leader
- Managing a Matrix Team
- Managing Change
- Managing High Performing Teams
- Managing Performance
- Managing Projects
- Managing Stress
- Managing Upwards
- Managing Virtual Teams
- Managing Wellbeing
- Mental Health in the Workplace
- Minute Taking
- Motivating Your Team
- Negotiating with Suppliers
- Negotiation Skills
- Objective Setting
- Peer to Manager
- PMI®-ACP Certification Preparation
- Positive Psychology
- Presentation Skills
- Problem Solving
- Project Management Professional (PMP)®
- Projects in a Complex Environment
- Psychological Safety
- Psychology of Leadership
- Recognition & Reward
- Relating to Others
- Remotely
- Solution Driven Project Management
- Stakeholder engagement
- Stepping up to Senior Management
- Storytelling with Data
- Strategic Decision Making
- Strategy
- Success Skills for Office Professionals
- Supplier & Contract Management
- Supporting Neurodiversity
- Team Effectiveness
- Time Management
- Train the Trainer - Fundamentals of Workplace Training
- Unconscious Bias
- Understanding Costs & Budgets
- Understanding Key Financial Statements & Concepts
- Wellbeing & Stress
- Working in a Multi-Generational Workplace
- Working in Hybrid Teams
- Working with High Potentials

# Management & Leadership (1/7)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Advanced Coaching</b>	Coaching is a proven method to unleash talent and improve effectiveness in changing business environments. This course will provide you with additional tools, techniques and strategies to develop your existing coaching capability and increase your confidence as a coach.	Y			
<b>Advanced Management Skills</b>	This comprehensive course is the ideal way to update and enhance your knowledge and skills to take your career to the next level and prepare you for senior management. The programme is very practical and based on everyday work situations so you can return to work feeling motivated and confident to drive yourself and your teams to achieve great results.	Y			
<b>Advanced Negotiation</b>	At a senior level, the ability to negotiate is essential to achieve your desired goals and build strong partnerships. This course will help you to understand the neuroscience behind our negotiating behaviours and our natural evolutionary responses to being in opposition, threat and perceived unfairness.	Y			
<b>Agile Leadership</b>	This course will help you to understand what agile leadership looks and feels like, how it's different to more traditional leadership and why it's important for success in the modern organisation.	Y	Y	Y	Y
<b>Authentic Leadership</b>	Authentic leadership can transform your workplace, benefiting you, your team, and your organisation. When your leadership nurtures meaningful relationships and is consistent with your true self, those around you will respond more positively.		Y	Y	Y
<b>Building a Positive Culture</b>	You spend many hours at work each week, so ensuring positivity in your working environment is key to success. Organisational culture deeply affects productivity and well-being, both positively and negatively. A great thing about building a positive culture is that it needn't cost anything. Adopting some simple key principles can make a big difference to your own working life and to that of those around you.		Y	Y	Y
<b>Building Accountability</b>	Accountability at work is about every person in the workforce – no matter their seniority - taking responsibility for their behaviour, decisions, and performance. Creating a thriving culture of accountability in the workplace turns average teams into high-performing ones.		Y	Y	Y

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# Management & Leadership (2/7)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Building Effective Teams</b>	Building successful teams is crucial for any organisation. They drive performance, foster innovation, and sustain growth. An effective team collaborates well and is a supportive environment where members feel safe to express ideas, share concerns, and take risks without fear of negative consequences.		Y	Y	Y
<b>Building Multicultural Relationships</b>	In recent years and through the advancement of digital communications, our world has become smaller. More teams are working remotely and cross-culturally, so understanding culture has become more important than ever before .		Y	Y	Y
<b>Building Resilience in Others</b>	This session will help you to become a role model for resilience and equip you with some immediately applicable techniques for helping the people in your team to build their own levels of resilience.	Y	Y	Y	Y
<b>Building Trust in Teams</b>	Trust is the foundation of every successful team. Without it, collaboration suffers, communication breaks down, and even small challenges can feel insurmountable. In this interactive session, we'll dive into what trust means in a team setting and explore practical ways to build, maintain, and rebuild trust.		Y	Y	Y
<b>Challenging Conversations</b>	Challenging conversations are part of everyday working life. They can be based on a wide range of topics: poor performance or conduct, complaints, personality clashes, and job insecurity, to name a few.	Y	Y	Y	Y
<b>Coaching</b>	This session will provide you with a comprehensive overview to coaching; defining what it means to be a coach and exploring the mindset, skillset and toolset required. You will learn how to apply the GROW model to a coaching session.	Y	Y	Y	Y
<b>Coaching Skills</b>	During this interactive session, you'll explore the power of coaching to develop others' skills and abilities. Coaching enables people to explore and overcome obstacles and challenges and maximise opportunities both inside and outside work.		Y	Y	

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# Management & Leadership (3/7)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Collaboration</b>	Building successful teams is crucial for any organisation. They drive performance, foster innovation, and sustain growth. An effective team collaborates well and is a supportive environment where members feel safe to express ideas, share concerns, and take risks without fear of negative consequences.		Y	Y	Y
<b>Compassionate Leadership</b>	In recent years and through the advancement of digital communications, our world has become smaller. More teams are working remotely and cross-culturally, so understanding culture has become more important than ever before .		Y	Y	Y
<b>Constructive Conflict</b>	This session will help you to become a role model for resilience and equip you with some immediately applicable techniques for helping the people in your team to build their own levels of resilience.		Y	Y	Y
<b>Developing Others</b>	Trust is the foundation of every successful team. Without it, collaboration suffers, communication breaks down, and even small challenges can feel insurmountable. In this interactive session, we'll dive into what trust means in a team setting and explore practical ways to build, maintain, and rebuild trust.		Y	Y	Y
<b>Effective Delegation</b>	This course is focused on the important management skill of delegating effectively. You will have the opportunity to practice delegating one of your own tasks in a safe and supportive environment, following a comprehensive five-stage structure that covers: identifying tasks to delegate, who to delegate to and why, how to brief in a task monitoring progress and giving feedback upon completion.	Y	Y	Y	Y
<b>Effective Mentoring in the Workplace</b>	This session will provide you with a comprehensive overview to coaching; defining what it means to be a coach and exploring the mindset, skillset and toolset required. You will learn how to apply the GROW model to a coaching session.	Y	Y	Y	Y
<b>Employee Engagement</b>	During this interactive session, you'll explore the power of coaching to develop others' skills and abilities. Coaching enables people to explore and overcome obstacles and challenges and maximise opportunities both inside and outside work.	Y	Y	Y	Y

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# Management & Leadership (4/7)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>First-Time Manager (Introduction to Management)</b>	We know that managers play a crucial role in engaging, developing, and supporting employees, enabling them to do and be their best at work every day. Achieving that requires a whole new set of skills that can't be learned overnight. The first step is to understand how your role has changed, what it takes to be a successful manager, and what your team really needs from you.	Y	Y	Y	Y
<b>Inclusive Leadership</b>	Inclusion is much more than just a buzzword – it's a business strategy that can result in better business performance, increased innovation, an enhanced employer brand, and a culture that maximises employee engagement and retention. As workplace diversity is accelerating, the focus on creating a truly inclusive working environment has never been more important.		Y	Y	Y
<b>Leading Hybrid Teams</b>	Done well, hybrid working can be agile, engaging, inclusive and future focused. Done badly, it can be frustrating, isolating and career-limiting. Today's leaders need to relearn how to effectively lead in a world where hybrid working has become the norm and an expectation. Being a role model and creating the conditions for your team to succeed are a key skillset of today's leaders.	Y	Y	Y	Y
<b>Leading in Uncertain Times</b>	This session will provide you with some essential strategies for leading your teams through times of insecurity and ambiguity. You will learn how our brains react to uncertainty and how this manifests itself in individual behaviour.		Y	Y	
<b>Leading Without Authority</b>	What defines a leader? Is it a title, a position in the hierarchy, or something deeper? True leadership is about making a positive impact, driving change, and fostering an environment where everyone can thrive. If we accept that definition, it quickly becomes clear that anyone, at any level, can be a leader.		Y	Y	Y
<b>Manager vs. Leader</b>	This session will firstly ask participants to consider the importance of knowing the difference between leadership and management, and what each one means. It goes onto look at the different tools for both and what situations demand leadership, and which need management.		Y	Y	Y
<b>Managing a Matrix Team</b>	In today's uncertain climate, many organisations are turning to workgroups, cross-functional teams, task forces and special project teams in order to be faster and more flexible and to share resources across the organisation.	Y	Y	Y	

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# Management & Leadership (5/7)

Topic	Description	Blended training Course
<b>Managing Change</b>	Driven by both internal and external factors, the business world is in a constant state of evolution. Join us in this interactive, bite-size session, where you will explore this dynamic world by diving into a robust change model to optimise your actions and enhance your results and relationships.	Y
<b>Sustaining High-Performing Teams</b>	This session will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective. You will explore a set of building blocks that support the development of an effective team and will consider how to overcome the five recognised dysfunctions that can prevent a team from reaching its potential.	
<b>Managing People</b>	This session looks at some of the core principles of people management, and the attributes that make an effective manager. Motivation, delegation and feedback are also introduced as important aspects of being able to manage people effectively.	
<b>Managing Stakeholders</b>	This session will provide you with an awareness of the key principles around managing stakeholder relationships, by exploring a set of practical tools.	
<b>Managing Upwards</b>	What's the quickest way to make your working life easier? Make your manager's working life easier? If you are able to effectively manage upward, it will benefit not only your manager but will also have a huge impact on your own job satisfaction and career prospects.	Y
<b>Managing Virtual Teams</b>	In this session you will explore the various challenges associated with working with and leading virtual teams, which are becoming more and more commonplace in the modern working environment.	
<b>Managing Wellbeing</b>	This session considers the impact of wellbeing on businesses and individuals, identifying the warning signs that wellbeing may be out of balance and how to build the ingredients of 'good work' into your management practice.	Y

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3-hour training session	90-minute training session	Digital learning playlist
Y	Y	Y
Y	Y	Y
	Y	Y
Y	Y	
	Y	Y
	Y	Y
Y	Y	

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# Management & Leadership (6/7)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Motivating Your Team</b>	Knowing how to motivate your team members, and keep them motivated, will enable you to bring out their best skills, knowledge, attitudes, and behaviours. Motivation is the magic formula that helps you to achieve individual, team and organisational goals.	Y	Y	Y	Y
<b>Navigating Middle Management</b>	Middle management is important in every organisation. It bridges the gap between senior leadership and frontline employees. This course will guide you through the complexities of managing up, down, and across the organisational hierarchy.		Y	Y	Y
<b>Objective Setting</b>	This virtual session is designed to equip participants with the knowledge, tools, and practical techniques needed to set SMART (specific, measurable, achievable, relevant, and time-bound) objectives effectively.		Y	Y	Y
<b>Peer to Manager</b>	Transitioning from being a peer to a manager can be one of the most challenging professional leaps. The dynamics change significantly when individuals are suddenly responsible for leading their former colleagues, either due to a promotion or on a temporary basis, perhaps on a project leadership basis.		Y	Y	Y
<b>Performance Management</b>	This session explores the stages of the performance management cycle in some detail, considering what action a manager should take at each stage to support high performance.		Y	Y	Y
<b>Psychological Safety</b>	Psychological safety is an ongoing journey toward creating an inclusive workplace where people feel safe to share opinions, offer alternative perspectives, propose ideas, ask questions, share concerns, and make mistakes.	Y	Y	Y	Y
<b>Psychology of Leadership</b>	During this session participants will consider what makes certain leaders great and the attributes that they have, takes in some of the most common leadership models, and will engage in a discussion about whether leaders are born or made, and what it truly means to be a leader today.		Y	Y	Y

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# Management & Leadership (7/7)

Topic	Description	Blended training Course
<b>Recognition and Reward</b>	This session starts by defining what is the true purpose of reward and recognition, then looks at motivators - specifically looking at hygiene and motivating factors and what is likely to motivate, and demotivate people.	
<b>Stepping Up to Senior Management</b>	This session will introduce you to the specific role, requirements and attributes of a senior manager, and will get you started on developing the mindset and skillset you need to make that important step.	
<b>Strategic Decision Making</b>	In today's fast-paced and complex world, the ability to make effective strategic decisions is more crucial than ever. This engaging and practical session will help you develop the tools and confidence to make thoughtful, impactful decisions that align with long-term goals.	
<b>Strategy</b>	A strategy is a framework for making decisions about how an organisation will run. In effect, a strategy tells others how your organisation will create value for your customers – it doesn't focus on implementation but it clearly establishes who you are, what you do, and what you stand for.	
<b>Team Effectiveness</b>	This session will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective.	Y
<b>Working with High Potentials</b>	This session will push thinking about what is meant about having high potential available to us, and why it's important to invest in high-potential employees. It goes on to look at how talent can be spotted early and introduces a 9 box grid for assessing talent.	

Ready to go for individuals & teams

3-hour training session	90-minute training session	Digital learning playlist
Y	Y	Y
	Y	Y
Y	Y	Y
Y	Y	Y
Y	Y	Y

Core library components for custom programmes

# Personal Development (1/6)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>360 Feedback</b>	The 360-feedback process provides individuals with a holistic view of their strengths and weaknesses. By encouraging self-awareness and promoting improvement, 360 feedback enables growth in organisations.		Y	Y	Y
<b>Assertiveness</b>	This course is a comprehensive and interactive program designed to equip participants with the knowledge, strategies, and techniques necessary to enhance their assertiveness in personal and professional settings.	Y	Y	Y	Y
<b>Building Networks</b>	This course will equip you with the tools and confidence to approach online and offline networking in a more positive and proactive way. It debunks the myths about networking and teaches you how to do it effectively.	Y	Y	Y	Y
<b>Building Personal Resilience</b>	We all face challenges, disappointments and setbacks in our private and professional lives: that's not going to change. But it's not the nature of the challenges themselves that determine the outcomes - it's how we respond to them that makes the difference. Responding with resilience – physically, mentally, emotionally and socially enables us not just to survive – but to thrive.	Y	Y	Y	Y
<b>Career Planning (Designing Your Career)</b>	This session is for anyone who isn't sure which direction they want to take in their career, hasn't clearly articulated their career goals, or doesn't know how to reach them. You'll learn how to use reflection, feedback, and market analysis to help you answer three key questions: Where am I now? Where do I want to go? How will I get there?		Y	Y	Y
<b>Communicating Effectively</b>	Communication skills are the backbone of individual, team, and organisational success, through more effective relationship-building, influencing, decision-making, problem-solving, collaboration, and more! .	Y	Y	Y	Y
<b>Communication Styles</b>	In all areas of life, the seamless and easy communication we enjoy with some contrasts starkly with the challenges we face when interacting with others, regardless of how hard we try. These challenges often stem from the different dynamics between the communication styles used.		Y	Y	Y

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# Personal Development (2/6)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Connectedness</b>	This course will help you to really understand what Connectedness is and why it is such an important facet to personal and workplace effectiveness. You will explore the different dimensions of connectedness and some of the key skills that support them/		Y	Y	Y
<b>Continuous Improvement</b>	Continuous improvement means making ongoing, smaller changes that challenge the status quo or fine-tune practices and processes for a variety of reasons, including (but not limited to) reducing waste, improving quality, increasing competitiveness, developing problem-solving skills, and creating greater individual and team engagement.		Y	Y	Y
<b>Creative Thinking</b>	Creative thinking is the lifeblood of innovation. It enables us to generate fresh ideas, solve complex problems, and seize new opportunities. Improving the ability and confidence to think creatively leads to continuous improvement and a competitive edge.		Y	Y	Y
<b>Decision Making</b>	Whether you are managing people, processes, or both, you will have to make more decisions every day than you probably realise. Some decisions are small, operational, and tactical; but others are larger, more complex, and may have longer-term consequences.	Y	Y	Y	Y
<b>Disruptive Thinking</b>	Think of products or services you use that have changed dramatically over the last two to five years. They've advanced so much because of the disruptive thinking of the people behind them. You too can learn how to become a disruptive thinker and an innovator in your organisation.		Y	Y	Y
<b>Drive</b>	On this course, you will learn about the five important strategies that people with drive employ to propel their professional journey forward. It starts with articulating a clear and compelling vision of your desired future.		Y	Y	Y
<b>Effective Meetings</b>	We've all sat through meetings that seemed pointless, drawn-out, irrelevant, or even hostile. Research indicates that people consider 71% of the meetings they attend to be unproductive. Every minute you spend in an inefficient meeting is time you'll never get back.		Y	Y	Y

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# Personal Development (3/6)

Topic	Description	Blended training Course
<b>Emotional Intelligence</b>	This session will help you understand what emotional intelligence (EQ) is and why it is such an important skill both in the workplace and in our personal lives. You will explore the four pillars of EQ and some of the key skills that support them.	Y
<b>Flexibility and Agility</b>	Flexibility and agility aren't just organisational attributes—they're also critical leadership qualities. Leaders who are agile and flexible can inspire greater commitment, foster stronger relationships, and encourage continuous learning within their teams.	
<b>Focusing on What Matters</b>	The focus of this session is to practise prioritisation. You will be asked to bring along a time log from a given day, and will use this to distinguish between the relative urgency and importance of your tasks, plotting them into a prioritisation matrix.	
<b>Get Confident and Make It Stick (Building Your Confidence)</b>	This session explores what confidence looks and sounds like with the emphasis on developing positive linguistic habits and investigates strategies for repairing damaged processes or client relationships.	Y
<b>Giving and Receiving Feedback</b>	It's often said that feedback is like a gift – but why does it sometimes feel like an attack instead? We need to remember that the true purpose of feedback is to either motivate someone to continue doing what they're doing well, or to help them redirect negative or unsuccessful behaviour to have better future outcomes.	Y
<b>Growth Mindset</b>	Our mindset is a way of thinking - a mental disposition, or a frame of mind that shapes our thought habits. These habits affect not just how we think about the world and about ourselves; but they have an enormous impact on what we feel, what we do, and how we respond to events.	Y
<b>Habit Building</b>	Building effective habits is crucial for personal development and achieving long-term goals. Habits form the foundation of daily routines, influencing behaviour and outcomes	

Ready to go for individuals & teams

3-hour training session	90-minute training session	Digital learning playlist
Y	Y	Y
Y	Y	Y
	Y	
Y	Y	
Y	Y	Y
Y	Y	Y
Y	Y	Y

Core library components for custom programmes

# Personal Development (4/6)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Handling Stress &amp; Conflicting Needs</b>	This session examines the causes and impact of the workplace situations and activities that may be stressful for you. You will define the different types of stress and will be able to understand your own reaction to stress and how to use practical coping strategies to manage it more positively and proactively.	Y	Y	Y	Y
<b>Influencing &amp; Persuading</b>	Whether you're an individual contributor, a team leader, or someone working cross-functionally, it's critical that you're able to get your ideas heard and others aligned to your point of view	Y	Y		Y
<b>Innovation and Creativity</b>	In our volatile, uncertain, complex, and ambiguous (VUCA) world, organisations can't fulfill their missions without being innovative. Very few companies will succeed in the future by continuing to do what they've always done.		Y	Y	Y
<b>Motivate Yourself!</b>	Self-motivation is the force that drives you to take action and to achieve your goals. Different people may be motivated by many different things, so gaining a deeper understanding of your own motivation will enable you to keep going in the face of setbacks, grasp every opportunity, and commit to realising your aspirations.			Y	Y
<b>Negotiation Skills</b>	Negotiating consists of an essential set of skills that we use in all aspects of our lives, sometimes without even realising it. Negotiations are a way of reaching an agreement and can be about anything, from the type of coffee you want to the terms of a new employment contract.	Y	Y	Y	Y
<b>Personal Brand and Impact</b>	During this session you will explore a five-step process for developing a memorable and consistent personal brand. You will evaluate the perception that other people have of you and will consider the best approach for projecting the image you want to create in the workplace.	Y	Y	Y	Y
<b>Positive Psychology</b>	This session will help you to understand your default mindset and how this can influence your behaviours and feelings at work. The session explores the theory behind positive psychology along with defining what it is and how it might differ from other areas of psychology that you may be more familiar with..	Y		Y	

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Core library components for custom programmes

# Personal Development (5/6)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Presentation Skills</b>	This module is a dynamic and interactive session designed to empower participants with the essential techniques and strategies to deliver powerful presentations that captivate, persuade, and leave a lasting impact on their audiences.	Y	Y	Y	Y
<b>Problem Solving</b>	Solving problems is at the center of daily working life. These problems come in all shapes, sizes, and levels of complexity: everything from choosing the right colors for a website to tackling a complicated issue for the company's largest client.	Y	Y	Y	Y
<b>Relating to Others</b>	This virtual session looks at some of the key skills required to build and sustain effective relationships at work. There is a focus on self-awareness and communication; including asking meaningful questions, active listening, showing empathy and building trust.		Y	Y	Y
<b>Resolving Conflict</b>	This session will provide you with an understanding of some of the most common sources of conflict and the risks of not managing conflict effectively in the workplace. It will also provide some practical advice on using a range of strategies and applying them to different scenarios.		Y	Y	Y
<b>Storytelling with Data</b>	This session will help you to transform dull facts and information into compelling and persuasive content through the power of storytelling. You will learn how stories connect people with each other and with the information that's being presented, enabling you to make a strong impression on any audience and inspire them to action.	Y	Y	Y	Y
<b>Supporting Neurodiversity</b>	With approximately 15% of the global population exhibiting some form of neurodivergence, it's important that we work toward creating an inclusive workplace and society. In this course, we'll explore different types of neurodiversity, what a neuro-inclusive organisation looks like, and how to adapt your communication for maximum effectiveness.		Y	Y	Y

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# Personal Development (6/6)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Time Management</b>	We all know that time is highly elastic – sometimes a whole day seems to contract into just a few hours, and other days seem to stretch on forever. On different days, the clock seems to be either your best friend or your worst enemy.	Y	Y	Y	Y
<b>Unconscious Bias</b>	During this session, you will delve into the topic of unconscious bias and how it can affect our daily lives. The course will look at different types of bias that typically influence our thinking and decision-making processes. By the end of the session, you will have developed some strategies to help overcome the impact that unconscious bias can have in the workplace.			Y	Y
<b>Working in a Multi-Generational Workplace</b>	Understanding the characteristics of different generations to one's own has proven to be a challenge over the years. Each generation has different expectations of their employers, different goals and values, and different ways of interacting with their managers and colleagues.		Y	Y	Y

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# Project Management (1/2)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Agile Project Management</b>	Doing Agile might not be easy but for sure it's an amazing adventure full of self-fulfillment, energy and fun. After attending this course, it all starts to make sense and suddenly all becomes much easier..	Y	Y	Y	Y
<b>APM Project Fundamentals (PFQ)</b>	This course will provide learners with a broad understanding of the principles of effective project management. It is aligned to the APM Body of Knowledge 7th edition and is designed to enable learners to successfully attain the industry-recognised APM Fundamentals Qualification.	Y	Y	Y	Y
<b>APM Project Management (PMQ)</b>	The APM Project Management Qualification is their flagship qualification for those with 2-5 years' experience, or those undertaking a project management degree or apprenticeship. It is a knowledge-based qualification that will enable you to demonstrate knowledge of all elements of project management.	Y	Y	Y	Y
<b>Becoming a Plan-Based Project Manager</b>	Acquire the skills and competencies to successfully lead predictive projects in different environments. The training course is the ideal, practical introduction to project management for everybody involved in a project	Y	Y	Y	
<b>Goal-Focused Project Delivery</b>	This course introduces a project management approach that has its strength in its straightforward and clear framework. It focuses on the project end goal identifying what outcomes (value not deliverables) are required rather than getting immersed in the detailed activities of how they will be achieved.	Y	Y	Y	Y
<b>Introduction to Effective Project Management</b>	Acquire the skills and competencies to successfully lead predictive projects in different environments. The training course is the ideal, practical introduction to project management for everybody involved in a project. The intensive training allows you to acquire the basics of project management incorporating the essential concepts in predictive and iterative project management.	Y	Y	Y	Y
<b>Leading Project Teams</b>	Your team is one of the biggest assets when it comes to delivering project results. Setting up your team properly and empowering it throughout the process will help you to lead the project to success. This course will focus on the major elements of leading a team, such as team development, communication and motivation.	Y	Y	Y	

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# Project Management (2/2)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>PMI®-ACP Certification Preparation</b>	The journey is currently divided into 9 sessions of 4 hours, including a 3 hour exam can be taken in a test center or online On the first day of training you will get access to the X-AM tool which is accessible for 12 months, as well as the digital copy of the PMI-ACP® Exam Prep book.	Y	Y	Y	Y
<b>PRINCE2® 7th Edition Combined Foundation and Practitioner</b>	PRINCE2® is a globally recognised and established project management method that offers a structured, scalable, and tailorable approach to project management. It's focus on governance, risk management, and benefits realisation sets it apart from other qualifications. As an Accredited Training Organisation to deliver PRINCE2® 7 Foundation and Practitioner, you have the option to study each level separately or complete both in a full week.	Y	Y	Y	Y
<b>Project Management Professional (PMP)®</b>	The Project Management Professional (PMP)® certification is globally recognised and demonstrates to employers, clients and colleagues that a project manager possesses knowledge, experience and skills to successfully run a project.	Y	Y		
<b>Projects in a Complex Environment</b>	This course takes into consideration all the external factors that influence any project. It provides you with a good understanding of the divergent needs of stakeholders, the project environment and risks and provides tools and methods to cope with these elements from the very beginning of a project.	Y	Y	Y	Y
<b>Solution-Driven Project Management</b>	Learn how to overcome obstacles and barriers and deliver results regardless of the environment and its constraints. This course is designed to remove impediments within projects. It provides project managers with the necessary tools and instruments to quickly come to solutions and supports the project team to stay goal-oriented.	Y	Y	Y	Y

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# Essential Business Skills (Wellbeing & Life Skills) (1/4)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Advanced Skills for Senior Office Professionals</b>	This workshop has been designed to take you, a successful office professional, to the next level of your career. It will build on the great skills you already have and develop the advanced skills you will need for the future.	Y	Y	Y	Y
<b>Belonging in the Workplace</b>	Social belonging is the feeling that you're a valued and accepted member of a group. It's important for every person to feel they belong in all areas of their life, including their workplace. Yet, in some organisations, a significant proportion of employees feel isolated or that they don't belong.		Y	Y	Y
<b>Business Jargon Busters</b>	Communication is vitally important in all business, but how often does communication between people get lost due to misunderstandings of the terminology or terms used? This course looks at where these issues come from, and how they impact you and others around you in the workplace.	Y	Y	Y	Y
<b>Commercial Awareness</b>	The programme is very practical and based on everyday situations so you can apply your learning to reviewing and managing contracts, and managing contract changes and risk in your workplace immediately.	Y	Y		
<b>Corporate Social Responsibility</b>	During this session participants will learn more about Corporate Social Responsibility (CSR). The interactive event will look at the history and future of CSR, debate arguments for and against it and develop real world ideas for CSR projects that can be taken away and implemented back in the workplace.		Y	Y	Y
<b>Creating Quality</b>	In today's fast-paced business world, delivering top-notch work is the key to staying ahead. By mastering the art of getting things right the first time, you'll save valuable time, exceed customer expectations, and build a reputation for excellence. Raising your standards means better resource management, quicker goal achievement, and consistently surpassing what's expected.		Y	Y	Y
<b>Digital Skills</b>	In this session you will gain a common understanding of what digital means and explore the link between digital skills and digital literacy. You will also assess your digital skills and look at some actions to develop them further, using the Digital Practitioner Framework.			Y	Y

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# Essential Business Skills (Wellbeing & Life Skills) (2/4)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Disability Awareness</b>	Disability awareness is an essential part of nurturing an inclusive workplace culture. In a world where an estimated one in six people experience significant disability, and where people living with disabilities are still at risk of facing discrimination and everyday challenges that simply shouldn't exist, it's not something we can ignore.		Y	Y	Y
<b>Diversity and Inclusion</b>	This session will help you to fully appreciate the importance of diversity and inclusion in the workplace, and to take practical steps to develop greater awareness and understanding. You will learn what diversity and inclusion mean, and why it is so important to get it right in these areas.	Y	Y	Y	Y
<b>Effective Writing (Writing Skills)</b>	The written work you produce should make you stand out in a positive way. Your writing is a reflection of both you and your organisation. Done well, it can open new doors for you, help you achieve your goals, build your networks, and advance your career.	Y	Y	Y	Y
<b>Expanding Your Financial Accounting Knowledge</b>	This session looks at key aspects of financial accounting and the impact of decisions on business results. It covers the difference between capital expenditure and operating expenditure, how to perform cost appraisals, the calculation of depreciation and the importance of working capital.		Y	Y	
<b>Expanding Your Managing Accounting Knowledge</b>	This interactive session gets participants thinking about how they put budgets together, what to include and other adjustments that need to be considered. It uses a seven-step budgeting process, to link budget to strategy and improve the negotiating position.		Y	Y	Y
<b>Facilitation Skills</b>	Effective facilitation can transform group learning from feeling pointless and uncomfortable to being productive and worthwhile. You don't have to be a professional facilitator to facilitate a group workshop. Anyone can learn and apply the skills required to unlock potential and drive success through effective group learning.		Y	Y	Y
<b>How to Be an Ally Against Racism</b>	Racism persists as a systemic issue with far-reaching consequences and the fight against racism is more visible and vital than ever. Becoming an ally against racism is an ongoing journey of learning, understanding, and action; it is about transforming awareness into engagement and bystanders into advocates.		Y	Y	Y

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# Essential Business Skills (Wellbeing & Life Skills) (3/4)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Interviewing Skills (Recruitment &amp; Interviewing)</b>	People are the most valuable ingredient for team and organisational success, so conducting effective interviews is vital, in order to get the right talent in the right place at the right time. Interviewing requires significant time and effort, and this interactive session will help you to make the best decisions about who to recruit, while also showcasing your organisation.	Y	Y	Y	Y
<b>Mental Health in the Workplace</b>	We all have mental health, just like we all have physical health. And just like physical health, when we neglect our mental health, we put ourselves at risk of unnecessary suffering. Due to inherent stresses and strains of the workplace, as well as the amount of time we spend at work, understanding how to identify and address mental health issues is vital.		Y	Y	Y
<b>Modern Minute Taking</b>	This session covers the planning steps that need to be carried out before the meeting takes place to make sure we're set up for success on the day. It goes on to look at how we make sure that we provide an accurate, complete and objective record of the meeting that we're minute taking for.	Y	Y	Y	Y
<b>Presenting Virtually (Presentation Skills)</b>	Changes in the world of work and advancing technologies have made presenting in a virtual environment a must-have skill. Virtual presentations can often give you quick and easy access to much broader audience than in-person presentations would, and when handled effectively virtual presentations are a great way for you to get your points across and influence others.	Y	Y	Y	
<b>Sales Fundamentals</b>	This session covers the fundamentals of selling, participants will pinpoint personal skills and the characteristics of selling effectively. The key stages of the sales process are addressed and participants will learn how to prepare effectively for a sales conversation, and create their own opening statement.		Y	Y	Y
<b>Smart Procurement</b>	This course explores the types of procurement used by the participants. You will also look into the common strategies for procurement and how to consider the right approach for your organisation.		Y	Y	Y
<b>Smart Supplier Management (Supplier &amp; Contract Management)</b>	This session starts by answering the question: why supplier management matters? You will then look at the associated elements of supplier management and how relationships and performance levels factor into supplier management.	Y	Y	Y	

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# Essential Business Skills (Wellbeing & Life Skills) (4/4)

Topic	Description	Blended training Course	3-hour training session	90-minute training session	Digital learning playlist
<b>Social Media in the Workplace</b>	In this session we explore how social media has revolutionised the ways that we interact with other people, the data we share about ourselves and the ways that people expect to be able to deal with businesses and organisations.		Y	Y	Y
<b>Stakeholder Engagement</b>	Move beyond “one-size-fits-all” methods and delve into stakeholder assessment and analysis, empowering you to tailor your approach and boost buy-in. Learn to harness the power of planned communication, advocacy, and inquiry to build lasting stakeholder engagement.		Y	Y	Y
<b>Understanding Costs and Budgets</b>	The focus of this session is management accounting. You will work through the nature and behaviour of costs as well as the impact of profit drivers on performance. You will also explore different approaches to budgeting and their appropriateness, as well as the sources of information available to aid forecasting.	Y		Y	Y
<b>Understanding Key Financial Statements</b>	This session looks at the key knowledge needed to read and understand the Financial Statements and how this links to everyday operations in your organisation. It covers the purpose and structure of the Income Statement and the Statement of Financial Position, as well the terminology and jargon associated with them, before looking at the ratios that can be performed on them.	Y	Y	Y	
<b>Wellbeing &amp; Stress</b>	This course is designed to equip professionals with the practical skills needed to thrive through times of change. You’ll learn how to master your work–life equilibrium, ignite a sense of greater self-belief, align your work more closely with your personal values, and cultivate a robust social support network.	Y	Y	Y	Y
<b>Working Remotely</b>	This session will provide you with some essential strategies for maintaining your productivity and effectiveness when working from home; as well as looking after your mental and physical wellbeing.		Y	Y	Y

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Leadership Programme

Development for  
Frontline Leaders



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# Explore our full topic portfolios

Option 1



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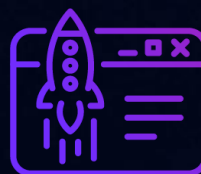
## Training Course Portfolio

Our full training course portfolio containing our ready-to-go blended training courses, suitable for individuals and teams.



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**ENGAGE**

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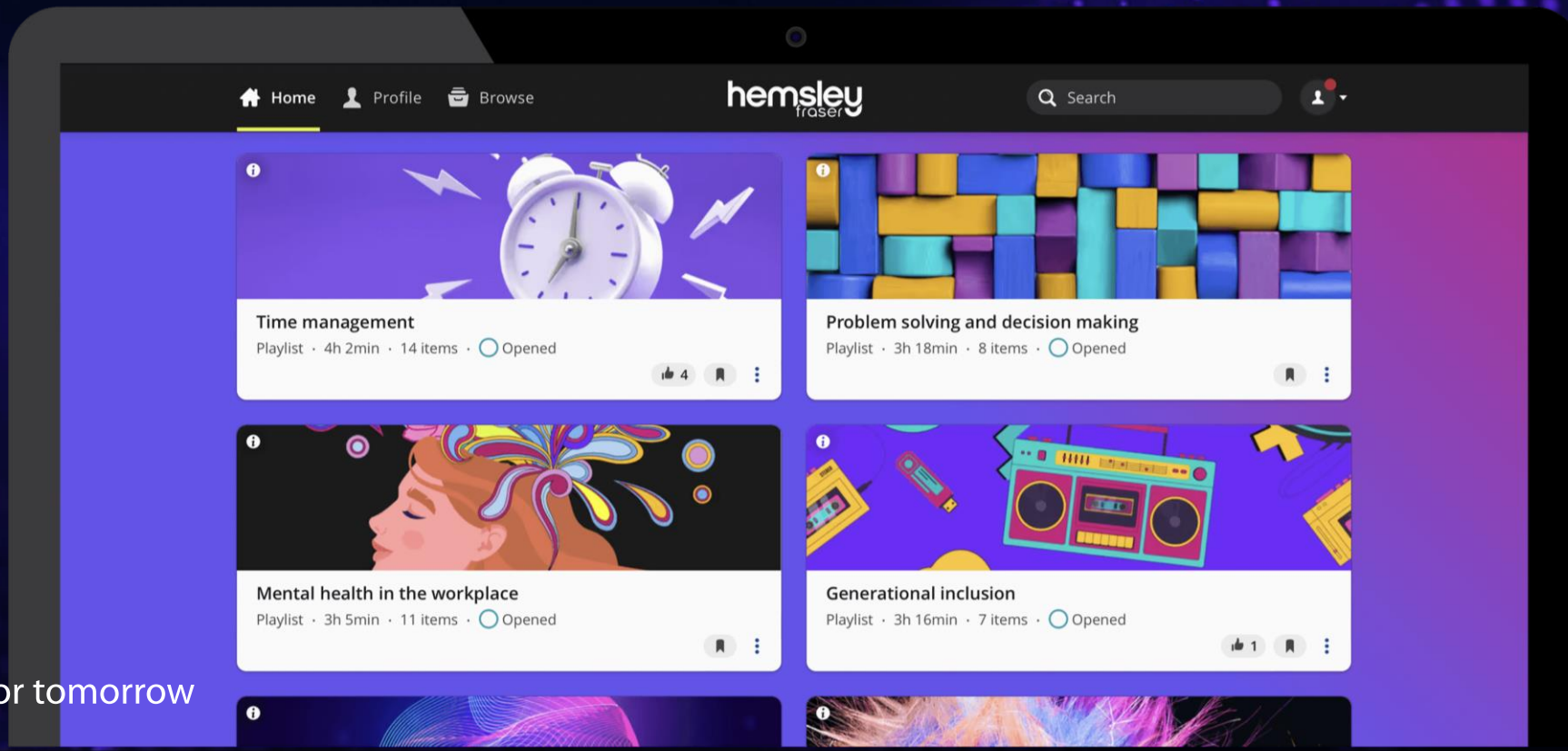


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Option 2

## Our Core Content Library

Core library components for custom programmes, suitable for teams and organisations.



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